

# RFID IN FEDERAL, STATE AND LOCAL GOVERNMENT AGENCIES



## THE CHALLENGE: IMPROVING OPERATIONAL EFFICIENCY AND ACCURACY

Government agencies need to optimize their supply chain and improve their logistics and asset tracking visibility. Rising costs and shrinking budgets are forcing Federal, state and local government agencies to find a way to do more with less.

## THE SOLUTION: AUTOMATED REAL-TIME ERROR-PROOF TRACKING WITH RFID

An RFID solution automates a wide variety of tasks, eliminating time-consuming paper-based processes that are error-prone and slow the movement of information through your agency. With RFID tags and RFID readers, government agencies can instantly identify and track any high value asset with minimal human intervention. Time spent manually collecting information is eliminated, replaced with the fully automated capture of data, thereby improving worker productivity and task accuracy. The result? The delivery of the split second real-time information that allows your personnel to determine if a cargo container has been tampered with. Locate mission-critical supplies for soldiers on the front lines, track the chain of custody for critical evidence in a criminal case, or identify vehicles with invalid parking permits.

## TRANSFORM YOUR GOVERNMENT AGENCY PROCESSES WITH RFID

### Maintenance and Operations

When a hardened RFID tag is placed on trucks, planes, tanks, ships and other military vehicles, engineers with an RFID reader can quickly locate and identify the asset as well as access its entire maintenance history. As a result, engineers spend less time locating assets and more time performing repairs and routine maintenance. And you can be sure that the correct asset receives the correct maintenance at the correct time.

### Identity Management and Credentialing

Whether you need to validate that authorized personnel are entering your country or your facility, determine if vehicles have valid parking permits or track prisoners in real time to reduce the opportunity for escape and violence, and RFID solution can provide the most up-to-date information instantly.

### Military Personnel Induction

When new recruits arrive on base, they often wait for hours for their personal supplies. But with item-level tagging, RFID readers can capture the inventory information on all supplies as they are issued to each and every recruit — from helmets and boots to guns and uniforms —



## IMPROVING VISIBILITY OF INFORMATION AND ASSETS THROUGHOUT THE DEPARTMENT OF DEFENSE SUPPLY CHAIN

The DoD supply chain, and the accompanying logistics of synchronization, integration and infrastructure management, is a massive challenge. Visibility into this supply chain — a component of In-Transit Visibility (ITV) initiatives — is critical to effective logistics support. To streamline and error-proof the supply chain, the DoD has installed Motorola RFID readers at two distribution centers that read and automatically identify RFID-tagged pallets and exterior containers from 60,000 suppliers, enabling faster and more accurate processing of incoming shipments.

without clipboards and paper forms. All items are captured simultaneously, accurately recording the items disbursed to a specific person in just seconds. Process efficiency and personal accountability are improved. And any errors that might occur are instantly visible — from missing to too many items — ensuring that each and every person receives the correct supplies.

### **eCitation/Parking Management**

When RFID tags are embedded in parking permits, fixed and mobile RFID readers can instantly determine whether a vehicle has a valid permit — even if the permit is not visible. Fewer officers can cover parking areas more frequently, enabling the identification of every illegally parked vehicle.

### **Border and Immigration Security**

When passports and visas contain RFID tags, Border Patrol and Customs officers at air, land and sea border crossings can keep lines moving, without sacrificing security. As a traveler begins to approach the checkpoint, the RFID reader captures and presents identity information for the officer to review. Citizens who have been cleared for entry into the country can quickly move through checkpoints, while identification errors are minimized.

### **Facility Security**

Keep military bases, ports, courthouses and other facilities more secure with RFID-enabled identification badges. As tag data is captured on the RFID mobile handheld device, information can be displayed that helps ensure only authorized individuals gain access to a facility — from name and physical description to a photo and whether the card has been reported stolen or missing.

### **Prisoner Tracking**

With RFID tags in prisoner wristbands, prisons can easily monitor the whereabouts of inmates in the facility. A specific prisoner can be easily located at any time. An alarm can sound instantly if prisoners approach the jail perimeter, hindering escape efforts. And guards can monitor who inmates are congregating with to help reduce opportunities for violence. The result? The prison is more secure and safety is improved for everyone — for inmates, the guards who work in the facility and people living in the community.

