



Bainbridge Island, Washington Police Department

[www.ci.bainbridge-isl.wa.us/
police.aspx](http://www.ci.bainbridge-isl.wa.us/police.aspx)

Industry

Law enforcement

Challenges

- Enabling real-time, secure communication with partner agencies
- Facilitating real-time collaboration for emergency preparedness
- Communicating across various technology environments

Solution

- Adobe Connect for Web Meetings
- The Bainbridge Island Police Department is using Adobe Connect to enhance its internal and external communications for greater security of sensitive information and faster response to emergency incidents.

Results

- Enhanced security for more than 6.6 million ferry passengers per year
- Improved communication with local and national law enforcement partners
- Enabled a common operating picture, providing reliable communications across platforms and bandwidth rates
- Established a versatile, agile emergency response command platform

Bainbridge Island Police Department

Local law enforcement agency uses Adobe® Connect™ to coordinate emergency incident response with partner agencies

Instant delivery of critical information

Being a detective means dealing with the unknown. For Detective Trevor Ziemba of the Bainbridge Island Police Department, the unknown can take the form of domestic and international threats to public safety.

From conducting criminal investigations to managing security threats on the waters of the Puget Sound, Ziemba and members of the 25-person Bainbridge Island PD are left in the unenviable position of dealing with unique law enforcement scenarios and limited staff. In addition to solving individual criminal cases, the department is one of the primary responding agencies overseeing security on the Bainbridge Island Ferry. The ferry, which travels from Seattle to Bainbridge Island, carries nearly 6.6 million passengers across the sound each year. The department handles marine operations that assist in the monitoring of more than 18,000 daily passengers, in addition to the department's collateral duties and responsibilities on land.

"Because of our size and our unique situation, we work with 22 different law enforcement and response agencies—both locally and nationally—to cover the safety needs of our region," says Det. Trevor Ziemba. "We need to be able to disseminate information quickly and securely to make sure everyone's on the same page. After some searching, we found that Adobe Connect provided the functionality, stability, and security we needed."

Saving time, saving lives

Real-time access to information is the key to effectively protecting the community. Officers and first responders need to quickly gather as much intelligence as possible to assess the situation and follow established guidelines in response.

But according to Ziemba, information is only valuable if it can be shared rapidly and reliably. "In the past, we had no viable means of sharing information with our partner agencies. Time is a critical factor in our line of work, so long phone calls and e-mails don't suffice, and sharing video over Skype or similar services isn't secure enough to protect sensitive information. We needed something better," he says.

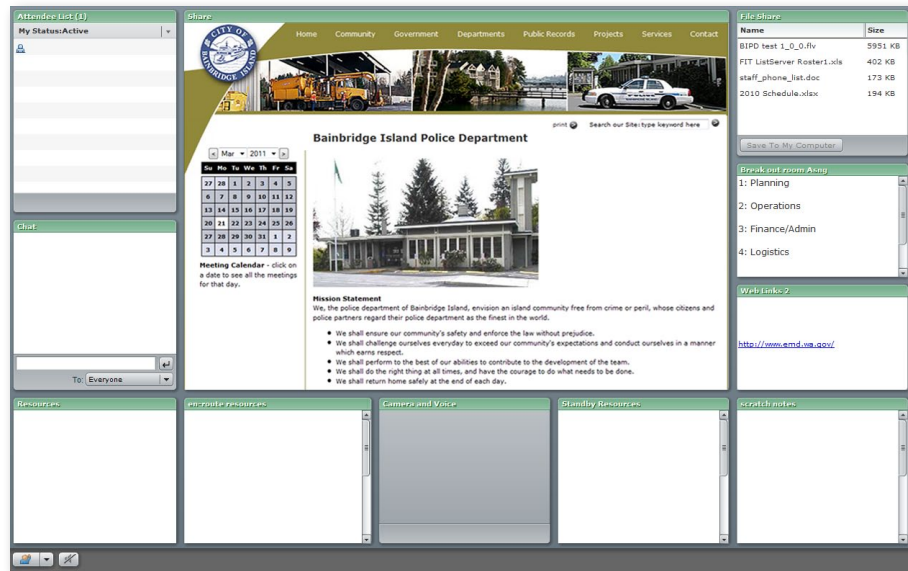
One of Ziemba's colleagues recommended Adobe Connect, a richly featured web conferencing solution, to help the department communicate more effectively and efficiently with law enforcement partners. The solution offers an array of interactive elements such as streaming audio and video, real-time chat, and screen sharing that make sharing information securely and in real time seamless and efficient.

