

CASE STUDY

City of Sacramento Accelerates Illegal Dumping Enforcement.



Unifying evidence, investigations, and enforcement across departments to deliver measurable results — fast.



From Scattered Incidents to Coordinated Action

By unifying people, process, and technology, Rhombus helps the City of Sacramento keep its community clean, safe, and thriving.

12x

Faster Enforcement Pace

~+1,100% increase in run rate compared to a steady monthly baseline.

Annual Goals Exceeded

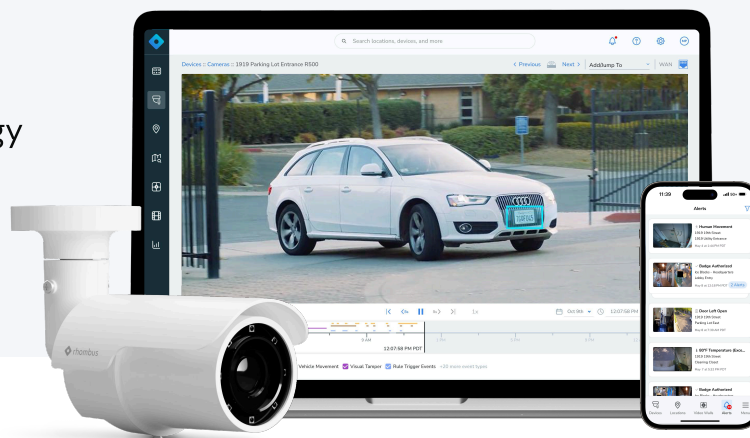
Yearly citation goals were exceeded within the first month of go-live.

Multi-Department Deployment

Empowering IT, Code Enforcement, and Police Department teams across the City of Sacramento.

Solution Snapshot

Rhombus unifies people, process, and technology to create a repeatable enforcement workflow across departments and locations.



Customer Profile

CITY OF SACRAMENTO

Sacramento, California (U.S. State Capital)

INDUSTRY

Public Sector

DEPARTMENTS USING RHOMBUS

- Department Of Information Technology (IT)
- Department Of Public Works (Code Enforcement)
- Police Department

ENVIRONMENT

Citywide deployment across streets, alleys, and facilities

Goals

- ✓ Reduce illegal dumping and improve enforcement outcomes
- ✓ Capture usable evidence faster
- ✓ Identify and track repeat offenders across locations
- ✓ Enable seamless collaboration between departments
- ✓ Reduce time spent searching video and more time taking action
- ✓ Provide role-based visibility while reducing noise and alert fatigue

12x

Faster Enforcement Pace

~+1,100% increase in run rate.

Annual Citation Goals

Exceeded within the first month of go-live.

Improved Cross-Department Coordination

With the right information to the right teams

THE CHALLENGE

Fragmented Evidence and Manual Workflows Slowed Enforcement

Illegal dumping is a persistent and highly visible issue for the City of Sacramento. It creates resident dissatisfaction, increases clean-up costs, and impacts public safety and quality of life.

The City's Recycling & Solid Waste division faced significant challenges:

01

Enable Monitoring

Illegal dumping occurs across streets, alleys, and city facilities — across a large geographic area.

02

Multiple Stakeholders

Code Enforcement and Police Department teams needed to collaborate without friction.

03

Time-Consuming Manual Searches

Officers spent hours searching video footage instead of taking action.

04

Limited Connection Across Sites

It was difficult to connect incidents and identify repeat offenders across locations.

“Our officers needed to spend **less time searching** through video feeds and **more time acting on incidents.**”

– City of Sacramento Representative



THE SOLUTION

An End-to-End Enforcement Workflow

Rhombus combines high-quality video capture with AI features, role-based access across departments, and integrations into the city's existing tech stack — all tailored through training, follow-ups, and hands-on partnership with MSC Integrations and Rhombus Support.



Capture

Cameras at known dumping and enforcement hot spots provide the video and context needed to support enforcement actions and investigations.



Investigate

Officers use LPR, face matching, activity regions, and labels to find relevant events fast and correlate repeat activity across cameras and locations.



Coordinate

Role-based permissions and schedule-aware notification policies make sure each team gets the information they need without alert fatigue.



Operationalize

Monthly Rhombus reporting, Rhombus Mind, and API-enabled rollups turn signals into actionable summaries that drive enforcement follow-through.

Deployment and Integrations

Cameras:

Rhombus R360, R510, R3

AI Features:

LPR · Face Matching · Regions · Labels

Integrations:

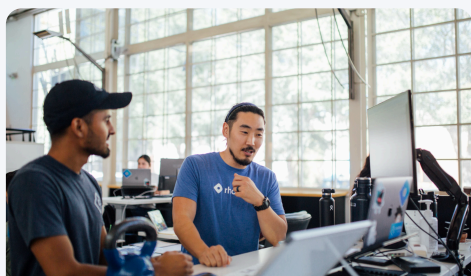
Fusus, Microsoft Teams, Rhombus APIs, Rhombus Mind



OPERATING MODEL

Three Departments, One Platform.

