

Case Study:

Naperville Utilizes LG Products to Remain at the Top of "Best Places to Live"
City of Naperville, Illinois

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Even among America's most livable cities, Naperville, Illinois shines.

The quality of life indicators are enviable and indisputable. The median family income is over \$112,000. Children's test scores are more than 31 percent above the state average. The personal crime risk is 14 (the national average is 100), and the property crime risk is 25 on that same scale. No wonder Money Magazine consistently puts Naperville near the top of its "10 Best Places to Live."

You could almost understand it if the Naperville Police Department wanted to sit back, relax, and rest on their laurels. Instead, they have focused their energies on developing strategies to preserve the low crime rate and make life even better for their citizens. GIS technology has expanded their strategies for managing information.



Diane Schlake is the Naperville Police Department's technical support specialist and was the project manager for the installation of a package of Geographic Technologies Group solutions, including LGcrimes, AVL, LGdispatch, LGfires, LGmobile and LGviewer.

"We began looking for a replacement for our old mapping software a couple of years ago because we needed a more robust solution for

our police and fire departments. We wanted to be able to do things like look at the floor plans of buildings, for example," Schlake said. "The LG products gave us access to the great data and aerial images we had accumulated over the years. Now we have so much more information at our fingertips instantly, which is very helpful for making quick decisions."

Naperville's low crime rate allows the Police Department to focus on being proactive, and its Crime Prevention efforts begin with elementary school children.

"We have resource officers in every school and we actually show the children how we use technology to protect the community," Schlake said. "We've used the maps to show the kids how LGdispatch works, how our dispatchers make decisions on which unit to dispatch to a call. They love the technology."

Police officers also use the LG solutions in training sessions. An instructor recently used a map of an apartment complex that was the site of frequent 911 calls to discuss how to best handle a potential hostage situation.

The Police Department is vigilant about collecting information about any potential threat to community safety.

"We have a layer showing active warrant information, and we track persons of interest such as parolees and sex offenders. Our officers are equipped with information on residents such as what gang a person was affiliated with before they were released from prison," she said.

Naperville also works with the Illinois Department of Corrections on periodic “parolee round-ups” where parolees are brought in for drug tests. “We follow up to make sure those who are not in compliance are sent back to prison. The beat officers in the squad cars use AVL and LGmobile to review information gathered on parolees, sex offenders and wanted people.”

Schlake recently completed a beat analysis which gave officers a visual representation of how their time is spent.

“Our officers are busy and visible in the community. We do a lot of “well being checks” for citizens who request them, and we offer a community service to people who have locked themselves out of their homes or cars. All of this results in a lot of face-to-face encounters with the public, which helps build trust and respect for our Police Department.”



The Naperville Fire Department uses LGfires much like they Police Department uses LGdispatch, but with different configurations. “They are obviously interested in some different layers, like where the pipes are underneath the streets, the size of the pipes and where the hydrants are located. The basic functionality is the same for both departments but the view of available data changes. We are leveraging all of the work our GIS Department has done on capturing the road centerlines and address points over the years,” she said. The community has been on a high growth mode for the past few decades and many new areas are annexed into the city each year.

The City is currently installing LGviewer, which will allow personnel to view all of the Sungard-HTE land-based data.

“The city is going to start out using GPS with our snow plows. We use a lot of contract snow plows, and the city will be able to see where the plows are at during heavy storms and respond to calls from residents. The city conducts leaf and brush pickups in the summer and fall, so the technology could be used to improve visibility throughout the year,” Schlake said.

“The LG products have been a great investment for us, and the benefits to the citizens are evident every day. They allow us to take full advantage of all of the data we’ve collected and to find ways to make our safe city a desirable community to live and raise a family.”

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Geographic Technologies Group
1202 Parkway Drive
Goldsboro, NC 27534
Phone: 1.888.757.4222
Fax: 919.759.0410
E-mail: info@geotg.com