



# Improve security and safety for officers and citizens with on-the-move information access



## The challenge: lack of access to real-time data impacts safety and security levels

Every day, police officers and security personnel in the field rely on available information to make instant decisions — decisions that can impact the safety of the officer and innocent people in the vicinity. Police officers in car or on foot need as much information as possible to determine how to best approach another vehicle or a person on the street. Prior to approaching a vehicle or suspicious person, police officers traditionally place a voice call to a dispatcher, who then runs the appropriate computer searches and verbally relays the information. This time-consuming inefficient process requires cycle times for both dispatcher and officer. In addition, every minute the officer must wait for data delays action on the part of the officer. And the verbal relay of information poses limitations in the dissemination of critical intelligence — for example, an officer might need to come in to the station to obtain a photo of a person or vehicle.

At checkpoints, security personnel most often rely on a visual check of a driver's license or other ID card to determine whether to grant or deny access. However, an ID card may have been stolen or forged. And even individuals with an apparently valid ID card may have a background that requires a more extensive search of belongings or further proof of identity — such as outstanding warrants or a history of combative behavior. Without access to more complete information, unauthorized or inappropriate personnel may gain admittance, posing a possible safety threat to people in the area.

When real-time information is not accessible in the field, the impact can reach far and wide, affecting the safety and effectiveness of officers and security personnel, the safety of the general public — and even national security.

## The solution: anywhere, anytime mobile data access

A Motorola mobile computer with a real-time wireless connection enables police officers and security personnel to hold the power of their desktop computer literally in the palm of their hands. All the databases that are accessible in the office are now accessible in the field. Designed for field use, these small and

## KEY BENEFITS

- Improved productivity
- Improved safety for officers and citizens
- Improved field-level intelligence for better on-the-job effectiveness
- Better in-the-moment decision-making
- Reduced capital and operational costs through the deployment of a single device for data access as well as voice communications

With mobile computing, law enforcement officers can access a wide range of information from local and national databases to support better on-the-spot decision making — such as any existing history of arrests, citations, warnings or other incidents — improving the safety of the officer and people in the near vicinity.

# An overview of the technology

There are three key components involved in Motorola's security screening mobility solutions: the mobile devices, wireless networks and the mobile applications. Following is a brief overview of each:

## Mobile computers

Motorola offers a wide range of mobile computers designed to meet the needs of your applications:

- Rugged mobile computers built for all day outdoor use in the harshest environments as well as cost-effective and compact, durable PDA-style devices
- Support for up to four radios for true inside outside wireless connectivity — WWAN, WLAN, WPAN and GPS
- Advanced data capture functionality, including integrated bar code scanning and magnetic strip reading for instant capture of information on driver's licenses and other ID cards, as well as image capture
- Integrated advanced voice functionality eliminates the need for mobile workers to carry two devices through a full range of voice capabilities including walkie-talkie style communications and the ability to extend the desk phone number and functionality to the mobile device

## Wireless network connectivity

Motorola can provide the right wireless networking solution for your mission critical government application:

- Public WWAN network connectivity: Motorola mobile devices offer connectivity to public cellular networks, giving you the flexibility to choose the provider that best meets your coverage needs.
- Private WWAN/WLAN network connectivity: Motorola's comprehensive wireless networking solutions enable the deployment of a private wide or local area Wi-Fi/mesh-based networks, providing complete control over field-based communications, including network volume, availability and uptime.
- WPAN provides on the spot wireless connectivity to peripherals such as mobile printers and headsets
- GPS connectivity provides support for location-based applications

## Mobile applications

Our award-winning partner channel offers deep vertical industry expertise and best-in-class applications that have been tested and validated on Motorola platforms, providing:

- Rapid deployment
- Ease of use for rapid adoption
- Seamless integration with your existing business processes
- Easy integration with your existing IT infrastructure
- Faster return on investment

And since Motorola mobile devices are built on a common technology platform, the applications you invest in today can be easily migrated to the Motorola mobile devices of tomorrow. You can easily support changing business needs without the substantial costs associated with new application development — future proofing your security screening solution and providing superior investment protection.

lightweight mobile computers are easy to carry and easy to use — ideal regardless of whether officers are patrolling in a vehicle, on foot, on bicycle or horse, or security personnel are posted at a stationary checkpoint.

The ability to access information is no longer tied to a specific physical location, such as a desktop computer that is hardwired into the network. Now, wherever an officer or security guard may be, the information needed to make the best decision is always at their fingertips, available at the press of a few keys. And since Motorola's technology is second nature, workers can stay focused on the task at hand — instead of the technology.

