L-Tron Engineering helps Law Enforcement Agency with Customized Evidence Tracking Application

Concord PD needed to update their mobile computers. They turned to L-Tron for a custom engineered solution.
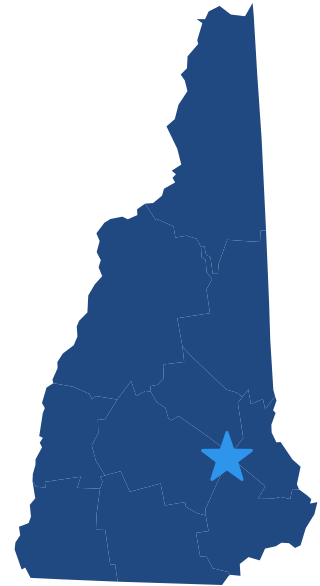
When L-Tron was first founded in the 1970s, CEO RAD DeRose focused on building strong, long-lasting relationships with customers and business partners. These values have endured the test of time. L-Tron was recently contacted by one of our partners to collaborate on a project for a New England-based Police Department. L-Tron's customer-centered approach and commitment to delivering the highest quality solutions resulted in the delivery of a unique evidence tracking software application to this law enforcement agency.

Serving the Community in Concord, New Hampshire

Concord Police Department, led by Police Chief Bradley Osgood, is located in the scenic capital city of New Hampshire. Day in and day out, the Department not only supports its 42,000 citizens, but also the thousands of visitors who travel to Concord and those who are employed within the city limits.

Along with its standard policing units, Concord PD consists of several specialized units to serve its community, including a Bicycle Unit, Motorcycle Unit, Honor Guard, Police Canine Unit, and Crisis Intervention Team. The Department also focuses on maintaining strong relationships with individuals and groups in the municipality through its numerous community outreach programs and events.

Technology to Track Incoming and Outgoing Evidence and Property

A key component to serving the people of Concord well is the maintenance of up-to-date technology and equipment within each of the agency's divisions. For instance, Concord PD's Evidence/Property Division relies on mobile computers and barcode scanning technology to track evidence and property. According to the Department's website, it processes over 10,000 pieces of property coming into and leaving the Department each year. Not only does the property include criminal evidence from open investigations and cases, but also found property and items being held by the Police Department for safekeeping.

When Concord PD's mobile evidence scanners needed to be replaced, the agency worked with L-Tron's partner, Janam, to successfully identify new mobile computers that would be a good fit for their evidence room. However, it was quickly discovered that Concord PD's existing evidence processing application, responsible for inputting evidence data into its central evidence management database, would need to be updated for the new mobile computers. At this point, Concord PD turned to L-Tron to for a custom solution.

FDD (Feature Driven Development) by the L-Tron Engineering Team

Concord PD's Sergeant Ofrias was tasked with heading up the project on the Department's end. He initially connected with L-Tron President, Trevor DiMarco to set the project into motion.

"Trevor was awesome," Ofrias said. "He and I chatted, he kicked it to his team, and they came through in a big way for us."

L-Tron engineer Ken Gravenstede explained that Concord PD was looking for a uniquely built application that replicated what the Department's previous application had done. The Department wanted the new software to perform functions like:

- Scanning in the barcode label containing a number that denotes each item
- Tracking where the evidence is currently located and where it is going (Ex: From the evidence room to the courtroom)
- Identifying who is handling the evidence or property
- Creating a file that can be added to the central evidence management software system.

"They were looking for a convenient and accurate way to go into the property room and capture information without scribbling it down by hand, painstakingly inputting it into the database, and possibly getting information wrong."

-Ken Gravenstede, L-Tron Engineer

The L-Tron team consulted with Ofrias and the Concord PD on numerous occasions throughout the course of the software development. After the initial phase of development, the team sent the software to Concord for the Evidence/Property Division to test.

The Department sent the software back with a few new specifications for the Engineering Team to develop. For example, Concord requested certain data fields to include autofill capabilities when working in a particular mode. This collaborative process was repeated until Concord PD had the customized software they were looking for.

"We had a few online meetings, sent them some software, they tested it, provided feedback, and we went back and forth a couple times," Gravenstede continued. "They wanted some fields kept the same and some fields they wanted changed so they didn't have to re-enter all the information on every piece of evidence, since some scenes have hundreds of pieces of evidence to process."

Dual Praise for L-Tron's Final Product and Collaborative Customer Service

For Concord Police Department, this software application project marked their first time partnering with L-Tron. According to Sergeant Ofrias, both the software project and the partnership were successful. He would welcome an opportunity to work with the L-Tron team again.

"L-Tron worked with us to fix some operating preferences to make it custom to us and how we like it and want it to operate. They've definitely gone above and beyond to help us out with it. We gave [L-Tron] kind of an unprecedented deadline and they were able to make it happen and worked with us hand-in-hand along the way. Our Property [Division] guys are using it and I've heard nothing but good things from them so far. "

-Sergeant Ofrias, Concord PD

The L-Tron Team wishes the Concord Police Department the best and looks forward to working with them again in the future.

Your Success is Our Purpose!

Questions?

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