"Many agencies have spent a lot of resources purchasing expensive systems and software licenses that turn out to be incompatible with other systems and make collaboration nearly impossible," Ziemba says. "With Adobe Connect, we can reliably collaborate with partners across platforms because they need only the ubiquitous Adobe Flash® Player to participate in conferences. That's invaluable to us because the more time we can save, the better chances are that we can save lives too."

Eager to test the solution, Ziemba staged a mock first responder drill that included members of local and national law enforcement agencies like the FBI, Coast Guard, and officials from the Pentagon.

Using a cutting-edge safe boat featuring advanced video and audio equipment—purchased through a grant to the Bainbridge Island PD by the U.S. government because of the island's importance to national security—Ziemba coordinated a full-fledged emergency response exercise using just his laptop and a low-bandwidth connection to the Internet.

Bainbridge Island Police Department uses Adobe Connect to share critical information with law enforcement partners in real time. The department can create individual persistent meeting rooms for each aspect of an operation. In the rooms, officials can securely send and receive video, audio, hold real-time chats, and share vital information to accelerate decision making.



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Det. Trevor Ziembra
Bainbridge Island Police Department

From the water, Ziembra monitored the fictitious suspect device and broadcasted live images and video to other law enforcement officials on the water and on land using Adobe Connect meeting rooms.

“Even at low bandwidth rates, Adobe Connect proved to be a stable and reliable way to communicate,” Ziembra says. “The solution’s ability to auto adjust to maximize bandwidth is pure genius and helps us make sure that we’re always in communication during a potential critical incident, no matter the conditions.”

Cost-effective, efficient resource management

With Adobe Connect, emergency resource management is more efficient and timely. With the Adobe solution, a first response commander—in this case Ziembra—can seamlessly coordinate the activities of all parties involved and help keep leaders of other agencies informed about how their resources are being used.

“Adobe Connect essentially replaces the need for a liaison officer, a public information official, and a planning officer by providing a platform that allows more people to be involved with the actual event, rather than worrying about the structure of how an incident is managed,” says Ziembra. “Now, we can focus more on taking swift, decisive action instead of wasting time discussing who’s supposed to be where, and who is managing what particular aspect of an operation.”

For example, Ziembra can create password-protected persistent meeting rooms in accordance with Federal Emergency Management Agency (FEMA) guidelines and uses customized templates for each aspect of an emergency scenario—planning, command, operations, and communications with the media. Agency managers can access the secure meeting rooms to see which personnel are involved in certain activities and monitor the progress of the events.

In addition, the persistent meeting rooms let operations specialists communicate securely with one another to help ensure that proper protocols are followed and that plans are executed appropriately. Multiple groups can coordinate activities simultaneously for more timely responses, rather than depending on one commander to manage every aspect of an operation.

Because of the consistent meeting room functionality that Adobe Connect provides, Ziembra decided to expand this operating model to address security concerns at schools in his jurisdiction. He’s created individual rooms in Adobe Connect for each school, complete with floor plans, staff rosters, contact information, and other essential data that can help accelerate response times to in-school emergencies.

“Now we can go into any in-school emergency fully prepared with all the information we need. We can simply log into our Adobe Connect room, get specific details of the building and the personnel inside, and share that information with assisting law enforcement agencies to make timely, proper decisions,” he says.

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Det. Trevor Ziemba
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The future of law enforcement

As a veteran detective, Ziemba knows just how challenging it can be for officers to manage their time to meet all of their obligations. One of the primary reasons he selected Adobe Connect was because of how intuitive the solution was from the beginning.

"I didn't want to pick a technology that would require hours of training before officers could begin using it," he says. "Adobe Connect is so easy to use that it requires virtually no training to use, meaning our officers and law enforcement partners can get up to speed quickly and start collaborating to solve cases and resolve critical incidences immediately."

Adobe Connect is helping to revolutionize the way law enforcement officials keep communities safe. "Before, we had no way to coordinate operations and share information in real time," Ziemba says. "With Adobe Connect, we have a reliable, flexible platform that helps us make sure that operating procedures are followed to the letter to limit our liability exposure and, more importantly, for a faster response to emergency situations. When we save time, we can save lives."

For more information

www.adobe.com/products/adobeconnect



Adobe Systems Incorporated
345 Park Avenue
San Jose, CA 95110-2704
USA
www.adobe.com

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