



# SHIELD TECHNOLOGY CORPORATION DISPATCH

## A Bit of Seasonal Cheer

(by Tom Marshall with apologies to Clement Moore)

December 2009

### Points of Interest:

- **Featured Client:**  
**Bremer County Sheriff's Department,**  
**Sheriff Duane L. Hildebrandt**
- **ShieldWare® Latest Options & Interfaces**
- **IBR Corner**
- **Dates to Remember**
- **Erin Elrod Receives Governor's Award**

'Twas the night before Christmas,  
And all through the center  
Not a telephone was ringing,  
Not a cop had a sinner.

The caller was shaken;  
He couldn't reply.  
He stuttered and stammered,  
Then said with a cry,

We didn't wait long,  
The response was real quick:  
It wasn't a prowler,  
It was only St. Nick!

Backups were done  
And tapes changed with care,  
All in the hopes  
Of a night of dead air.

"I saw it, I saw it,  
A light in the sky!  
It was bright, it was red!  
It flew right on by!"

I relayed the message  
To units one and all.  
"He's OK," I said  
"Let's just unfound the call."

I in my headset,  
And keyboard in my lap,  
Had just settled down  
For a brief evening nap

I dispatched a car,  
Plus an engine or two;  
What they were after,  
I hadn't a clue.

The officers silently  
Crept to their cars;  
They pulled out of sight,  
And looked at the stars.

When all of the sudden  
There arose such a clatter,  
I bolted alert  
To see what was the matter.

I waited and waited;  
It seemed like an hour.  
Then the radio barked,  
"We've got us a prowler."

Then all at once  
He appeared overhead -  
Rudolph and eight reindeer  
All pulling his sled.

Phones were ringing!  
The radio was squawking!  
Nap time was over;  
'twas time to get talking.

They surrounded the house,  
And slowly moved in;  
They peeked through the window  
To check out the den.

And he smiled and he said  
As he drove out of sight,

I pushed a button  
And answered a call,  
'9-1-1, Can I help you?  
Now do tell me all."

They studied the fellow  
As best they could see,  
And we sent his description  
To N-C-I-C.

*"Merry Christmas  
to All, And To All  
A Good Night!"*



### Latest Options and Interfaces for ShieldWare®

Shield's flagship ShieldWare® software applications are well known throughout the industry. Their mature, solid offerings meet the complex needs for large and small agencies. The base solutions are:

- ShieldWare® CAD** - Computer Aided Dispatching
- ShieldWare® RMS** - Record Management System
- ShieldWare® JMS** - Jail Management System

Shield has expanded their integrated public safety solution with a number of interfaces and options. Those additions include:

**ShieldWare® Mobile** is a mobile data system that empowers and protects your field officers through secure and instant access to vital information from local, state and national databases, along with dispatches and texting. Not only does this product increase the performance and safety of field officers, it also supports Homeland Security efforts. Agencies who implement ShieldWare® Mobile are pleased with the system's feature-rich

functionality and are impressed by how quickly their officers come up to speed on the system.

**ShieldWare® SWCivil** (available Spring, 2010) *Civil Processing for Iowa Sheriff's Offices* is a complete civil processing solution to address key requirements of the Civil Division and field deputies - from issuance to service to resolution. Shield is excited about this new offering that streamlines civil service document processing tasks, management, reporting and accounting. ShieldWare® Civil is designed to help you process and track civil matters in an uncomplicated and reliable manner. ShieldWare® Civil information is available either online or in reports as required by the court. And as an integrated solution, ShieldWare® Civil supports interfaces with SWRMS including the Master Name Index, Master Business Index, and Master Location Index.

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## Customer Services

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ShieldWare®

## Paradigm Shift

Within the arena of Public Safety Software a paradigm shift refers to using and relying on such new innovations in software as Mapping, AVL, GPS, and Mobile. Yesterday, Cellular Phase II compliant centerline mapping was required for CAD systems. Today, Pictometry is a new innovative shift. Paradigm shifts in technology do not necessarily exclude one another, unless of course you wish to continue using your typewriter. Technology paradigm shifts propel us forward by augmenting or enhancing use of our current technologies for the greater advantage.

