

Sentinel Voice Intervention is Vital To Law Enforcement

Exclusive & Patented “Direct Voice Contact” Tool is Critical for Law Enforcement

The Issues

A recent industry trade publication draws attention to the need for GPS electronic monitoring technology to give law enforcement the availability to make direct voice contact with probation offenders, being monitored on a GPS electronic monitoring program.

The *Perspectives Magazine* article goes on to say that “the officer can use the technology to make instant contact with the offender and resolve any conflict or issue that may be arising or request to see the offender immediately.”¹

Sentinel Offender Services is pleased to have offered *Sentinel Voice Intervention* technology, for this very purpose, since 2003. The timely, critical and vital need for a law enforcement officer to voice-call a probationer, **before a possible situation unfolds badly**, is readily available **NOW.....**From Sentinel Offender Services.

Background

Sentinel Offender Services’ TrakMate Electronic Monitoring provides three levels of GPS tracking to easily adjust with the needs of any program. An officer can direct voice call the offender using the Sentinel TrakMate’s cellular capabilities, creating immediate direct communication at any time. The Sentinel TrakMate also provides capability to send flash messages and reminders whenever necessary.

Active GPS: AlertTrak is our active level of GPS tracking. Using the Sentinel TrakMate, agency representatives can track offenders 24 hours a day, 7 days a week, 365 days a year. acquiring position data once every minute. AlertTrak allows agency representatives to have direct voice contact via TrakMate’s cellular capabilities. AlertTrak allows agency representatives to set Electronic Fences, as Inclusion Zones and Exclusion Zones to absolutely manage an offender’s location, travel and compliance. Agency representatives may modify the zones as needed.

On-Demand GPS: TouchTrak is the intermediate level of GPS tracking exclusive to Sentinel Offender Services. TouchTrak allows agency representatives to track an offender’s activity throughout the day at predetermined intervals. TouchTrak also allows agency representatives to have direct voice contact via TrakMate’s cellular capabilities. Agency representatives may also initiate on-demand location verification using a hand-held Officer Control Unit (CommandTrak) or any other Internet-capable device.

¹ Ibid.

Approach

Our patented *Sentinel Voice Intervention* is available as a standard feature with the TrakMate GPS Tracking device. Sentinel Voice Intervention allows direct supervisor-to-offender contact in real time.

This is an exclusive and patented **direct-voice communication feature** only available with Sentinel. It's not just text-messaging, and it's definitely not speaking to a device attached to an offender's ankle.

Solution

Our TrakMate GPS Offender Tracking Unit is the only GPS unit available that allows an officer to speak directly with an offender at any time, creating better communication and greater levels of compliance.

As an incremental option, we can direct our Sentinel National Monitoring Center to call an offender on GPS Active Tracking immediately, every time there is a Zone Violation alert on the offender's tracking report. Our National Monitoring Center operators will obtain a response statement from the offender and add it to the daily report sent to the offender's supervisor. Of course, if there is an immediate need to contact the offender's supervisor based on the information gathered, or the type of zone violation itself, we will notify the supervisor immediately. The supervisor can then initiate direct voice contact with the offender himself via the TrakMate cellular phone unit.

The Outlook

Our portfolio of offender management GPS solutions lets supervisors talk directly to offenders. We also let each agency determine the appropriate level of supervision, set Inclusion and Exclusion Zones, change schedules, determine alarms and notification methods.

Sentinel's "State-of-the-Art" National Monitoring Center professionally tracks & manages a daily national population of over 8,000 offenders, with staffed operations at 24 / 7 / 365. Our 3,000 sq. ft. completely contained monitoring center is located within our corporate facility in Irvine, California. The Sentinel Monitoring Center is staffed by trained professionals, averaging 5.6 years service experience, with bilingual language skills and completely cross-trained on all electronic monitoring functionality.

For more information, contact:

220 Technology Drive, Suite 200
Irvine, CA 92618
Tel: 800.929.8201