



CASE STUDY

“Comet Tracker is a good tool if you want to make sure your employees are where they are supposed to be. It increases accountability when you know exactly what they are supposed to be doing and when.”

May Walker,
Precinct 7 Constable

Harris County Constable Precinct 7 Serving Houston with Integrity and Accountability

PROFILE

Harris County Constable Precinct 7 is located in Houston, Texas and serves a population of more than 400,000 people. This precinct is committed to having “Law Enforcement with Integrity” in the community and has the responsibility of serving all civil processes, traffic law enforcement, neighborhood contract patrol and more.

CHALLENGES

Patrolling the third largest county in the United States is not easy. Deputies patrol 24/7; however, citizens do not always see the deputies resulting in increased call volume and a decline in community satisfaction with law enforcement. The precinct needed a way to monitor its deputy’s whereabouts, verify time and location of patrols, and increase integrity.

SOLUTION

Harris County Constable Precinct 7 chose Actsoft’s Comet Tracker because of its affordability and comprehensive GPS tracking. Features such as location tracking, breadcrumb trails, and historical data have become an essential component their patrolling practices.

BENEFITS

Comet Tracker’s GPS data allows the precinct to view a deputy’s travel history and speed while on patrol. This feature locates a deputy instantaneously, and adds an additional safety measure that contributes to the protection of the deputy on patrol.

Using the “Closest-to” feature in Comet Tracker, Precinct 7 can view within seconds the closest deputies available to respond to an emergency resulting in better response times than larger police departments.

Trust within law enforcement increased when Precinct 7 was able to show improvements in scheduled patrol times after installing Comet Tracker. Reports showed active deputies on patrol as well as detailed history of scheduled patrols versus actual beats patrolled. This allowed county officials to validate the response rate of each officer when community members questioned a deputy’s patrol pattern.

During a routine check of deputies, a deputy went missing for several hours during her assigned patrol schedule. Before panic ensued, Comet Tracker located her at home (outside of precinct area) resulting in a change of departmental regulations. The precinct’s deputies now have a stronger sense of accountability because they know the management team monitors their actions.