Case in point – CAD Mapping and the introduction of Pictometry Imagery. One does not negate the other, but provides useful tools that work in concert with one another.

Do you need to find and view a location of an Incident call? How about the location of a 911 cell phone call? ShieldWare® CAD mapping software can aid you best. But

### Paradigm Shift

*Definition:*

a fundamental change in approach or assumptions

*Definition:*

acceptance by a majority of a changed belief, attitude, or way of doing things

now if you could only see a real life view of the area in which your incident is taking place. And how about this view being from all 4 points of the compass? Now you are talking Pictometry. Need an accurate measurement of the height of that bridge, or the distance from the barn out into

the field where the drugs are hidden? Again, Pictometry can work in concert with your ShieldWare® CAD and Mapping to enhance your view.

Shield is dedicated to the integration of technological advances with our software. We do not expect you to keep up with technology shifts for technologies sake. That is our job. We keep up with the new innovations and wade through the overabundance of technology and bring to you those tools that will further empower you.

Did you know that ShieldWare® CAD Mapping interfaces to Pictometry? Well we do! Give us a call at 800-476-5264, or send us an email to [sales@shieldware.com](mailto:sales@shieldware.com) and we'll explain it to you.

## IBR Corner

Isn't modern technology amazing? First we had the computer and cell phone, now we have the handheld blackberry, ipod, mp3 player, playstation. All these new gadgets require IBR classifications.

In our research, we found that states classify these items differently, depending on their contact at the FBI.

According to Virginia VSP the current guidelines are as follows:

Cell Phone– IBR code 77 (Miscellaneous)

Blackberry – IBR code 77 (Miscellaneous)

IPOD, MP3 Players – IBR code 26 (radios/TV/VCR)

Handheld Video game unit & games for these units – 07 (Computer)

According to Iowa DPS the current guidelines are as follows:

Cell Phone – IBR code 77 (Miscellaneous)

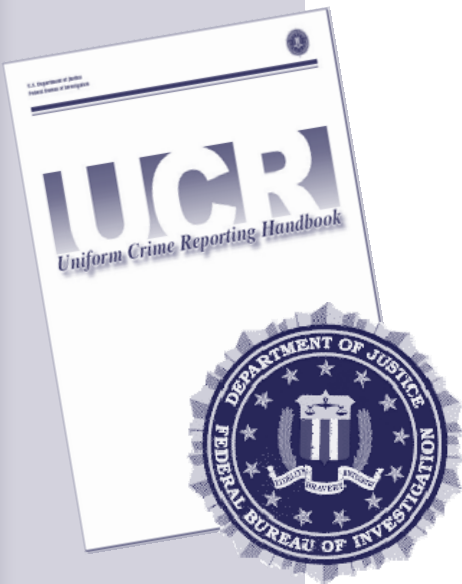
Blackberry – IBR code 07 (Computer)

IPOD, MP3Players – IBR code 26 (radios, TV/VCR)

Handheld video game unit and games for these units – 07 (Computer)

According to North Carolina DCI, since there are no special classifications for cell phone, Blackberry, IPOD, MP3 players and handheld video game units and their games, they are leaving it up to the agency to decide the classification. However, they suggest using 77 (Miscellaneous) for all these new electronic devices.

The FBI is discussing adding additional property categories to cover the newer technical items, but so far no timeframe has been given as to when this will happen. For now, use the IBR classifications listed above for your state.



*PUBLIC SAFETY  
Software Professionals*

# Integrated Public Safety Solutions

Featured Client: *Sheriff Duane Hildebrandt, Bremer County Sheriff's Department*

As Bremer County Sheriff I helped bring ShieldWare® to Bremer County and the city of Waverly. My predecessor had the responsibility of getting our county into the computer world and I knew it would be my responsibility to build on that. When our previous software provider did not provide the level of service we expected I started researching available RMS and jail software systems. Two important considerations were: 1) does the provider have people available to come to our office to work on issues or concerns; 2) is the provider informed and do they understand the complex and differing needs of police departments and sheriffs offices. Shield Technology was selected as our provider and we began using ShieldWare® in 2003.