Information Technology, Public Works, and the Police Department share Rhombus — each with the visibility they need, none with more than they should have. Role-based permissions and schedule-aware notification policies ensure every group gets the information it needs and nothing it doesn't.



Information Technology

Dome cameras provide discreet, wide-area coverage. Ideal for monitoring complex environments like offices or retail floors. Enhances situational awareness and efficient security oversight.



Public Works

Panoramic cameras provide 360° coverage, with fewer devices. Fisheyes or Multisensors maximize visibility for monitoring large, open areas like lobbies, parking lots, or warehouses.



Police Department

Bullet cameras deliver clear, long-range imaging with flexible positioning. Ideal for covering large or hard-to-reach areas like stairwells, offering strong deterrence and visibility.

Notifications tuned by user, schedule, and location

Day-only push notifications and limited tamper alerts keep policy visibility available without overwhelming users — eliminating alert fatigue while preserving operational coverage.

Role Management

Role	Members	Permissions	Locations
IT Director	Jane Doe	All	All
Security Guard	Wes Roberts John Smith Kevin Parker	View Footage Share Clips View and Manage Fa	All
Employees	Anna Jones Jeff Thomas Sam Cohen Sophie Delgado Yvonne Yoe Arthur Nelson Giana Bowling Marcus Fischer	View Footage Share Clips	

Add a Role

Role: IT Director

Permissions: All features

Locations: All locations

Dates: 12/10 - Present

Confirm

IMPLEMENTATION

A Workflow-First Rollout

Sacramento didn't approach Rhombus as a hardware install. The team approached it as a workflow rollout — structured around training and follow-ups so the system could support day-to-day operational needs from the first week.

MSC Integrations (dba Mr. Security Camera Inc.) introduced the City to Rhombus and partnered with city teams during deployment. Rhombus Support added the responsiveness needed to truly tailor the system: configuring user roles, tuning notification policies, and building case structures that matched how RSW Code Enforcement and Police actually work.

Key Integrations

FUSUS

Extends Video Access To Police Investigations With Appropriate Scope.

MICROSOFT TEAMS

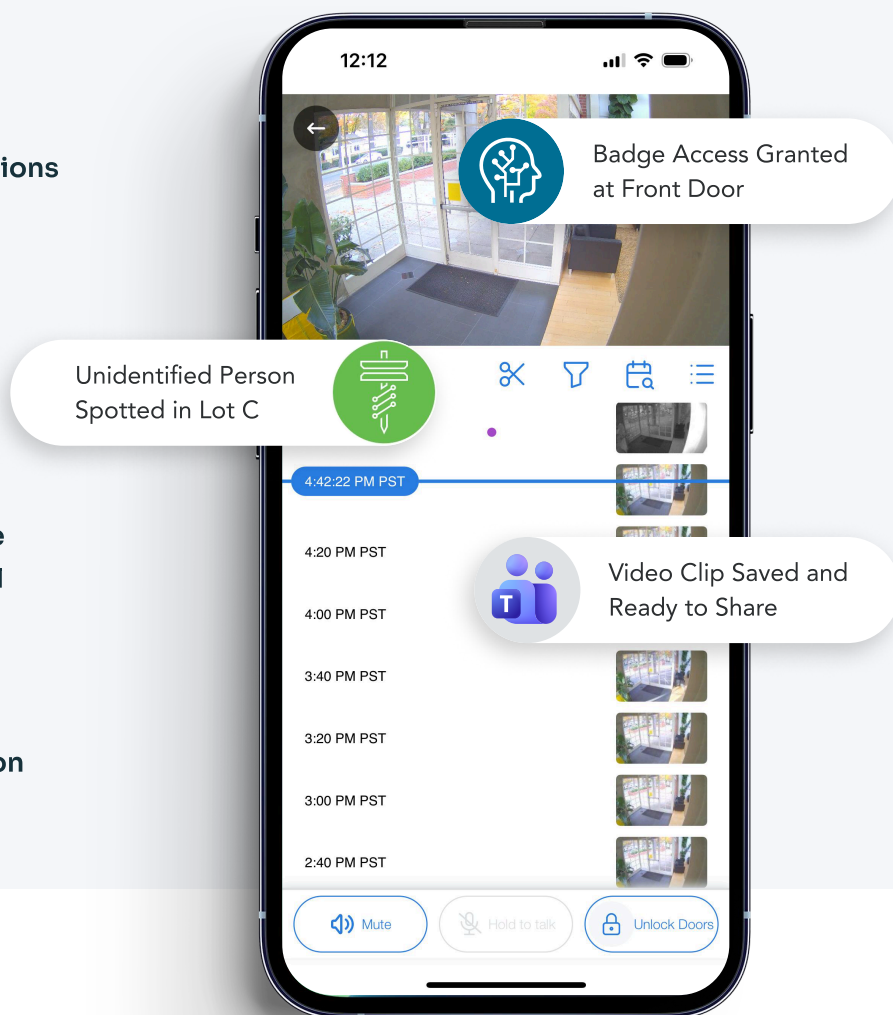
Movement Alerts Go To The Right People In Channels They Already Use.

