

ADVANCES & APPLICATIONS

Where do the good ideas come from?

In this column, we offer our readers the opportunity to learn about — and benefit from — some of the cutting-edge technologies being implemented by law enforcement colleagues around the world.

Zetron Series 3300 Call-Taking System Brings VoIP Capability to Monmouth County 9-1-1

Zetron's Series 3300 VoIP Call-Taking System is now providing the Monmouth County, New Jersey, 9-1-1 Center with VoIP capability and improved call-taking functionality. It will also support the center's future expansion. The system was installed by Zetron reseller, Quality Communications.



Zetron, a leader in mission-critical communications, announced the recent successful implementation of its Series 3300 VoIP Call-Taking System at the Monmouth County, New Jersey, 9-1-1 Center. The new system is providing the agency with VoIP capability and improved call-taking functionality. It was installed by Zetron reseller, Quality Communications, a full-service communications company located in Elmwood, New Jersey.

The Series 3300 is a standards-based E9-1-1 call-taking system that integrates IP to receive and transfer VoIP calls. It offers the advantages of IP without risking reliability or performance.

"We currently serve roughly 53 municipalities and will be expanding soon," said Monmouth County Undersheriff, Shaun Golden. "The Series 3300 supports that expansion and gives us VoIP capability, improved reporting, and additional conferencing features. It also aligns us with the county's system-wide transition to VoIP technology."

The Series 3300 has also simplified Monmouth 9-1-1's tasks. Instead of using different procedures for different agencies as it had in the past, one procedure can be used for all transfers.

For more information, circle no. 133 on the Reader Service Card, or enter the number at www.theiacp.org/freeinfo.

NASP Helps Police Departments Nationwide in Their Shoplifting Prevention Efforts

The National Association for Shoplifting Prevention (NASP) is the nationwide leader in shoplifting prevention efforts. NASP's unparalleled shoplifter research and ongoing collaboration with community stakeholders—from crime prevention and law enforcement officers, to retailers, to criminal and juvenile justice professionals—has been the basis for all its activities, including engaging community action in prevention efforts.

At the core of NASP's services are its offender education programs. The Shoplifters Alternative Course (SA Course for adults) and the Youth Educational Shoplifting Program (Y.E.S. Program) are "offense-specific" education programs, which are currently utilized by more than 2,500 criminal and juvenile justice professionals in over 500 communities across the United States.

The NASP education programs embrace the restorative justice principals of accountability, competency development and community safety. The programs help police to be more effective in dealing with shoplifting offenders, as they provide offenders with the necessary tools to prevent them from repeating the offense.

NASP offers police departments an opportunity to make use of its "offense-specific" programs at no cost to the community and with little to no work needed at the police level. The NASP Programs can be used as part of a citation, diversion, or retailer-initiated program.

The Aurora Police Department in Kane County, Illinois, has been referring their juveniles caught shoplifting to the Y.E.S. Program as part of a court diversion for more than 10 years. Since the program's inception, over 1,200 juveniles have successfully completed their program requirements.

Sergeant Blincoe of the Aurora Police Department notes, "As juvenile investigators, our primary job is to ensure that when a juvenile offender becomes an adult by law, that he or she is a productive member of society. It is extremely important that police departments have other venues in which to refer juvenile offenders besides court. We use the Y.E.S. Program as one of our diversion programs, in conjunction with our station adjustments for juvenile shoplifters. We have found that this program monitors our successes, and meets our needs by keeping the recidivism rate down. The Y.E.S. Program really makes the juveniles think about what they have done by educating them on the effects that shoplifting has on the stores, police departments, and courts. Most importantly, the Y.E.S. Program makes the juvenile shoplifters think about their personal losses in terms of trust and self respect."

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Scotty Takes Community Policing to the Streets of Pittsburgh

The Allegheny County, Pennsylvania, Sheriff's Office obtained a Community Policing

Unit (CPU) manufactured by Mobile Concepts by Scotty and has heard great feedback from the communities it serves.

The mobility of the CPU allows personnel to take their life safety education programs directly to the people and connect with them on a one-to-one basis. It helps to reinforce the relationship the department wishes to establish with the people it serves. A personal message to the community was printed on the trailer's exterior increasing its neighborhood visibility.

The CPU is designed to allow instruction at schools, senior care centers, hospitals, college campuses, parades, fairs, church festivals, and many other community events.

Crime Prevention Deputy Jason Tarap said that although the department doesn't publicize its vehicle, it is one of the most popular sights at community days throughout Allegheny County.

"We are very busy with the trailer on the weekends during the summer," said Tarap. "We've fingerprinted and photographed thousands of children."

The Allegheny County Sheriff's Office chose to divide the trailer into two sections—an interactive learning room which seats 15 to 18 people and the child identification area used to photograph and fingerprint children for the department's Child Identification Care program that allows parents to receive an ID card for their child.

The Allegheny County Sheriff's Office also is able to provide public awareness for stranger danger, seat belt and car seat safety, bicycle and pedestrian safety, crime prevention, and other related topics.

Soon after delivery of the vehicle, it was set up at one of Pittsburgh's most popular tourist attractions, the Pittsburgh Zoo. This was a complete success with visiting children and their parents and laid the groundwork for additional programs.

Safety programs geared toward adults were also established using the CPU. Specialized programs such as gun safety, how to be street-wise and safe, rape prevention, how to avoid becoming a victim of a scam, home and business security, and senior citizen crime prevention programs were conducted on a regular basis. ♦

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