CUSTOMER SUCCESS STORY

C3.ai

California Law Enforcement Agencies Accelerate Investigations with Advanced Analytics

Value-Driven Benefits

1.9M
identities consolidated and correlated to date

1,500
new cases and dispatch record ingested daily

400+
users trained and onboarded to C3 Law Enforcement to date

16
agencies integrating data with C3 Law Enforcement, for countywide collaboration

Overview

A California County Sheriff's Office serves a population of over 700,000 residents. As the county's primary law enforcement agency, it is responsible for a wide range of public safety functions, including patrol operations, jail and court services, criminal investigations, and emergency response coordination. With 16 law enforcement agencies operating within the county, effective collaboration, data sharing, and operational efficiency are essential to ensuring public safety. The Sheriff's Office made technology modernization a top priority to meet the demands for real-time intelligence, inter-agency collaboration, and resource optimization.

Business Need

Prior to adopting C3 Law Enforcement, the agencies operated within a fragmented technology landscape that made investigative workflows slow, manual, and resource-intensive. Officers and detectives investigated thousands of cases each year. Every investigation and crime statistic report required accessing and reconciling data from multiple systems — an effort that could take several hours and diverted resources away from field operations. Inconsistent reporting standards added further complexity to daily operations. The Sheriff's Office sought a unified solution that could streamline access to investigative data and enable faster, intelligence-led decision-making across all agencies.

The Solution

The agencies partnered with C3 AI to deploy C3 Law Enforcement — a solution that aggregates and visualizes records for advanced analytics. Within 6-months, C3 AI and the Law Enforcement Agency team integrated critical data sources — including records management systems (RMS), computer aided dispatch (CAD), license plate reader (LPR) systems, and media evidence. This integration allowed the agency to connect and simultaneously search across the previously siloed systems, significantly reducing investigative friction. During the initial production deployment, 50 users, from crime analysts to members of Investigations Units and Task Forces, were trained on the application. To ensure the solution addressed real operational needs, each C3 AI team member participated in ride-along patrol-shifts and agency briefings — gaining firsthand insight into daily workflows, challenges, and opportunities for meaningful impact.

Results

C3 Law Enforcement streamlined investigations and reduced the time required to aggregate relevant data from multiple days to seconds. Today, C3 Law Enforcement is the production standard for law enforcement data fusion and analytics, powering smarter policing across multiple agencies. The California County Sheriff's Office is now expanding C3 Law Enforcement to a countywide deployment, which involves aggregating historical and live data from 16 distinct law enforcement agencies into a standardized data image for efficient data sharing and cross-jurisdictional collaboration. For the first time, the California County Sheriff's Office can securely access case information and incident records from neighboring jurisdictions within the county through a single unified application.

Inside the Digital Transformation

During the initial pilot deployment, a team of C3 AI experts configured the C3 Law Enforcement application alongside subject matter experts from a county law enforcement agency including analysts, records managers, deputies, and lieutenants. These experts provided valuable contributions to the design and testing of the application workflows. Each of the C3 AI team members participated in multiple ride-along patrol shifts, agency briefings, and office visits to better understand the organizational pain-points and opportunities for artificial intelligence to make a positive impact

C3 AI first ingested and contextualized information across four disparate investigative data sources into a unified image. Historical data was up to 1 TB from each data source. As part of data unification, the team also configured a database record de-duplication algorithm and applied this algorithm across source systems to streamline the investigation process. The initial aggregated databases were the county Records Management System (RMS), Jail Management System (JMS), Automated License Plate Readers (ALPRs), and media evidence metadata from security and body-worn camera footage.

After deploying the configured application to production, C3 AI expanded the deployment to include data from neighboring police departments. This expansion proved the scalability of C3 Law Enforcement and demonstrated the application's ability to fuse data across multiple agencies. The joint development period between C3 AI and two law enforcement agencies paved the way for a county-wide expansion across 16 agencies in the County.

The law enforcement agencies in the county unanimously elected to adopt C3 Law Enforcement as the standard for data fusion and analytics. To support the expansion, representatives from each agency formed a cross-functional project management team. These representatives collaborate with C3 AI to steer the deployment roadmap including prioritizing data sources, new feature development, and role-based access controls.

