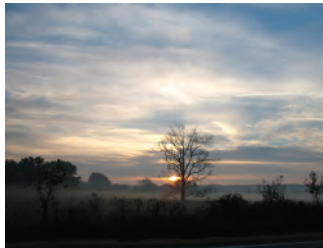




# Realizing the Full Potential of Mobile Intelligence



“When you have no communications other than voice dispatch, it’s a very dangerous way of doing business. We wanted this new system for the officers’ safety.”

– Bruce Bryant, Sheriff of York County

## Situation: New challenges call for enhanced communications

Located just south of Charlotte, N.C., this county has experienced rapid suburban development. As part of a growing metro area, it needs public safety communications that interoperate with the State of South Carolina and also with neighboring agencies in North Carolina. And they needed more than voice communications.

“We noticed we were really far behind in the equipment we had,” recalls Under Sheriff Robert Hudgins. “Everything was done via voice radio, or paper. And it was a slow process. We were looking for a product that would allow us to keep our officers in the field and get information to them rapidly.”

## Solution: High Performance Data (HPD)

The sheriff’s office deployed a wide area data network to cover the entire county. Users have fast, reliable connections at speeds that support graphic-intensive applications. “It enhances what they are able to do,” says Hudgins, “receiving mug shots in the field – and not just thumb size but a full shot. The officers are thrilled about it.”

## Result: The tools they need to protect lives and property

“Our police officers and county staff are using the system on a daily basis,” says Gary Loflin, the county’s MIS Director. “For our police and sheriff’s deputies, and eventually for our fire service and public works department, HPD is putting information in their hands. These are the tools they need to protect the lives and the property of the citizens of York County.”



## Population

- 199,000 and growing

## Size

- 685 Square Miles
- Rugged terrain

## Sheriff’s Department

- Over 300 personnel
- 150 officers in the field
- Fire, EMS and public works users will be added to the network

## Solution

- High Performance Data network integrated into the county’s ASTRO® 25 communications system
- Localized Wi-Fi hot spots for high-speed software and anti-virus updates; roaming between Wi-Fi and HPD is seamless
- 145 vehicles equipped with Motorola MW800 rugged computers



“Where previously we were writing reports by hand, HPD allows us to merge wireless data into our records management system. The deputies have noticed that field reporting gives them a 20 to 25% savings of their time so they can get back on the road.” – Captain, Allen Brandon

#### York County Applications Running On HPD

- Computer Aided Dispatch
- Automatic Vehicle Location
- Records Management with access to local records including photographs
- NCIC and state database lookups
- Remote reporting

#### Future Applications under consideration

- Mobile fingerprint capture
- Internet/intranet browser access

#### “Our deputies are more secure”

“We wanted the officers to be able to run their own inquiries in the field without having to call dispatch,” says Sheriff Bryant. “To run tag numbers and vehicle identification, drivers licenses, criminal histories. To pull up a photograph of the person they are going to contact. Knowing who you’re looking for and who this person is supposed to be is very important. Especially in today’s environment.”

Hudgins adds, “Our deputies are more secure because high performance data provides the instantaneous critical information they need in the field. It has greatly improved safety. If they get into trouble they can hit the hot button on the mobile data unit and it alerts dispatch.”

#### Know where the vehicles are located

Captain Allen Brandon says, “the AVL screen tells communications exactly where all of our units are and whether they’re busy. It gives an exact location by longitude and latitude and tells the speed that vehicles are traveling. It helps us to more precisely dispatch officers to crimes in progress.”

#### Maximizing officer efficiency

“Before HPD,” says Hudgins, “our incident reports were handwritten. Now, officers type out reports from the car and send them directly to our mainframe computer.”

“That creates an efficiency all the way through the system,” says Loflin, “because that information is going in essentially live right after the deputy gets it. If I’m a criminal investigator back at the station, I see it immediately.”

Sheriff Bryant sees a financial benefit. “Today it costs us \$100,000 to put a new police officer on the street,” he says. “There’s 685 square miles in the county, and by the time officers drive to the office and fill out a report, they’ve wasted a lot of time. So if we have a way to keep officers in the field, not sitting behind a desk but staying out in the community they serve, it means we can avoid having to hire a tremendous number of officers to handle the same volume of calls. HPD is going to pay off in the long run.”

#### Accountability

“Our system records all the data that is asked for on the voice side, as well as the HPD side,” says Hudgins. “It will help management make better decisions by analyzing the kind of data that is asked for.”

“AVL is one of the greatest pieces of equipment you could put in a patrol unit,” Bryant says. “It’s not big brother looking over the officer’s shoulder. But when I get complaints about an officer speeding, I can go to the computer and track where he was going and how fast. And I’ll be able to correct that officer or tell the public look, he was responding to an armed robbery and he was running X miles an hour.”

### **“Criminals don’t stop at the state line”**

ASTRO 25 is fully compliant with the Project 25 standard for public safety interoperability. “Criminals don’t stop at the state line,” explains Loflin. “So being able to provide interoperable communications between all the surrounding counties certainly allows us to solve crimes more efficiently.”

“We would like to have other agencies come on board with us,” says Hudgins. “We will be able to share information with each other through the HPD system. For instance, if they have warrants out on an individual we could pull it up on our system.”

### **“Truly an IP based system”**

“HPD is truly an IP based system,” says Loflin. “It allows us to use the same technology that we use on our wired network to put information into the field for our police officers. We can take established applications that we’ve developed in house and use them across the HPD system because it works just like the internet works. We can manage this system just like a regular wired system.”