The Bremer-Waverly Law Enforcement Center utilizes a full assortment of ShieldWare products including; CAD, RMS, Jail, Mapping and AVL as well as our latest addition being Mobile Data Solutions.

## **What is the scope or size of your agency?**

Bremer County has a population of approximately 23,800. Waverly is the largest city and county seat at approximately 9500. Our county is 432 square miles and has a variety of criminal activity. We are essentially a rural county with significant industry in Waverly, Sumner and Denver and a very progressive division III college, Wartburg located in Waverly. Our proximity to Cedar Falls/Waterloo provides for additional traffic. This most certainly adds to our rural population with people looking to live outside the larger metro areas.

The Waverly Chief, Richard Pursell, and I work cooperatively and collectively along with the Bremer-Waverly Law Enforcement Board to operate the software for our daily needs. This is where ShieldWare® becomes very important in our activities. When we set up our systems it was imperative that they look and operate as two separate systems and yet allow us the freedom to work together and stay informed of each others activities. The IT people at Shield were very sensitive to our needs. They worked with us to set this up right from the start. And they continue to work with both our agencies to tweak the system to make it more responsive for both agencies. The Bremer-Waverly Law Enforcement Board chose to make ShieldWare® Mobile Data available to each of the small towns located in our county. Now Shield plays an crucial role allowing them to access important mobile solutions.

## **Your Law Enforcement Center is about three years old. How are things going...**

Our facility was completely rebuilt from 2003 through 2005. During this time we also changed from our old software provider to Shield Technology.

The communications staff was under the direction of the Waverly Police Chief as part of the Bremer-Waverly Law Enforcement Board when I was elected Sheriff in 2001. This changed in 2003 when it became a county entity and was placed under my direction. The two primary reasons I pushed for software changes, at that time, were: first, nothing was being utilized for communications/CAD, and second, the RMS software was so user-unfriendly it took hours to write a simple information query.

I also wanted a software product that would be as seamless as possible in working with our existing 911 operating system as well as our existing radio system. I still recall quite vividly that the



introduction of ShieldWare® CAD did not come without some resistance from the staff. Change is challenging for all of us but for those who have been doing something one way for years it is even more intimidating. This proved to be the case with CAD. However, I continued to assure my staff that if they were patient and we all worked together we could overcome any challenges that these changes presented. I was confident that the new system would be a huge improvement over what we had.

Having Sandy and Daryl available for questions made this transition much easier and soon most of the staff had not only accepted the change but endorsed it as being positive. Nine months into it, one hold out continued to question the need for the change, so out of the blue one day I stated "the experiment was over and we were removing the entire ShieldWare® CAD system and going back to our old way of doing things". That employee stated they would never want to do that - this system makes their job so much more efficient and to go back would be a big mistake. With that I knew we had chosen the right software.

## **How does ShieldWare® assist in meeting your agencies goals?**

Ease of use is imperative for me when considering our software needs and ShieldWare is easy to use and easy to query for information. When I have a problem a shieldware support person has been willing to assist me in writing a specific query to garner the information that I need. Having this information readily available helps my office keep the public informed with press releases, statistics and other information that ultimately provides public safety for our citizens.

## **What do you see as Shield's strengths?**

I see the strength of ShieldWare being the products completeness to provide CAD, RMS, Jail, AVL and mapping all in one useful package.

## **Do you have any memorable incidents where a shield product assisted in you carrying out your duties?**

I have many memorable events, one more I would like to share is that within a week or two after getting Mobile Data installed I received a voice mail from one of my deputies who thanked me for getting them this component of ShieldWare. He made a traffic stop and he received information that the subject was a wanted individual and there seemed to be some confusion as to whether the person he had stopped was him or his brother. So he went into our RMS, looked at a booking photo and was able to make positive ID right from his squad car and was able to complete the arrest without incident.