## Cargo and Container Security

With national security threats around the world at an all time high, an RFID solution can help prevent dangerous cargo from entering the country. An RFID device's read/write capability can allow new information to be added to the tag, documenting every stop throughout a container's journey — whether it is travelling by sea, truck or rail. The tag data can reveal who sealed a container, where the container was originally sealed, whether the container made any unauthorized stops and if the seal was broken at any stop, indicating possible tampering.

In addition, when RFID-embedded tags are attached to passenger's checked bags at the airport counter, everyone wins. Bags are processed faster and more accurately, so fewer bags are lost and planes are loaded and ready to depart on time. Any bags that do not belong to a passenger on the plane's manifest can be immediately identified, located and removed, improving the safety of airport and airline workers as well as passengers on the plane.

## Supply Chain and Distribution

Over 60,000 vendors provide the inventory required to fill the distribution supply, from supplier to soldier. With RFID, each and every shipment and individual asset can be automatically tracked from the moment it is shipped from a vendor to the moment it arrives at its destination — from bullets and uniforms to bread.

## Data Center and IT Asset Management

Federal, state and local government agencies have very sensitive information stored on the many IT assets in a data center. When RFID tags are placed on servers, tape media, hard drives and laptops, these IT assets can be tracked in real time. IT can see the exact location of every asset, regardless of whether it is sitting on a shelf, stored in a cabinet, installed in a rack, in the maintenance center for repair or has left the building. Complete inventory reporting of the largest data center can be completed in less than a day. A specific item, such as a back-up tape, can be instantly located. You can cost-effectively track and trace every IT asset, protecting your data from unauthorized personnel.

## Disaster Management

When disaster strikes, an RFID solution comes to the rescue, automatically tracking evacuees as well as the assets required to deliver services to evacuees, improving the quality of the agency's disaster relief services.

## Evacuee Tracking

When hurricanes, earthquakes, man-made and other disasters strike, an RFID solution helps agencies accurately track all evacuees and the supplies needed to care for the victims. With RFID-embedded wristbands placed on all evacuees, handheld and mobile readers can track their every movement, allowing agencies to keep families together, make sure victims with special needs receive proper care and provide information to worried family members looking for loved ones. And since inventory is updated in real time as supplies such as rations and clothing are used, agencies can automatically identify when critical supplies such as food and water are running low, and issue an immediate replenishment order — all without any human intervention.



## Asset Management

In federal, state and local government agencies, there are millions of assets to track. With fixed, mobile and handheld RFID readers, assets can be accurately tracked in real-time, freeing workers to focus on more strategic tasks.

## Ballot Tracking

Everyone who takes the time to go to the poll on election day wants to make sure their vote counts — and when an RFID solution is utilized to track voting equipment and ballots, it will. With RFID tags on voting equipment, thousands of pieces of equipment spread across the state become visible, easily tracked from the moment they leave the polling place to the moment they are returned to the collection center for counting. States can verify when all votes and equipment have been received, easily locating missing equipment.

## Evidence Tracking

Whether evidence takes the form of DNA from a crime scene, electronic documents or paper-based records, it can be bagged and tagged with an RFID label. Whether evidence is stored on a shelf in a locked room or on the move to a courtroom, its location and complete chain of custody is always tracked. Accountability is improved and evidence is available when needed.

## File and Folder Tracking

In a court, law or public safety system, case files may be pulled by different people for various reasons, from the time the case is opened until the time it is closed. Since RFID is non-line of sight (NLOS), files can be quickly and easily located whenever they are needed, regardless of whether they are sitting in a stack of files on a desk, stored in a desk drawer or in a large filing cabinet.

## Healthcare

An RFID solution can help hospitals improve security and the quality of care by tracking the movement of everyone in the hospital as well as equipment and supplies.

