

Auburn Police Department, Maine

The Auburn Police Department prides itself on the efficient and cost effective delivery of service to its citizens. To uphold standards of efficient and cost effective service, the Auburn Police Department underwent a project for the implementation of a county-wide dispatch and records management system.

The project encompasses an extensive multi-agency implementation incorporating five agencies for dispatch and seven agencies for records management. Additionally, Auburn Police incorporated Zuercher's IMC Cross Agency solution to participate in statewide data sharing initiative. The project was a regional data sharing public safety project and was completely funded through a \$2 billion Homeland Security Grant.

Mobile provides a seamless extension of CAD, RMS and investigative data to in-vehicle computers to greatly enhance the officer's effectiveness and productivity in the field. With the Mobile State Interface, Auburn Police Officers can perform NCIC, NLETS and state queries to provide critical information allowing them to make in-pursuit or on scene decision to safely apprehend criminals.

The IMC Multi-Agency solution allows more than one agency's data to reside in the same database. Each agency would access their data via PCs (Clients) located within their department via a wide area network connected to a central database server. With a centralized Dispatch and Records database, agencies can consolidate System Administration and IT Resources.

The IMC Cross Agency solution enables agencies to share and access master names and case report information through a hub and spoke model. By providing a state-wide network to share master names and case report information Auburn Police Department virtually increases the number of officers in their patrol and information at their fingertips.



SUMMARY

AGENCY

Auburn Police Department

AREA SERVED

65.8 square miles

POPULATION

23,690

PRODUCTS

IMC Dispatch, IMC RMS, IMC Detective, IMC Mobile, State Interface, Multi-Agency, and IMC Cross Agency.