







## San Diego Police Department enhances public safety with Palm® Treo™ smartphones







### SUCCESS SUMMARY

#### Implementation:

-  Palm® Treo™ smartphones running Windows Mobile
-  Microsoft® Office Mobile applications including Outlook® Mobile<sup>1</sup>
-  Custom dispatching and photo lookup applications
-  Wireless connection to local, state, and federal law enforcement databases<sup>1</sup>

#### Result:

-  Enhanced public safety with mobile access to critical information<sup>1</sup>
-  More and better-informed officers in the field
-  Fewer mobile devices to carry (no cell + pager) for increased officer mobility
-  Wireless access to data such as photo IDs, warrants, and drivers' licenses<sup>1</sup>

### Case Overview

The San Diego Police Department (SDPD) provides cutting-edge community policing to the 7th largest city in the U.S. SDPD originally deployed a smartphone solution but was frustrated by its inadequate phone capabilities. The department sought a better smartphone that would also enable specialized field units—motor officers, narcotics detectives, mounted patrol, and others—to access critical, timely data on SDPD servers.

Using Palm® Treo™ smartphones powered by Windows Mobile® and equipped with custom law enforcement applications, officers feel more connected to each other and HQ, can access crucial data without tying up valuable dispatching resources, and can react with increased speed and knowledge in an environment fraught with potential danger.

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*“The Treo was an immediate hit because it’s so easy to use—even for officers who have no experience with wireless technology. Every officer using a Treo loves it and feels better equipped to do his or her job.”*

— OFFICER SANDI LEHAN – SAN DIEGO POLICE DEPARTMENT

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## COMBINED ADVANTAGE PALM & MICROSOFT

Palm Treo smartphones connected directly to Exchange Server deliver secure wireless solutions while minimizing total cost of ownership. Extra middleware and servers are eliminated along with their associated support and maintenance costs.



## Challenge: Field officers with limited access to critical information

The San Diego Police Department (SDPD) employs over 1,500 officers, some in specialized field units—motorcycle officers, horse-mounted teams, narcotics detectives, gang units, and beach patrol. These specialized teams lack car-mounted access to criminal databases. Like street officers, they require up-to-the-minute data to make effective, split-second decisions. These officers faced:

- Existing smartphones that offered acceptable mobile computing functionality but unreliable phone communications.
- Inability to perform in-the-field data checks on vehicles, license plates, people, and guns.
- Needing to leave one unit member behind at the station to access critical information from a desktop computer and communicate with the officer in the field.
- Calling on dispatchers to search databases, wasting valuable time and tying up resources needed by other officers.

## Solution: Custom applications help access critical data in the field

After testing a variety of mobile devices, SDPD deployed Treo smartphones that enabled field units to run custom law enforcement applications. They chose Treo for intuitive ease of use and superior phone functionality, and Windows Mobile to leverage their current Microsoft Exchange Server and minimize support of multiple OS environments. The SDPD solution involved:

- Treo smartphones running Windows Mobile software with Outlook Mobile, Microsoft Office Mobile applications, and productivity-enhancing mobile law enforcement applications.
- eCAD, a multifaceted dispatching system that facilitates calls in the field and runs criminal records, plates, and firearm registration to assist officers with a quick response to field situations.
- CALphoto ID, a custom application that gives officers access to photos on file with the California Department of Justice right on their smartphones.
- Arjisnet Global Query 2, an investigative tool that lets officers see extensive histories on people and vehicles, as well as cross-reference driver's licenses and view booking photos.

## Benefits: Enhanced public safety for citizens throughout the city

SDPD field officers using the Treo are now better informed and feel more connected to headquarters and other units. And the training required has been minimal: "When officers begin using the Treo, we find that they answer most questions on their own," said Officer Sandi Lehan, implementation coordinator. Other benefits include:

- Improved communication. Microsoft Direct Push Technology for email and calendar synchronization keeps field officers on top of scheduled court dates and announcements from the Chief's office.
- A lighter load for field officers who now carry an all-in-one mobile device rather than a cell phone and bulky pager.
- Faster provisioning of smartphones—just three minutes today compared with 45 minutes before Palm. With over 300 devices deployed, IT is realizing tremendous savings in set up and on-going maintenance.
- Enhanced security. Passwords, firewalls, and encryption protect information being relayed. Unique static IP addresses for each smartphone enable dispatchers to monitor the activity and location of officers in the field.

By developing, securely hosting, and deploying custom applications on Treo smartphones, SDPD has equipped officers with a crucial tool to better to serve the public. And those officers have enthusiastically embraced the technology, as it improves safety for both citizens and officers. Sandi Lehan envisions a Treo in the hands of every officer in the department. "You try to give the officers the tools they need to be successful out in the field and use their time effectively," said Officer Lehan. "The Treo has done that."



Mobility Solutions

\*Within wireless service coverage area only. Web, email, and messaging require data services from a mobile service provider at an additional cost. ISP and/or VPN may also be required.



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