

## Clarkston Police Department

### CASE STUDY

Police patrol cars equipped with rear-view-mirror wireless cameras transmit video over the WLAN when they approach the police station, saving time, producing reliable evidence and ensuring officer security.



**In Clarkston, a small city located 10 miles from Atlanta, the police department protects 7,836 citizens in a challenging environment with lower-than-average property crime levels but higher-than-average violent crime rates.**

"The officers have increased peace-of-mind with the new wireless video system that Trapeze and Digital Ally provide. In addition to ensuring a complete and untainted chain of evidence for the videos, the officers can improve their handling of dangerous situations by using them for training purposes."

—Criss Hudson  
Captain, Clarkston Police Department

The city of Clarkston is located about 10 miles outside of Atlanta, Georgia. With a diverse population of nearly 8,000, the police department faces a unique set of circumstances: a small town atmosphere with similar crime types and statistics as much larger metropolitan areas. The department had recently received complaints about officers' conduct towards the citizens, while at the same time, the rate of violent crime had risen above the state average. The department was looking for ways to improve the officers' efficiency and security while also addressing the citizens' concerns.

### Objective

Clarkston is known as the "small town with a big heart." As such, it was important to Captain Criss Hudson that the Clarkston Police Department (CPD) respond to citizens' concerns. At the same time, as with most cities in today's economy, the city and the department were struggling to do more with less funding. Captain Hudson was looking for ways to improve processes and efficiency of the department without adding tremendous additional costs. A third and highly important objective of Captain Hudson was to ensure the security and safety of her officers while they are out on patrol. Captain Hudson looked to her technology partners for ideas and learned of the combined video and wireless networking system offered by Trapeze Networks and Digital Ally.

### Solution

The Trapeze/Digital Ally solution is a combination of award-winning wireless networking technology from Trapeze and the industry leading digital video system provided by Digital Ally. Together, they equip patrol cars with digital video technology that is used to record police activity on the spot, and then quickly and transparently download the file for reference once they are back at the police station.

After investigating the Trapeze/Digital Ally solution, Captain Hudson applied for federal grant funding, which came through six months later. From there, her technology suppliers, Integrated Technology Systems and Ansley Communications Group, quickly got the CPD up and running with the Trapeze Networks wireless system along with Digital Ally digital video systems in the rear-view mirrors of all the departments' police cars.

The Trapeze Networks solution currently includes the Mobility Exchange® MXR-2 Intelligent WLAN Controller and the Mobility Point® MP-422B 802.11a/b/g dual-radio indoor access point installed at the police station. Digital Ally's Digital In-Car Video System utilizes the latest generation of technology that is so small and advanced that the entire Digital Video System is integrated into a replacement rear-view mirror on each of the patrol cars.

## DESCRIPTION

- City of Clarkston, GA, incorporated 1882
- City Population: 7,836
- Total Area: 1.1 square miles
- 10 miles from Atlanta
- "Small town with a big heart"

## OBJECTIVES

- Respond to citizens' concerns by implementing a means to enhance officer supervision
- Improve processes and efficiency for video evidence transfer
- Ensure security of video evidence
- Increase the safety of officers while out on patrol
- Find an affordable technology solution that can be expanded as needed in future

## SOLUTION

- Mobility Exchange® MXR-2 Intelligent WLAN Controller
- Mobility Point® MP-422B 802.11a/b/g dual-radio indoor access point
- Digital Ally's Digital In-Car Video System in each patrol car
- Mobility System Software®
- RingMaster® Appliance RM-200 and RingMaster software

## RESULTS

- The CPD wireless network is 100 percent reliable and secure
- Video evidence is automatically transferred wirelessly from patrol car to station server
- Administrators can easily set up and troubleshoot through the GUI
- Officers save time, feel safer and learn from watching their own videos
- Citizen trust of the police force has increased as a result of increased officer supervision

## Clarkston Police Department (continued)

With the systems in place, patrol cars routinely take video as officers make stops. The video is then automatically uploaded to the CPD server upon the arrival of the patrol car to the station. This not only ensures that the video evidence remains untainted, but also provides an easy, quick way to transfer often-large video files from the cars to the station's server.

CPD chose Trapeze Networks for a number of reasons, but first and foremost was the requirement for the wireless network to be reliable. Previous field tests using competitors' wireless solutions indicated that CPD would have much greater success by implementing Trapeze; other solutions did not have the capability to support multiple video file transfers at one time, and Trapeze did.

Other important aspects included the user-friendly graphic user interface (GUI) for set-up and troubleshooting; ability to continuously monitor antenna status to ensure 100 percent uptime; authentication capabilities to ensure complete security of the videos; ability to detect any neighboring signals as means to manage RF interference; load balancing for efficient management of data transfers; and, expandability – the system can easily scale as the police department's requirements increase.

## Results

The results of the implementation have been even better than expected. "The citizen complaint rate has dropped significantly since we installed the cameras," said Captain Hudson. "We have also experienced an increase in officer morale due to their new ability to watch the videos of their stops."

Now officers routinely review videos of their stops as a means to improve their processes and to increase safety of future stops. "Providing this as a training tool helps them improve their performance, which increases morale," remarked Captain Hudson.

In addition to the improved morale of the officers, citizen complaints have declined. Captain Hudson explained, "Now, because the officers know their actions are being recorded on video, their behavior has improved. This increased officer supervision has had a direct affect on citizen complaint rates."

The department has also experience rapid return on investment because they can instantly upload the videos to the server. This saves significant time from CPD personnel having to manually transfer videos from the cars to the station's server. CPD has also achieved a much-cleaner chain of evidence. Having the wireless system increases security of the data and hence, the reliability of the evidence. This is much better for court case requirements.

In looking to the future, Captain Hudson plans to automatically add the camera/wireless network capability to any new patrol cars the department requisitions. The system she has now can support additional antennas with no degradation of quality, but she can also easily add to the installation she has should the need arise. She is also considering connecting the patrol laptops for an e-ticketing system; tickets would be electronically uploaded to the server when patrol cars arrive at the station.



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