

Las Vegas Metropolitan Police Department

Every day, the Las Vegas Metropolitan Police Department (LVMPD) undertakes thousands of information searches across a diverse range of cases. The LVMPD invested in Perceptive Search to provide key information to law enforcement officers in a timely, efficient and straightforward way.

Challenge

Searching for answers

Every day, the LVMPD undertakes thousands of information searches across a diverse range of cases, including narcotics, vice, homicide, sexual assaults, traffic incidents and gang-related activity. With a number of officers operating as certified crime scene analysts, precise and accurate information is absolutely critical when compiling research on any given case. Aside from the sheer scale and scope of information searches, one of the biggest operational issues for the LVMPD historically has been that not every individual with whom they have contact is arrested or identified.

This means that there are many people whose details are not held in any kind of database. Attempts were made to address the issues using a popular search platform, but the results and feature sets were not of the level required. For example, documents would have to be checked individually because of the way in which the originator had named the file. Searching these documents could easily take hours and would not necessarily yield the required information.

Solution

Improving information access for officers

With budgets tight, the LVMPD's information search and retrieval approach remained highly labor-intensive. But in 2011, the decision was made to invest in a centrally managed technology solution that would provide key information to law enforcement officers in a timely, efficient and straightforward way.

Another key consideration was that the investigative specialist (IS) at its Laughlin sub-station is the only IS assigned there. Laughlin is decentralized from all other resources and investigates and pursues its own cases for prosecution. The problem is that the more time the IS helped one officer, the less time they would have to help another. So, any solution would need to enable the IS to support multiple officers quickly and easily.

LVMPD chose to deploy Perceptive Search over alternatives. It was simple and easy to deploy. The interface was very user-friendly. Technical support was seen as excellent, and (importantly for the department) the software could search newer Microsoft .DOCX and .XLSX document formats.

Meet Las Vegas Police Department

The Las Vegas Metropolitan Police Department is committed to our mission to protect the community through prevention, partnership and professional service. That commitment and dedication extends to the millions of visitors that Las Vegas plays host to each year.

- ▶ **Location:** Las Vegas, NV
- ▶ **Population served:** 603,000
- ▶ **Focus:** Law enforcement

Products in use: Perceptive Search

“Perceptive Search is the only software we have used that truly met our need to provide highly accurate information to front-line officers quickly and with minimal effort.”

Deborah Bryant

Investigative Specialist, Las Vegas
Metropolitan Police Department

Results

Speeding information searches by 95 percent

The trial program took only a few minutes to access and install. The product is so easy to use that the central IT team is rarely called for help. And with resources continuing to be tight, the organization is able to leverage a powerful but very affordable technology.

Today, Perceptive Search is deployed across the department. User feedback indicates that information searches now take 95 percent less time to complete. This enables criminal investigators to provide front-line officers with key decision-making information very quickly—positively impacting the safety of those same officers. It can mean the difference between an arrest, a citation or simply a warning.

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