



## Miami-Dade Police Department

[www.miamidade.gov/mdpd](http://www.miamidade.gov/mdpd)

### Industry

Law enforcement

### Challenges

- Create a blended learning environment for cost savings and efficiency
- Enable reliable access to training content
- Deploy an intuitive eLearning solution

### Solution

- Adobe Connect for eLearning

The Miami-Dade Police Department is using Adobe Connect to deliver live and on-demand training to thousands of officers throughout the metropolitan area, spanning more than 2,000 square miles.

### Results

- Achieved greater flexibility in delivering courses
- Minimized officer time out of office due to training
- Enabled on-demand access to learning content for greater convenience
- Delivered online courses to more than 3,000 officers
- Accelerated development of new training material

# Miami-Dade Police Department

Internationally acclaimed law enforcement department uses Adobe® Connect™ to provide high-impact eLearning content for officers

## The new police academy

With a total population of more than 2.3 million and encompassing more than 2,000 square miles, Miami-Dade county is the largest metropolitan area in Florida. Miami-Dade County is home to 34 municipalities and one of the largest unincorporated areas in the country.

The Miami-Dade Police Department (MDPD) is tasked with overseeing and protecting this vast area, making it difficult to keep officers up to date on training without taking them away from their duties in the field. "Meeting our obligation to protect and serve the community and balancing the training needs of our officers is a substantial challenge," says Sergeant Sean Holtz of the Training Bureau at MDPD. "We needed a way to reach a large number of people with important information in a timely manner and reduce costs."

The department relies on its Metropolitan Police Institute Training Bureau to deliver cutting-edge training and adopted Adobe Connect to help the department customize learning content to suit its unique environment and needs.

## Living up to a lofty reputation

Internationally acclaimed for its law enforcement expertise, MDPD offers a large number of classroom-based training courses to uphold the quality and education of thousands of officers and staff. Coupled with courses offered to other law enforcement agencies, classroom space was becoming scarce, and on any given day, it was not uncommon to find the Training Bureau's 12 classrooms filled.

In the existing system, officers were marked "unavailable" while at an on-site training, and thus, unable to respond in the event of an emergency. The department was looking for a way to increase the flexibility of its training program and allow officers to attend training sessions while remaining available to respond to an incident. The department also needed to find a way to quickly deliver courses based on emergency response-related government mandates.

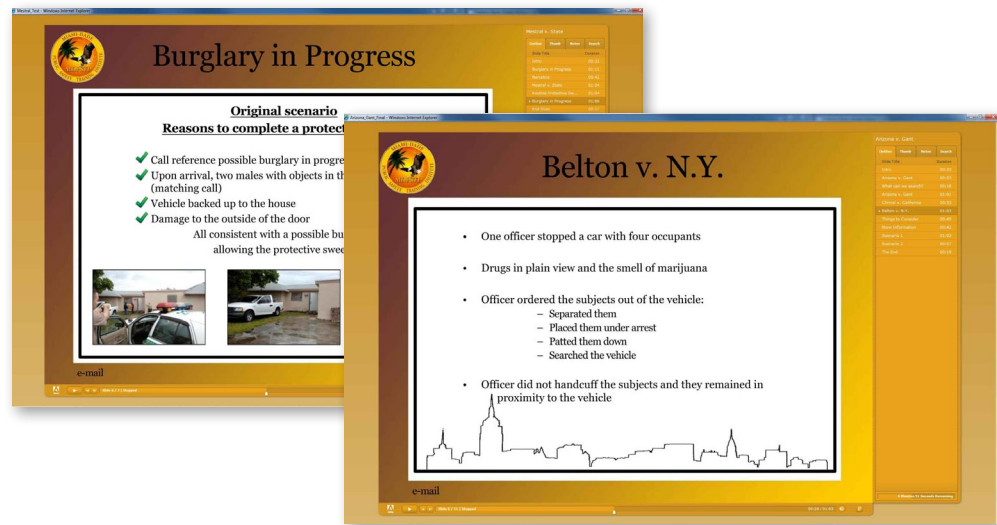
The first priority was Incident Command System (ICS) training. ICS is a state-based, standardized system for coordinating emergency management efforts in compliance with the Department of Homeland Security's (DHS) National Incident Management System (NIMS) mandate.

MDPD established its ICS in 2003 and the on-site classroom training for the new system proved to be difficult given command staff's busy schedules and limited classroom availability. The Training Bureau wanted to create a learning environment that could successfully blend on-site classroom courses, online training, and field application exercises.

"After three months of reviewing several web-based training systems, we decided Adobe Connect was best able to accommodate our immediate need for online ICS training and to expand the department's ability to provide officers regular training without adding staff or significant costs," Holtz says. "The Adobe solution provides an intuitive, convenient platform for us to create and deliver vital training to officers in every area of our department, regardless of location."

