

Camera Base Reporting

What started out as a monitoring service making a valuable contribution to the suite of city safety initiatives being run by Police and council, Camera Base soon became known for its rich intelligence source. However, it was clear from the outset that the information would only be useful if it got to the right people in a timely manner, and in a format that would allow them to easily utilise the data.

Our Solution

To move from a paper-based recording system to the use of a APP. Not only would this greatly benefit the end user, but it would also be easier for the CCTV operators, who were all volunteers, to use while keeping their focus on their most important task of monitoring activity in the city.

What we did

1. Conducted a GAP analysis of data collected vs data required
2. Refined data and explanatory notes
3. Ran a Q & A session with users
4. Ran a pilot program for users
5. Collected feedback
6. Revised fields in APP for use of use and clarity of information
7. Applied privacy protocols
8. Re-tested the system
9. Updated instructions for users
10. Rolled out new system, briefing users accordingly
11. Provided a help desk service for user enquiries.

Outcomes

- A reporting system that is easy for operators to use
- Less time spent on recording incidents and more on observing and responding
- An information source that is accurate, targeted and in real time
- A resource that is highly valued by its end users.