### Empowering police officers on the street

#### Real-time mission critical database access

For police officers on the street, entry of a license plate number or a quick scan of a bar code or magnetic stripe on a license or other ID card can initiate a real-time search across multiple federal, state and local databases including:

- National Crime Information Center (NCIC)
- Department of Motor Vehicles (DMV)
- National Law Enforcement Telecommunication System (NLETS)

- State Wanted
- Criminal Justice Information System (CJIS)

In seconds, officers can:

- Verify the validity of the ID card
- View any history of arrests, citations, warnings or other incidents
- View any summons that have been issued
- View any flags — for example, a note regarding past combative behavior
- Obtain a full history of any vehicle — including a car or a boat
- Obtain a photo of a person or vehicle
- Obtain information on weapons or stolen articles
- Obtain any nationwide parole, probation and sex offender information that might exist

Whether police officers are preparing to approach a driver in a routine traffic stop or are involved in an active pursuit, the real-time information enables officers to better determine next steps — improving their own safety as well as that of others.



Mobile computing helps ensure that only authorized personnel gain admittance to an area. A quick scan of a bar code on an identify card helps check the validity of the card and creates an instant electronic audit trail of who gained access to the building — and when.

#### **Additional database access**

Access can also be provided for additional databases. For example, access to a Hazmat database can help officers identify chemicals and determine the protocols for safe handling procedures. And Poison Control information can help officers determine immediate steps that can help save lives.

#### **Real-time messaging**

With a mobile computer in hand, real-time messaging between officers becomes a reality, enabling the instant transmission of crucial information to other nearby officers — including images as well as text. This capability proved invaluable in a recent incident where a police officer was in pursuit of a vehicle. The driver pulled over and blended into the crowd to escape on foot. But thanks to mobile data, the officer had already identified the driver and was in possession of an electronic photo that was distributed to the mobile devices of all nearby officers. As a result, the driver was easily identified and apprehended quickly, without further incident.

#### **Empowering security officers at checkpoints**

Mobility also greatly improves security at any checkpoint — including airports, courthouses, military bases and other government buildings as well as public events. The same scan of the bar code or magnetic stripe on an ID card now returns a wealth of information, allowing the security officer to fully assess any risk associated with granting access to a specific person. And for events with high-profile attendees, biometric applications can enable the use of fingerprints instead of ID cards to remove any doubt about the identity of attendees.



At military installations, a mobile computer can support heightened security measures through a combination of technologies: on-the-spot use of sophisticated biometrics for fingerprint identification, scanning of bar codes on ID cards, reading of RFID tags on vehicles to verify vehicle identification and contents, and the ability to take a picture for visual verification of the people and vehicles entering and leaving the facility.

#### **The benefits: improved intelligence, productivity and safety**

When it comes to security applications, mobile data access delivers a number of benefits:

- **Improved safety:** The ability to rapidly access more complete data enables better decision making that can increase the safety of police officers and security guards as well as the general public. Police officers have the information needed to determine the best course of action to reduce risk in potentially dangerous situations, and security personnel at checkpoints can more easily identify unauthorized, underage or potentially dangerous entrants.
- **Improved productivity:** Dispatchers are no longer required to check databases for information, reducing the internal support costs for officers in the field. Staffing costs can also be reduced, since fewer dispatchers can now support the same number of officers in the field.
- **Better field-level intelligence for better on-the-job effectiveness:** The ability to access and share text-based information as well as photos and videos in the field boosts on the job effectiveness. For example, an officer at a checkpoint where an unauthorized person attempts to enter can instantly send an alarm complete with a photo to officers at all other checkpoints, improving the chances of recognition and apprehension.
- **Reduced capital and operational costs:** The ability to provide a single device for mobile data access as well as voice communications simplifies

life for officers in the field as well as your IT department. Capital and operational costs are reduced, as there are fewer devices to purchase and support.

### **Depend on Motorola for your mobile data access needs**

Every day, officers on the street and security personnel at checkpoints depend on seamless and ubiquitous access to information to support the split-second decisions that can impact their safety as well as the safety of nearby citizens. When you choose Motorola mobile computing solutions for mobile data access, you get the reliability, security, and manageability and superior uptime this mission critical mobility solution requires. We offer the strength of an industry leader — and the power of tested and proven end-to-end solutions. Our planning services can help ensure your mobile data access solution is designed from the ground up for maximum success, factoring in ease-of-use and user adoption rates as well as wireless connectivity requirements. Our wide range of mobile computing devices is designed to handle the rigors of all day every day use in the field — from rugged or PDA-style handheld integrated voice and data devices to vehicle-mount workstations and notebook computers.

Our devices aren't just tough on the outside — they're tough on the inside, packed with processing power and Motorola-only features that provide outstanding application performance and pervasive wireless connectivity. True inside outside mobility enables the same device to connect to a wide area network when workers are outside the four walls, and seamlessly switch to an available wireless LAN upon return to the office for more cost-effective in-building voice and data services. Our world-class business partners provide best-in-class applications that integrate easily with the existing agency workflows to minimize disruption of day-to-day business procedures. Our post-deployment services minimize downtime, helping to keep your mobile data access solution running at peak performance every day of the year. And our management solutions bring a new level of simplicity to the management of mobility solutions, enabling you to easily stage, update, monitor and troubleshoot your mobile devices in the field from a single centralized location.

For more information on Motorola mobile data access solutions, please visit us on the web at [www.motorola.com/governmentandenterprise](http://www.motorola.com/governmentandenterprise)



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