Continued Engagement

C3 AI continues to partner with the county agencies to expand the enterprise AI footprint across the County and beyond. The C3 Law Enforcement deployment started with a pilot with a single agency and scaled rapidly across additional law enforcement agencies in the county and in the broader area, driving cross-agency collaboration.

In parallel, the County's Assessor-County Clerk-Recorder & Elections (ACRE) Office also piloted and expanded the deployment of C3 AI Property Appraisal to improve appraisal workflows and accuracy across residential and commercial properties.

Lastly, the county is deploying C3 Generative AI to enable rapid, secure, and accurate access to insights and information stored across disparate sources. With a natural language and interactive chat interface, C3 Generative AI is transforming the human-computer interaction model for state & local government officials.

About the Office

- Served by over a dozen Law Enforcement agencies
- Over 1,000 sworn and civilian personnel across agencies
- Servicing over 700,000 residents

Project Highlights

- 6-months from project kickoff to production-ready application
- 400+ users onboarded to date
- 10 data sources aggregated to date
- 1.9M identities consolidated and correlated to date
- 6 county agencies integrated to date, scaling to 16 county-wide

"Four days of investigation could have been complete in 30 seconds on C3...getting a violent criminal off the street earlier."

— **Vehicle Task Force**

"This benefits not only analysts, but bureau chiefs as well...It redefines collaboration and problem solving."

— **Crime Analyst**

"This is going to be a game-changer for law enforcement."

— **County Sheriff's Office**

Solution Architecture

C3 Law Enforcement

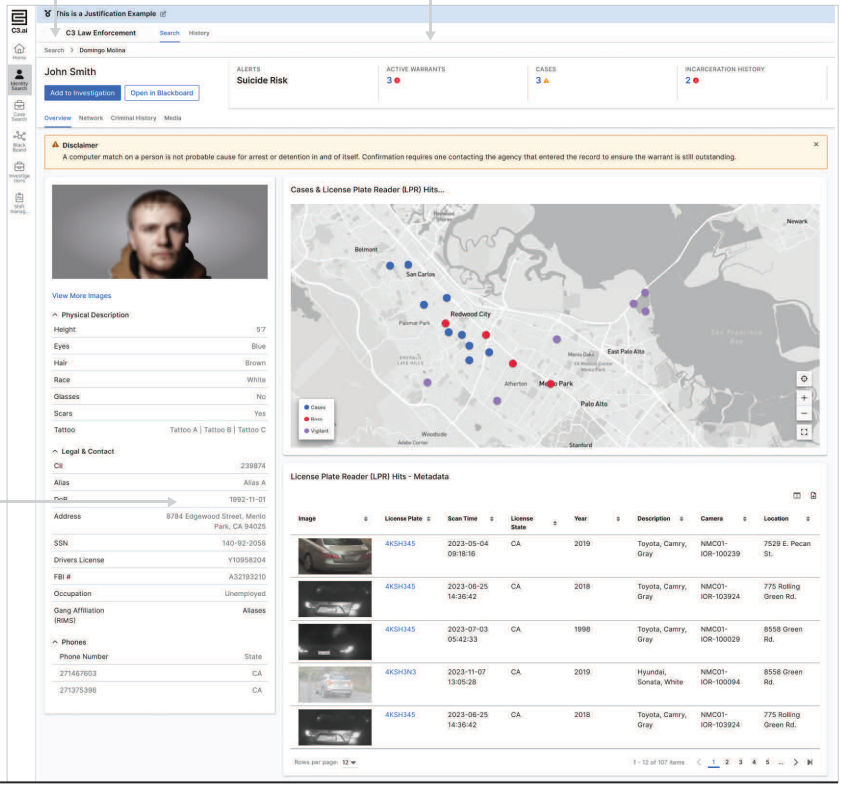
Enterprise Data

- Jail Data System
- Records Management System
- License Plate Readers
- Body Camera Footage
- Dispatch / Incident Calls
- Trak Flyers

Multi-source profile

Overview

Cases & License Plate Reader Hits



Proven Results in Initial Production Deployment

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