

Greensboro Police Department transforms mobile command center with technology

BACKGROUND

The Greensboro Police Department's command bus stands as a testament to modern law enforcement capabilities, providing a mobile command center that enhances operational effectiveness during critical events. NEWCOM was awarded a contract to modernize the on board technology of this impressive vehicle, ensuring it meets the evolving needs of the community it serves.

THE CHALLENGE

The Greensboro Police Department's command bus faced significant challenges that hindered its effectiveness in supporting law enforcement operations. Originally outfitted with technology that had become obsolete, the command center struggled to meet the demands of modern policing. The outdated systems not only limited the capabilities of the bus but also affected its reliability during critical events, which could compromise the department's responsiveness in high-stakes situations.

One specific issue was the placement of the TAG TECSLATE™ system, which needed to be relocated to a more strategic position within the bus. Its original location was not conducive to efficient use, making it difficult for officers to access and operate the system during critical moments. This required careful planning to ensure that the new placement would optimize functionality and accessibility while maintaining the overall design and flow of the command bus.



CUSTOMER PROFILE

The Greensboro Police Department is comprised of 787 sworn and non-sworn employees dedicated to the mission of partnering to fight crime for a safer Greensboro.

Greensboro Police Department, North Carolina, was in need of a technology up-fit for their RV turned mobile command center to help aid in first response on-the-go.

INDUSTRY

Public Safety, Law Enforcement

CHALLENGES

- Struggles to meet the demands of modern policing
- Outdated systems limited the capabilities of the bus
- Optimizing system placement and functionality and accessibility for design flow
- Upgrading infrastructure, relocating key systems, and existing technology

Addressing these challenges required a comprehensive strategy that involved upgrading the existing technology, relocating key systems, and enhancing the overall infrastructure to ensure the command bus could operate effectively in various scenarios. By tackling these issues head-on, NEWCOM aimed to transform the command bus into a fully functional mobile command center capable of supporting the Greensboro Police Department's mission.



NEWCOM delivered a comprehensive connectivity solution for the Greensboro Police Department, equipping their command bus with advanced technology that enhances operational effectiveness and situational awareness during deployments. By establishing robust connections back to the city's network, officers on the bus can access real-time situational data from critical systems such as CAD (Computer-Aided Dispatch). This integration allows command personnel to monitor ongoing incidents and coordinate responses efficiently, even when they are miles away from their main offices.

A key component of this installation is the TAG TECSLATE™, which was expertly fitted into a custom-designed location within the command bus. This placement ensures that officers can utilize the device effectively, allowing for easy access to vital information without compromising workspace. The user-friendly interface of the TECSLATE™ streamlines the process of gathering and sharing data, making it an invaluable tool for field operations.

Moreover, NEWCOM implemented a state-of-the-art video distribution system that allows for the sharing of live video feeds among various positions on the bus. This system enables personnel to view critical footage from multiple camera angles, ensuring that everyone on board can stay informed about the unfolding situation. The ability to share video feeds in real time enhances collaboration among officers, fostering a more cohesive approach to incident management.

PROPOSED SOLUTION

Our approach began with a thorough assessment of the existing systems and a comprehensive understanding of the department's specific requirements. The updated command post is now equipped to efficiently manage large-scale community events, respond to critical tactical incidents, and coordinate multi-jurisdictional operations that can last several days.

The NEWCOM team meticulously designed, planned, and managed the entire project, ensuring that delivery was completed on time and within budget. This commitment to excellence provided Greensboro with a turn-key solution that aligns perfectly with the agency's vision for a fully functional command center.

The modernization of the command bus not only enhances the capabilities of the Greensboro Police Department but also strengthens community safety and responsiveness. By providing law enforcement with the tools they need to operate effectively in any situation, NEWCOM has played a vital role in supporting the agency's mission to serve and protect the community.

Key enhancements:

- **Advanced connectivity:** The command bus features state-of-the-art connectivity solutions, enabling real-time communication and data sharing among officers and command personnel, regardless of location.
- **Robust cabling infrastructure:** We implemented a streamlined cabling system designed for efficiency and reliability, ensuring that all technology components operate seamlessly together.
- **Diverse connectivity inputs:** Various connectivity inputs have been installed to accommodate a range of devices, allowing for versatile use of technology during operations. This flexibility is crucial for adapting to different scenarios and the diverse equipment used by law enforcement.
- **Collaboration tools:** The integration of cutting-edge collaboration tools has transformed the command bus into a hub for teamwork and decision-making. Officers can now communicate effectively, share information instantaneously, and coordinate responses in real time.



FUTURE PLANS

Looking ahead, the Greensboro Police Department is committed to building on this foundation of enhanced connectivity. Plans are in place to explore further advancements in technology, including potential integrations of artificial intelligence and data analytics tools to bolster operational insights. By continually refining their command capabilities, the department aims to ensure that they remain at the forefront of public safety, ready to adapt to the evolving needs of the community they serve. This ongoing commitment to leveraging technology will not only enhance current operations but also prepare the department for future challenges.

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Solutions

for Today

with Tomorrow

in Mind

SUMMARY

The turn-key installation by NEWCOM has resulted in a significant transformation in how the Greensboro Police Department operates during critical incidents. The improved connectivity and technology have not only increased situational awareness but have also enhanced decision-making speed, ultimately leading to more effective responses. The return on investment (ROI) is evident in the department's increased operational efficiency, as officers can communicate and collaborate more seamlessly, reducing response times and improving overall effectiveness in the field.

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