### **“A system we can build on”**

“We purchased a system that we could build upon,” Hudgins says. “One of the reasons we selected Motorola was they provided a means for growing and enhancing the system. That impressed us greatly because in the future we would like to look at streaming video from the field, from the cars, and possibly from hot spots such as banks and stores. For instance, when there’s an armed robbery the officers could get the streaming video in their vehicles.”

Loflin says, “When we chose the system we were certainly thinking much further than just law enforcement. We want to be able to use this with fire and public works departments. Our priority was safety and reliability. Other features that were important to us were the performance speed and the ability to migrate to higher speeds once 700 MHz becomes available. Also the ability to cover large areas using the current infrastructure that we have with our ASTRO 25 system.”



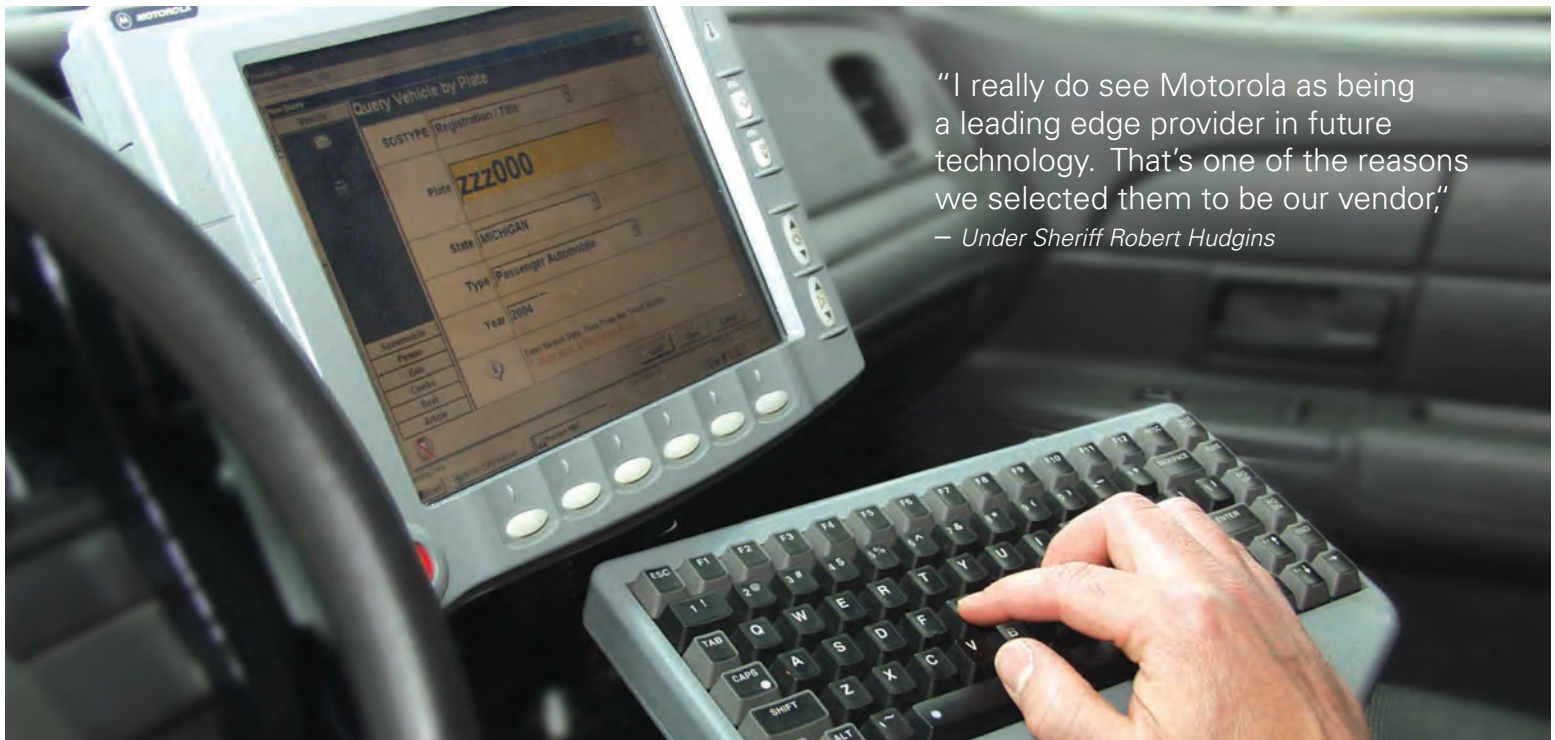
“The way of the future was to go with high performance data. We wanted to supply the officers in the field information quickly.”

- Under Sheriff Robert Hudgins

“We felt that the Motorola High Performance Data system provided the reliability and stability that we’d be able to take into the next century.”

— Gary Loflin, MIS Director





“I really do see Motorola as being a leading edge provider in future technology. That’s one of the reasons we selected them to be our vendor;”  
– Under Sheriff Robert Hudgins

#### **Technology That’s Second Nature™ – from a vendor who understands public safety**

“You know, technology is changing daily and Motorola has been able to supply us with everything we needed. We’ve been very pleased with what Motorola has been able to accomplish.” – *Sheriff Bruce Bryant*

“York County is a relatively small county as far as revenue. It was important for us to make the right decision the first time. We determined because of our infrastructure that it was the right choice to go with Motorola.”  
– *Gary Loflin, MIS Director*

#### **MOTOA4 Portfolio**

High Performance Data (HPD) operates within the ASTRO 25 network and is part of the MOTOA4 Mission Critical portfolio of products - offering seamless connectivity between ASTRO 25, High performance data and local WiFi. HPD puts real-time information in the hands of public safety personnel providing better information for better decisions. It’s Technology That’s Second Nature™.



**MOTOROLA**

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