Today, MDPD offers nine online courses and has conducted several surveys to help ensure officers are getting the critical training they need, right from the convenience of their desks.

With Adobe Connect, the Miami-Dade Police Department Training Bureau has a quick and flexible means to train officers; since they are not constrained to a classroom, they can attend vital training sessions and still remain available to respond to emergency incidents.



*"Adobe Connect has virtually no learning curve. This means less time teaching staff how to use our online learning system and more time engaging with content that can have a tremendous impact on the community."*

Sergeant Sean Holtz  
Training Bureau,  
Miami-Dade Police Department

### Into the digital age

A key factor in the selection process was that Adobe Connect seamlessly integrates with the department's existing infrastructure, which includes 6,000 computer systems across nine police stations, one headquarters, a training facility, and administrative complexes. The solution also fit the department's interactive training style and is intuitive and easy for instructors and personnel to use.

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To initiate its online training function, the Training Bureau used Adobe Connect to create an "Introduction to the Incident Command System" course. The in-depth course provided the foundation for higher-level ICS training, described the system's history, features, principles, and organizational structure and expanded on the relationship between ICS and the NIMS.

With the Adobe solution, the Training Bureau was able to transform original ICS learning materials—more than 100 pages of content—into a highly engaging online training course everyone in the department can access instantly.

The web-based training program integrates 27 instructional videos, the department's own digital photography, and narrated multimedia courses using Microsoft PowerPoint presentations. Additionally, with Adobe Connect, the department was able to easily incorporate video with critical, timely content from DHS into the online course, as well as integrate quizzes, tests, and other periodic reviews to gauge comprehension of the material.

"It's one thing to simply view content," Holtz says. "With Adobe Connect we're able to determine whether or not the information is sticking with the officers by testing their comprehension and retention. This gives us some insight about things we need to add or modify in the existing content to make it more effective."

### Improved training, reduced costs

MDPD has already instituted efficient online training across several areas, including large-scale training efforts focusing on ethics, human diversity, and professional traffic stops.

In addition, the department created and delivered highly customized training for its newly automated payroll system called ePARs, its digital line-up software for subject photos called IMug, as well as training on a military-based, ground-to-air strike device for the department's airport personnel.

"We're constantly finding new ways to leverage Adobe Connect," says Holtz. "We can evolve our training to meet changing demands for learning." For instance, MDPD is taking regularly released legal bulletins and creating short, interactive training segments that visually show officers how U.S. Supreme Court decisions can affect their jobs. Recent online training sessions included overviews of higher-profile cases, such as Arizona versus Gant and Mestral versus the State of Florida.

By utilizing Adobe Connect, the MDPD Training Bureau was able to convert original ICS learning materials—more than 100 pages of content—into a highly engaging online training course everyone in the department can access instantly.



*“Adobe Connect forever changed the way we do training on the day we rolled it out.”*

Sergeant Sean Holtz  
Training Bureau,  
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### The future of crime fighting

With Adobe Connect, the Training Bureau has a fast and efficient means to develop content and train commanders without the constraints of classroom availability. Officers are now able to complete trainings from their desks during their work shifts. This flexibility benefits the department with increased officer availability, since the loss of man-hours due to daylong training events is minimized.

Today, ICS training conducted online via Adobe Connect reaches more than 3,000 officers with high-impact, important training content without taking them away from their in-field responsibilities for long periods of time.

Because the classes are self-paced, if an officer needs to break away to respond to an incident, he or she can simply resume training during slower periods. By replacing less efficient, expensive in-class training with much more convenient and cost-effective online options, MDPD has greater flexibility in managing limited staff time and resources.

“The flexibility is priceless,” explains Holtz. “Previously, it could take a full year for an officer to complete a mandatory training class because of challenges around class size, scheduling, instructor availability, and other issues. Also problematic was the fact that an officer could be off their shift one or more days to attend onsite training sessions. Adobe Connect eliminates these problems and frees employees to complete training faster, when it fits within their schedules and the needs of the department.”

Due in large part to the web-based ICS training, MDPD’s Training Bureau has experienced an expanded interest in participation and contribution to web-based training programs department wide and beyond. And, because officers are now able to take courses from their desks and eventually their police cruisers, they are more likely to partake in a wide variety of course offerings.

“We’ve been able to expand eLearning beyond just simple rules, regulations, and standard day-to-day information,” Holtz says. “We can create training to address specific requirements as soon as they are identified.”

The online training program also creates an opportunity for all qualified officers and staff to become instructors. This contributes to professional development and improves the department’s knowledge base as more information can be shared from varying officer experiences.

Looking forward, the MDPD Training Bureau will continue to find new ways to leverage the Adobe solution for enhanced learning and additional cost and time savings. “We know that online learning is the future for us,” says Holtz. “Adobe Connect forever changed the way we do training on the day we rolled it out.”

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