RHOMBUS APIS

Power Roll-Up Reporting For License Plate And Notification Activity, Feeding Internal Workflows.

RHOMBUS MIND

Adds natural-language insight discovery on top of activity data.



OUTCOMES / CITATIONS

Annual Citation Goals — Beat in 30 Days

By replacing manual video review with a repeatable AI-assisted workflow, Sacramento's RSW Code Enforcement team achieved a year of citation output in a single month.

12x

Faster Enforcement Pace

vs. steady monthly
citation baseline —
roughly +1,100%
increase

City of
SACRAMENTO

“Rhombus has turned what used to be a slow, manual video search problem into a repeatable enforcement **workflow with immediate results.**”

City of Sacramento Security Representative

What Drove the Result

TIME-TO-EVIDENCE ACCELERATION.

Less Manual Searching; Faster Packaging Of Case-Ready Clips.

CROSS-SITE CORRELATION.

LPR And Face Matching Surface Repeat Offenders Across Multiple Locations.

OPERATIONAL CONSISTENCY.

Labels Provide A Consistent Case Framework Across Departments And Sites.

REDUCED ALERT FATIGUE.

Role-based access and targeted notifications prevent alert noise.

OUTCOMES / PUBLIC SAFETY

Solving Cases Beyond Code Enforcement

Within the first two months of the camera network's installation, the Sacramento Police Department used Rhombus footage to help solve one shooting and one assault.

It's a powerful example of why role-based access and a shared platform matter. Cameras placed for one mission — tracking illegal dumping — produced evidence that mattered for an entirely different one. With proper permissions and case-structured labels, that handoff between departments happened cleanly, without surfacing irrelevant data or compromising privacy.

What the Model Unlocks



Higher-Utility Infrastructure

One deployment serves multiple city missions without parallel systems.



Cross-Department Handoff

Investigators in Police access Rhombus through Fusus, with appropriate scope.



Better Outcomes per Dollar

Each camera does double duty — code enforcement plus public safety.



2 Cases Solved

Within 2 Months of Installation

One shooting and one assault — using cameras originally deployed for code enforcement.



LESSONS LEARNED

Treat it Like a Workflow

Sacramento sees Rhombus less as a camera system and more as an operating system for enforcement. The cameras matter, but what compounds value over time is the workflow built around them — and the discipline to deploy it intentionally.

**01****Deploy At The Right Locations**

Anchor cameras to real hot spots and the operations they support.

**02****Use AI Features And Labels To Structure Cases**

Make every clip part of a repeatable case framework.

**03****Set Up Movement Regions For Focused Review**

Look where the problem actually is.

**04****Tune Notifications And Roles**

Don't overwhelm your teams; match alerts to schedule, user, and location.

**05****Generate A Reporting Cadence**

Monthly reporting, Mind, and API rollups turn signals into enforcement follow-through.



OPERATIONS / REPORTING

Insights That Drive Action

Cameras and AI generate a steady stream of activity. Sacramento turned that stream into a decision-making rhythm.

A monthly Rhombus reporting cadence surfaces trends. Rhombus Mind adds natural-language style reporting over license plate and notification activity. And Rhombus APIs power roll-up reporting that gets the right information to the right team.

Where Insights Show Up



Monthly Review

Cadence keeps trends visible and informs operational adjustments.



Repeat Offender Patterns

LPR and face matching combine to surface high-frequency activity.



Notification Health

Rollups identify alert noise vs. actionable signal.



Hot Spot Dynamics

Frequency data drives data-driven camera relocation decisions.

Insights That Drive Action

“Rhombus truly values our working experience, listens to our operational needs, and **provides solutions that enhance our workforce capacity.**”

On Rhombus Customer Support

“Rhombus has turned what used to be a **slow, manual video search** problem into a **repeatable enforcement workflow** with immediate results.”

– City of Sacramento Representative

“Rhombus works well when you treat it like a workflow. **That's where the time savings and ROI show up.**”

On advice for other public-sector teams



City of
SACRAMENTO

WHAT'S NEXT?

Sacramento's playbook is now a model for cities across the country.

As existing illegal dumping hot spots become cleaner and safer, the City of Sacramento plans to relocate cameras to newly identified hot spots — using data-driven decision-making to maximize the City's investment in Rhombus.



Built to Protect.
Designed to Adapt.

[Schedule a Free Demo Today](#)

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Scan the QR Code
to learn more.

