



# How We Help Modernize Airport Public Safety Records and Communications Operations

December 2024

## Uniqueness of Airport Public Safety Agencies

Airport public safety operations require modern and efficient records management and communications systems and procedures, including interoperability, data mobility, and digitally-driven workflows and procedures.

Airport police and fire departments are uniquely positioned agencies which typically operate under an independent airport authority, municipal or county agency, or a quasi-federal agency. Accordingly, the governing authority for the records and information they manage may be a point of confusion. How long must the records be maintained? Are they subject to state or federal public records laws? Should they pursue records and dispatching systems independently, or partner with another agency and use theirs?

## The 3 Pillars of Records and Communications Excellence

### Technology

Most CAD/RMS systems were not designed with an airport in mind. Can your system map out runways in addition to roads? Can it accurately determine which officer is closest based on response time not just distance, taking into account obstacles like needing to take a train between terminals? Will it handle the types of records that must be generated for criminal, traffic, and aviation operations? Can it dispatch a variety of unit types, including non-traditional public safety entities unique to an airport?

Having the right system requires having the right vendor, and having the right vendor requires a procurement process, and an RFP, that is tailored to such a unique organization. The RFP and vendor selection process must be written and managed carefully, customized to the airport's specific operations.

### Business Process

How the technology gets used (or not used) is equally important. The expectation that technology itself will modernize and streamline operations can lead to disappointing results. It is how the systems, and the information they produce, are managed that makes all the difference when it comes to managing records, of which there are many including operational, administrative, legal, and fiscal.



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Business processes must work in harmony with technology. This requires inventorying all operational touchpoints involving records, updating workflows, and keeping records digital throughout their lifecycle.

## **Compliance**

An airport is uniquely challenged with having to comply with local, state, and federal reporting and records management requirements. This is best assured with having a written records management and technology plan governing the proper creation, collection, processing, maintenance, dissemination, and disposition of records. Policy and training are the bedrocks of compliance.

## **How PRI Can Help**

PRI specializes in state and local government, and public safety, records and information management operations. As a highly specialized professional services firm, we provide consulting solutions centered around the procurement and implementation of technology and the proper management of agency records. Contact us for help with our expert services including needs assessments, RFPs, records management, and technology integration.