

Case Study:
Ease-of-Use, GIS is Critical: Keeping
City Officers Informed
City of Sierra Vista, Arizona

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Every police officer in America knows the statistics: half of all officers killed in the line of duty die while making a "routine" traffic stop, hundreds every year. Thousands more are injured when motorists turn violent. Officers know, too, that their most valuable resource in such instances is a fellow officer's help. Allowing officers to back each other up in the field is one of the key benefits of mapping technology such as GTG's LGmobile, which shows officers where everyone is at any given moment.

"Officers, naturally, want to know they have backup nearby in case something goes wrong, and of course they want everyone to know where they are, too, because they are at their most vulnerable when making a stop" said Jeff Payne, a Systems Administrator in Sierra Vista, Arizona. He has been involved with the LG products from the beginning. "We're really looking forward to having the added capabilities when we go live with LGmobile in a few weeks."

The City already uses LGdispatch and LGcrimes, and plans to add LGfires next year. "We've been testing LGmobile and have had really good results, so we expect things to go smoothly," Payne said.



Located in the Sonoran Desert, 30 miles from the Mexican border, Sierra Vista is ringed by the mountain ranges of the Coronado National Forest. It is the home of Fort Huachuca, one of the nation's oldest military posts, and the headquarters of the U.S. Army Intelligence Center. The City's geography and demographics present the public safety officials with challenges they meet with the help of GIS technology. "Our City is a study in contrasts. Our population of 40,000 is partly older, retired people, partly soldiers and families from Fort Huachuca, and then we have a few undocumented aliens. When we brought basic mapping technology here a few years ago, it was embraced with open arms," Payne said.

Payne first saw the LG products three years ago and immediately applied for a state grant to purchase them. He received the grant, bought the products and began the process of installing them. "From an IT perspective, there have been no challenges. LG products are straightforward, easy to install and easy to learn to use. In fact, the training is a breeze. The products are so intuitive that people usually just pick them up on their own."

When the department goes live with LGmobile, 40 officers will be using the product. "The feature we all love is the map in the vehicle will automatically show the location the officer is being sent to. It's very slick and very easy to use," Payne said. "The officers are very excited."

He said Sierra Vista has been using ARCMap, but most users found it intimidating. "There are so many features there that most people really don't need. I've found that with the LG products, all the features you need are there and easy to use, but there's not much in the way of extraneous features. That translates into so much time saved in training." Payne said the upcoming installation of LGmobile further solidifies Sierra Vista's standing as a leader in southern Arizona in technology use and spending. "We're always open to new ideas here, especially those that help us keep our citizens and our officers safe."

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