



# Hexagon's Mobile Technology Helps Toronto Police Service Protect Canada's Largest City

## Toronto Police Service *Ontario, Canada*

Toronto, the largest city in Canada, has a population of more than 2.9 million residents and serves as the country's economic capital. The city is well known for its cosmopolitan and international flavor, low crime rates, clean environment, and high standard of living.

The Toronto Police Service, known in the Canadian police community for its visionary efforts, is a longtime customer of Hexagon's Safety & Infrastructure division. After a standard procurement process in 1991, Toronto Police selected Hexagon largely due to its map-based and graphical interfaces that were unique at the time. The organization implemented its first computer-aided dispatch (CAD) solution from Hexagon in 1994, migrating from a homegrown system to Hexagon's commercially available technology. With the initial implementation, many applications developed by Toronto Police needed to be interfaced to Hexagon's CAD offering. The applications requiring integration included in-house systems, allowing personnel to view street activities, alternate reporting unit applications for lower priority calls, and third-party, in-car screens.

Hexagon and the Toronto Police Service worked closely together through the challenges of those early years to build a strong relationship and an even stronger product. Much of the functionality in today's dispatching application had roots in the operational requirements and technological

challenges of those early years. Toronto Police became an early adopter of Hexagon's Microsoft®-based dispatching system in the late 1990s.

Through the years, the organization began adding other Hexagon applications, such as web-based dispatch solutions, to address its operational requirements. It also sought to replace its legacy, internally developed CAD mobile system with a mobile dispatch solution that would provide automatic vehicle location (AVL) integration and real-time, in-car mapping and navigation.

### Overcoming Challenges

- Replace Toronto Police Service's legacy CAD mobile system with a state-of-the-art solution that would provide in-car mapping capabilities
- Continue evolving and enhancing its emergency response solutions

### Realizing Results

Hexagon worked closely with the Toronto Police Service's Information Systems Division to ensure the seamless integration of mobile dispatching with its existing CAD system. Hexagon configured the mobile solution to fit Toronto Police Service's specific needs, based on extensive input from field personnel. Configurations included creating

function key and touch-screen capabilities instead of mouse-only, drop-down lists. The agencywide rollout, which included installing mobile workstations in 500 vehicles and training 1,800 officers, was completed in five months – both on time and on budget.


Hexagon's mobile dispatch solution allows uniformed supervisors to monitor and track the location of field personnel via integrated CAD map and AVL capabilities, which display the location of units and events. As soon as a field officer logs into the mobile dispatch system, they are trackable. These new capabilities both enhance officer safety and optimize the dispatching of officers to events.

The mobile CAD map also enables officers new to the Toronto area to find specific locations quickly and easily via visual routing maps and directions. Because Toronto is such a melting pot of nationalities, the mobile dispatch solution provides a user-friendly language skills search, allowing Toronto Police to quickly locate and contact officers with translation skills needed for a particular situation. All of this can be done from the officer's patrol car, saving time and streamlining the entire process.

With Hexagon's mobile dispatch solution, Toronto Police can also restrict certain areas during emergency events, natural disasters, criminal investigations, or city-sponsored activities. For example, two weeks after Toronto Police Service's implementation, the new system was put to the test. Responding to a breaking and entering offense currently in progress, Toronto Police supervisors used the mobile CAD map to set up perimeters and position police cars to block and impede the progress of the perpetrator.

### Moving Forward

Toronto Police Service continues to evolve its emergency response systems with Hexagon's maintenance, support, and advanced technology. The agency looks forward to enhancing its mobile capabilities to include the integration of an aerial map with the current street-line map within the mobile dispatch system. This feature would give officers the ability to obtain improved situational awareness when searching for suspects or missing persons or responding to an officer's call for assistance.



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Hexagon's Safety & Infrastructure division provides software for smart and safe cities, improving the performance, efficiency and resilience of vital services.

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