Alaska State Troopers: In Their Own Words

They're known as "First Responders in the Last Frontier": the men and women of the Alaska State Troopers (AST) who are responsible for ensuring public safety. It is no small task. Preserving the peace, enforcing the law, detecting, preventing and solving crime, and protecting life and property is challenging in an area more than twice the size of Texas.

In 2009, the Alaska Department of Public Safety (ADPS) implemented NicheRMS as the backbone of the department's Alaska Records Management System (ARMS) project. Today, the AST and 10 other agencies use ARMS to meet the public safety mandate of the ADPS.

In this profile, **Captain Rick Roberts**, a 23-year AST veteran, shares how the ARMS system delivers key benefits that backstop the critical work of the AST, including:

All About Alaska State Troopers

380 Sworn Officers

**Area Covered:
663,000 square miles**

**Coastline:
34,000 miles**
(50%+ of the entire U.S. coastline)

Detachment Locations:
Urban, rural, remote wilderness, communities north of the Arctic Circle, islands in the Bering Sea

Learning From Others

Cost Certainty

Mobility

Information Sharing

NicheRMS

Learning From Others

"ARMS is our first electronic records management system. We were trying to manage cases in a DOS-based system with paper reports created from Microsoft Word templates when we deployed NicheRMS.

"We always have to be careful about how we interact with vendors, but Niche said, '**Don't just take our word for it**. Look at all these other police agencies that we've set up.'

"**Niche openly shared their customer experiences and contacts with us**; it's been most helpful to have them point us to other agencies for conversations and then Niche steps out of the way. Niche lets cops talk to cops and support staff about what their operational needs are and share information. **It's an asset for us to connect with other agencies to discuss problems and solutions. And we have never looked back to how we used to try to manage our reports.**"
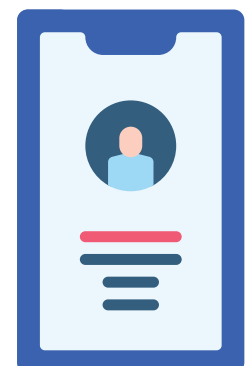
Cost Certainty

"When budgeting each year, we understand what kind of money and financial resources will need to be allocated to ARMS; it's not a surprise to us. **So when we approach Niche with a change request, our dedicated Niche project manager goes to work and makes it happen at no extra cost**. That has been super helpful and has given us confidence in working with Niche in that **not only are there are no hidden fees or financial surprises, but we are given premium support for work we need done. We haven't really had the same experience with some of our other vendors**.

"Our long-term plan is to continue building and connecting with ARMS. **We know it's going to save us money, and it's going to save us a lot of resources.**"

Mobility

"We've recognized the need to have better support staff for our troopers so that the police reporting functions that NicheRMS has built into ARMS can actually be leveraged and used by them.
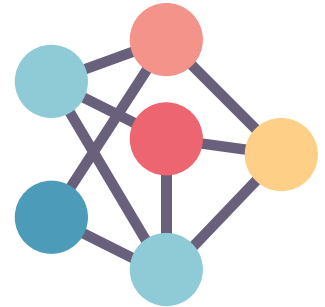
"That means **a trooper can be in the field, completing police reports, responding to calls for service, and uploading data into ARMS.** Then the people in the back office connect all the dots in the platform and have the resulting information ready to be shared with troopers and investigators to help them solve crime.

Information Sharing

"Our detachments have historically been isolated or siloed, and our previous case management system didn't do a lot for us. It was confusing and hard to keep track of information and do research for cases. With ARMS we've been able to get away from that. **Our people can gain and share information in real time to track criminals** who are moving between our urban centers.

"The ARMS platform currently hosts about 10 neighboring police agencies, and more agencies are in the process of being onboarded. **ARMS helps us share information as officers respond to calls throughout Alaska.**"

"In one case we had a patrol trooper looking for a person, and he was able to string information together based on contact that a Wildlife Trooper had with the individual in question on a fishing violation.

"The Wildlife Trooper uploaded the incident information to ARMS, and we had information from another division that manages child support enforcement, as well as further information from the PFD[1] Division.

"With all those state entities adding information to ARMS, the patrol trooper was able to paint a picture of the subject and anticipate where he might be found.

"We solved that criminal matter because everyone in their respective jurisdictions had been sharing information or adding information into ARMS like they were supposed to. That allowed us to collaborate."

[1]Permanent Fund Dividend

For a demonstration of NicheRMS contact Chris.Bushell@NicheRMS.com.

"Right now, the big piece where ARMS is really filling a void for the ADPS is the ability to collaborate statewide for investigations. Because ADPS can host NicheRMS for everybody, it really helps with the sharing of information with smaller police departments. **When we link data and add it to ARMS correctly, we get lots and lots of good information back out, which is where I think ARMS and the NicheRMS platform shine best.**"

Summary

Alaska's first responders put their trust in NicheRMS. Every day, sworn officers in America's largest state go to work knowing they're supported by the most accessible, configurable, and widely used RMS platform in the English-speaking world.

Schedule a personal demo to discover the class-leading features that give the men and women on Alaska's front lines the confidence to safely and effectively deploy their RMS resources. From mountain ranges and forest wilderness to urban hubs and coastal shoals, NicheRMS has it covered.

About NicheRMS

At Niche, our focus is on the information demands of frontline officers when seconds count. The responsive NicheRMS UI provides a consistent, intuitive user experience on phone, tablet, laptop and desktop devices, so agencies can simply train once and use anywhere – on any device.

NicheRMS is the cloud engineered, mobile-first platform that sets the standard for Police RMS worldwide, serving 162,000 sworn officers in the United States, Canada, Australia and the United Kingdom. It's the most highly configurable, capable and respected RMS platform in the world.

Schedule a demonstration to see the potential of NicheRMS for your agency at www.NicheRMS.com.

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