# Shield Technology Corporation

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**Public Safety  
Software Professionals**

## 2010 - Dates to Remember

January 1	New Year's Holiday	- Office Closed
February 15	President's Day	- Office Closed
March 23-24	IOWA APCO/NENA Conference	
April 2	Good Friday Holiday	- Office Closed
April 13-14	IACP & PO Conference	
April 18-21	ISSDA Civil School	
April 27-29	Spring User Meeting in Des Moines	
May 31	Memorial Day	- Office Closed
July 5	July 4 <sup>th</sup> Holiday	- Office Closed
August 8-11	VA Chiefs Summer Conference	
September 6	Labor Day	- Office Closed
September 12-16	ISSDA Jail School	
September 19-21	VA Sheriff's Conference	
October 19-22	IPSTA - NENA/APCO Conference	
November 2-5	VA APCO/NENA Fall Conference	
November 25-26	Thanksgiving	- Office Closed
December 5-8	ISSDA Winter School	
December 24	Christmas Holiday	- Office Closed
December 31	New Year's Holiday	- Office Closed

### Shield Training

April 27-29	Spring Training at Stoney Creek Inn, Tuesday and Wednesday is comprehensive, hands on training offered for those individuals responsible for SWCAD. Thursday's focus is SWRMS and Version 7 enhancements.
TBA	Fall Training in Virginia

## Winchester's Erin Elrod Receives 2009 Governor's EMS Award for Outstanding Dispatcher



**Erin D. Elrod received the 2009 Governor's Emergency Medical Services Award for Outstanding Telecommunications Dispatcher award at the Virginia EMS Symposium held in Norfolk November 12-15.** Erin has been employed by the Winchester Emergency Communications Center for more than 13 years and has served in the Director's position since May 2005. During that period she has proven to be a tremendous asset to both the EMS community and her staff. Her leadership and management skills were put to the test when her workforce was at an all time low

due to staffing shortages, but she was able to increase her team from five to twelve full-time members. She also set up an extensive and cohesive training program for telecommunications specialists. Erin kept team morale strong by establishing programs like "Dress Up Day", where employees would donate \$5 to dress in their favorite funky socks or funny hat. Then, the money collected would go toward community outreach projects like the Salvation Army Angel Tree, breast cancer research, gifts for residents at nursing homes and other worthwhile causes. Erin's dedication and significant contributions to Virginia's local, regional and state EMS system are exceptional and greatly appreciated by the Commonwealth of Virginia.

**Congratulations, Erin!**

(Continued from page 1)

The enclosed Product Offering sheet outlines Shield's software applications with the available interfaces and options.

Here is a list of some of the newer options and interfaces Shield has available.

### ShieldWare® CAD

- ShieldWare Mapping with interface to Pictometry
- Output to GeoComm maps
- Communication output for Faxing, Paging, Email, Texting
- Scheduler for scheduling future Calls for Service

### ShieldWare® RMS

- SWTraCS Import for ECCO, MARS, Cirf, Iowa Incident, EWC, FIR
- Fast Entry functionality for Property
- Fast Entry functionality for Civil Paper service
- Fast Entry functionality for Personnel Training and Weapon Qualification
- NCIC Interface

### ShieldWare® JMS

- Inmate Tracking
- Fast Entry of jail management information
- Cell Checking
- LiveScan Interfaces
- Keefe Commissary output/input
- Stellar Services interface
- Value Added Communication interface



Integrated  
Public  
Safety  
Solutions



# SHIELDWARE<sup>®</sup>

## **ShieldWare<sup>®</sup> CAD - Computer Aided Dispatching**

Fast and powerful emergency response solution automates dispatch activities, facilitates multi-tasking in communication centers, decreases response times, increases officer safety, and enhances community services.

## **ShieldWare<sup>®</sup> RMS - Record Management System**

Comprehensive records management solution integrates data collection, reporting, and administrative processes to provide real-time access to accurate, critical information for case management and investigation.

## **ShieldWare<sup>®</sup> JMS - Jail Management System**

Reliable corrections management solution streamlines the daily administration of facilities and increases efficiency with automated bookings, custody/inmate tracking and corrections reporting.