## Asset Tracking in Hospitals

On average, 10 to 20 percent of a hospital's mobile assets are lost or stolen<sup>1</sup>, forcing the average hospital to maintain approximately 30 percent<sup>2</sup> more spares to ensure assets are available when needed. But when RFID tags are placed on wheelchairs, IV pumps,



## IMPROVING THE EVACUATION PROCESS IN THE STATE OF TEXAS

When Hurricane Katrina hit the southern coast of the United States, approximately 475,000 evacuees fled to Texas. More than 126,000 had no identification, 9,000 were special needs individuals, and 2,000 children under eighteen were unaccompanied by an adult. A Motorola RFID solution allowed Texas authorities to accurately register and track the movement of 12,000 evacuees and pets per hour, keeping family members and pets together and providing loved ones with the peace of mind that comes from knowing family and friends are safe. The automated evacuee system integrates Motorola handheld computers with Geographic Information System (GIS) databases, status and tracking displays, tracking software, RFID/barcode wristbands and Radio Frequency Identification (RFID) scanners.

1-AMR Research; 2-US News and World Report

medical instruments and beds, hospitals can easily and automatically track these expensive assets as they move throughout the hospital. Equipment is always easy to locate when needed. Capital expenses are substantially reduced and equipment utilization is increased, improving the return on investment (ROI) for these high value items.

#### **Patient Tracking**

Equipment and supplies aren't the only mobile assets that need tracking inside the hospital — so do patients. With an RFID-enabled wristband, patients can be easily tracked as they: are transported to various labs for tests; walk around the hospital for exercise; or even as they lie in their bed. Patient location is visible in real-time. Patients are never 'lost' and patients who have been waiting a long time for a procedure can be identified, improving patient safety and the quality of care.

#### **Identity Management for Personnel and Access**

When hospital staff, patients and visitors carry RFID-enabled badges, controlled access areas, such as the maternity ward and pharmacy, are more secure. In addition, an automatic audit trail of all personnel who entered and exited an area is visible, providing forensic information in the event of theft or other event.

#### **Inventory Management**

In a hospital, there is zero tolerance for out-of-inventory, in either the main supply room or the individual supply cabinets located on each floor. With an RFID solution you have constant visibility of your inventory, allowing you to order items before they are out-of-stock. The result? No matter what supplies physicians and nurses may require to care for a patient, they are never more than a few feet away.

To learn more about how Motorola can help your government agency, please visit our website:

[www.motorola.com/RFID](http://www.motorola.com/RFID)



## **REDUCING VOTE COUNTING ERRORS AND DELAYS IN ALAMEDA COUNTY**

When voting equipment from the 810 polling places in Alameda County, California were delivered simultaneously to the return centers, the resulting logjam often delayed the announcement of final election results. Sealed bags are delivered that contain three components: paper ballots, a PCMCIA card with electronic ballots completed on a touchscreen, and a paper index of voters — and employees were required to open each bag and manually verify the bag contained the required items. Motorola's fixed and handheld readers are at the heart of the solution that Alameda County refers to as SecureVote. Now, tags on the individual items inside the bag as well as on an ID tag on the outside of the bag allow the automatic real-time tracking of every movement of each bag and its contents from the polling facilities to the return centers. Workers no longer need to open the bag and visually verify that the items are present, reducing processing time of the bulk votes by as much as 70 percent — allowing election results to be published without unnecessary delay.

## **WHY MOTOROLA: 85 YEARS OF GOVERNMENT EXPERIENCE**

With 85 years experience understanding the mobility needs of federal, state and local government agencies, we can deliver complete mobility solutions that benefit your workers, your agencies and the citizens you protect and serve.

Our mobility solutions seamlessly and securely connect people, assets and information needed to help improve the quality of information and the speed at which that information is available, supporting the fastest action and best decisions possible.

Our comprehensive portfolio provides the simplicity of a 'one stop shop', offering the mobile devices, networks, applications and services you need to deploy cost-effective, secure, scalable and highly successful mobility solutions.

Choose the company that has helped federal government agencies save lives and accomplish missions, and state and local government agencies improve operational efficiency and revenues — Motorola.