



## Public Safety

### User

Rancho Cucamonga Police Department and Redlands Police Department, California

### Challenge

To collect and share homeless population data within various departments and between police officers from departments throughout San Bernardino County to provide assistance to homeless citizens

### Solution

Used Collector for ArcGIS® and Survey123 for ArcGIS to connect with and identify the cities' homeless populations and provide them with appropriate resources

### Results

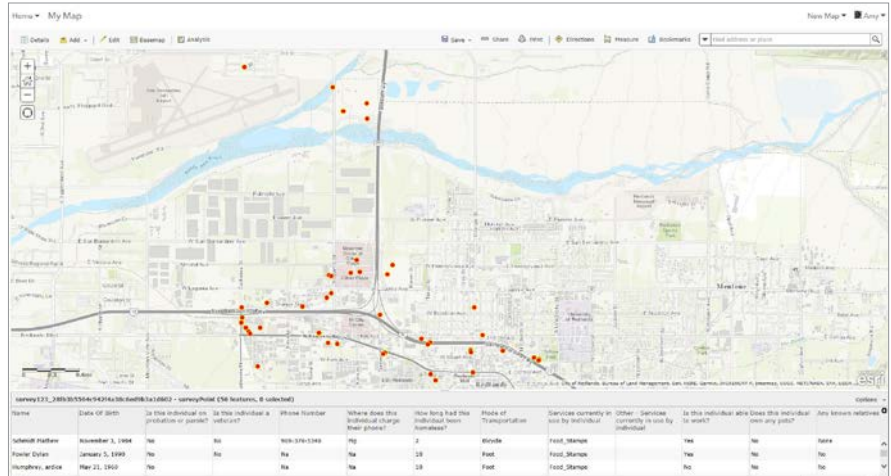
- Gained a better understanding of the cities' homeless populations
- Improved collaboration between police departments and other relevant departments
- Working on best practices between cities

# Helping the Homeless with GIS

For the Southern California cities of Redlands and Rancho Cucamonga, homelessness has been a growing issue. To better understand and help alleviate this problem, the police departments in these cities turned to the use of geographic information system (GIS) technology.

## The Challenge

The Rancho Cucamonga Police Department (a contract agency for the San Bernardino County Sheriff's Department) and its Solution Oriented Policing team began to receive an increasing number of calls about homeless people in the city. It was difficult for the deputies to communicate this new data to the other departments within the city or for those departments to share homeless camps data with the police team. The City of Redlands was also experiencing a growing number of homeless people and was looking for a way to track them. To address these issues, the police departments of both cities sought a solution that would help them gain a better understanding of their homeless populations, what services the cities could provide, and how the data could be shared within their respective police agencies and with other departments.



“The app has been an innovative step in homeless outreach and marks a successful merging of GIS services and efforts to assist the homeless.”

**Amy Varela, CCIA**  
 Crime Analyst  
 Redlands Police Department

## The Solution

After researching data collection options, both cities decided to use GIS to help address their problems with the homeless camps and populations. Rancho Cucamonga developed a mobile solution with the Collector for ArcGIS web app to allow staff to easily communicate between departments by giving them real-time updates on all cases opened by any relevant department. The Redlands Police Department decided to implement a GIS strategy with Esri’s Survey123 for ArcGIS app, which provides the department with a fast and efficient data collection system.

## The Results

These apps ultimately allowed the cities’ police departments to better understand the homeless population; the problems they face; and what services they could benefit from, such as assistance in finding shelters, Veterans Affairs, and county mental health services. Since deploying Collector and Survey123, both Rancho Cucamonga and Redlands have greatly improved the efficiency of their police departments in addressing homelessness in their respective cities. Using these apps, Redlands identified 164 homeless adults and children and Rancho Cucamonga made 215 contacts with the homeless. These include multiple contacts with the same individuals. Specifically, Rancho Cucamonga Police Department has been better able to share its stories, resulting in increased collaboration and exchange of real-time data with other relevant departments. And since Redlands implemented the use of GIS, it has been more successful in identifying its homeless population and is better able to provide them with appropriate resources, housing, and other assistance.

Because of this shared use of GIS, Rancho Cucamonga and Redlands are now looking at using GIS technology to collaborate on addressing this problem. The plan is to work with neighboring cities to develop best practices for San Bernardino County in its entirety.

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