## **ShieldWare<sup>®</sup> Civil— Civil Processing**

Integrated civil processing solution streamlines the task of processing civil service documents and their daily management through tracking, reporting and accounting functions.

## **ShieldWare<sup>®</sup> Mobile - Mobile Data Solutions**

Secure wireless solutions empower and protect officers with instant access to mission critical information through local, state and national database queries, silent dispatch, instant messages, and automatic vehicle location.

## **ShieldWare<sup>®</sup> Mapping - E-911 Phase II Compliant—Pictometry Enabled**

Optional feature for CAD or RMS displays call and unit locations on layered maps to aid visualization of each specific situation and accelerate life-saving decisions.

## **ShieldWare<sup>®</sup> SWNET - Remote Data Sharing**

Secure Real-time access, anytime-anywhere, to critical information from multiple public safety agencies improves safety and enhances investigations.

## **Sales & Support**

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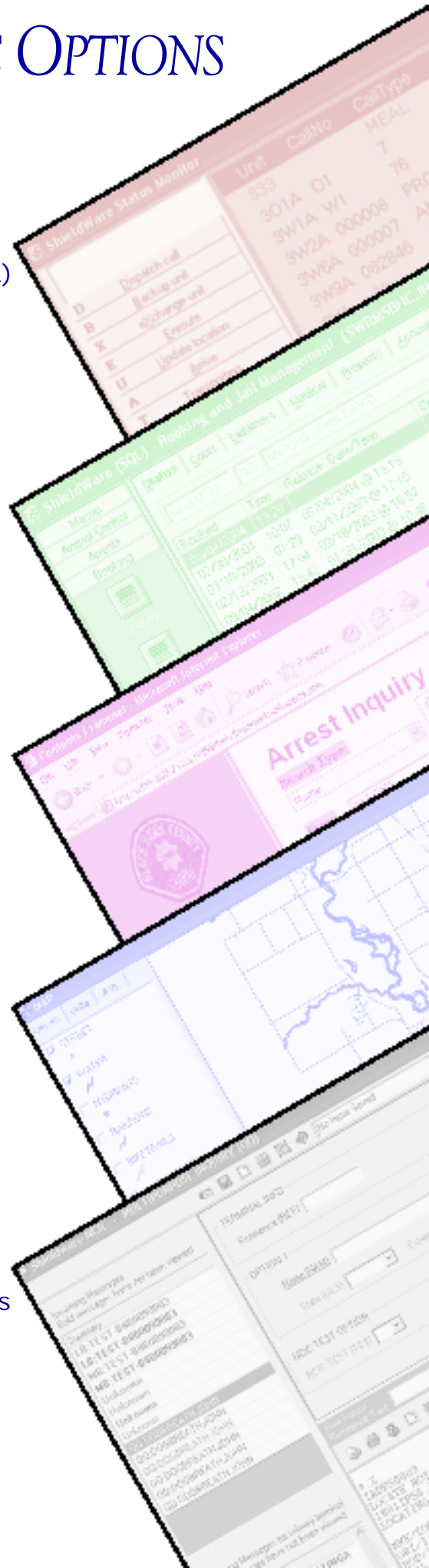
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# SHIELDWARE® AVAILABLE OPTIONS

## ShieldWare® CAD - *Computer Aided Dispatching*



- Mapping
- Automatic Vehicle Location (AVL)
- Mobile Data Computers
- E911
- NCIC Interface
- Scheduler
- Remote Status Monitor
- File Export
- Faxing, Paging, Texting, Email
- Ad Hoc Reporting



## ShieldWare® RMS - *Record Management System*



- Mapping
- TraCS Import
- Civil Tracking
- Evidence Room Management
- NCIC Interface
- Ad Hoc Reporting

## ShieldWare® JMS - *Jail Management System*



- Inmate Tracking
- LiveScan Interfaces
- Cell Checking
- Ad Hoc Reporting
- Third-party Interfaces
  - Value Added Communications
  - Keefe Commissary
  - Stellar Services