



LOS ANGELES AIRPORT POLICE, UNITED STATES

Los Angeles Airport Police employs over 1,100 law enforcement and civilian personnel with a mission of ensuring safe and secure operations. Los Angeles International Airport, the world's third busiest airport, was handling more than 88 million passengers annually before the global pandemic.

CHALLENGE

As gatekeepers to the world, Los Angeles Airport Police relies heavily on technology to gather and store data that informs their incident response. In the past, outdated technologies, including a stand-alone computer-aided dispatch (CAD) system, lacked integration for data centralization and real-time information sharing internally and across multiple agencies.

SOLUTION

In response, LA Airport Police upgraded to an in-house CAD system, with a records management system (RMS), that integrates key information from different sources, including 911, the land mobile radio system, video cameras and data resources. The solution streamlines the capture, correlation and distribution of information and provides a real-time operational view of incidents. Further, its connection to the radio system allows for GPS tracking of radio users, so the department can dispatch resources more safely and efficiently.

BENEFITS

With integrated CAD and RMS technologies, LA Airport Police has accelerated its decision-making and moved the agency from reactive to more proactive threat assessment and management. The centralization of data has also allowed them to respond and resolve incidents more quickly and with greater collaboration from interoperable agencies. This has been paramount to the department's response to the pandemic.



“Although we’ve seen a reduction in the number of passengers since the onset of the pandemic, we’ve become increasingly reliant on the technology we use to meet operational needs. With technology adoption and integration, we’ve been able to validate and improve procedures and increase overall safety and efficiency.”

Captain Masis Sossikian
Los Angeles Airport Police



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