



LGdispatch Botches Kidnappers Joyride

City of Decatur, Illinois

Case Study:
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The Decatur Police Department recently utilized LGdispatch to help save a 62-year-old man's life. The City of Decatur Police Department purchased LGdispatch in 2004; this software is a Computer Aided Dispatch (CAD) mapping interface that provides E-911 dispatchers with an interactive map displaying the location of all emergency calls.

The Decatur Police Department's Emergency Services Coordinator (ESC), Gretchen Reynolds, received an alarming 9-1-1 call on Monday, March 14 around 3:00 p.m. from a distressed victim. The caller, a 62-year-old man, was violently attacked while sitting in his vehicle in his own driveway. The assailants beat the caller, robbed him, threw him in the trunk of his car and took off in the vehicle.

While lying in the trunk of his car, not knowing what the assailants were going to do, he dialed 9-1-1. His call was received by Decatur's ESC, Gretchen Reynolds. The Decatur man was able to give Reynolds a description of his vehicle and his license number. Reynolds, using her LGdispatch mapping software's Phase II capability was quickly able to determine the location of the vehicle and pass the information on to the city officers and the Macon County deputies.



Reynolds "re-bid" the cell phone signal to get the most current coordinates and then entered the latitude and longitude information into the map in the E911 software. At that point she was able to display where the caller was located. The officers had no problem locating the vehicle and after a high speed chase the assailants crashed the vehicle and took-off on foot. The officers apprehended the two assailants and were able to free the Decatur man from the trunk of the vehicle, without any injuries.

Without the LGdispatch software, it would have made locating the victim virtually impossible since the victim was not aware of his location. Having access to LGdispatch insures that the most recent and reliable data at to track E-911 calls.

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