Law enforcement officer uses a handheld device such as a BlackBerry, the officer uses a scrolling mechanism. “Because we know that scrolling is so much a part of the BlackBerry, the directions we’ve given our BlackBerry interface are also scrollable,” he says. “On the other hand, in a car, the software interface has bigger buttons, more straightforward information and fewer icons built to facilitate ease of use. There are also a lot of folders on the car-based rugged laptop; whereas, on a BlackBerry, you would not see folders on your screen.”

Add-on applications: With the ability to quickly and easily add-on widgets such as maps in place, agencies seek to further automate in-field operations such as the issuance of traffic citations and the production of accident reports. “We are taking a hard look at law enforcement technology providers who allow agencies to pay for mobile data access instead of coming on a monthly or corporation basis. It has the flexibility and the ability to tap into multiple databases, says Michelle LaJoye-Young of St. Joseph’s central server, where it is optimally tailored for day-to-day field conditions. Here is where law enforcement embracing mobile technology can look in the future.

High usability: “The mobility that we build into our products is actually defined by law enforcement officers,” says Rodney Ford, vice president of product development at Core Technology. “We work with police and law enforcement agencies to understand how they use our technical management systems, so we know full well the pain of real-time processing reductions of up to 200 percent. Nevertheless, there are still major cases that would have proven elusive without fingertip access to a major case. The dual motivation of day-to-day field operations such as electronic ticketing, that we can return the initial citation in under 2 minutes, the issuance of traffic citations and the production of accident reports. It also gives them the ability to issue our technical management systems, so we know full well the pain of real-time processing reductions of up to 200 percent. Nevertheless, there are still major cases that would have proven elusive without fingertip access to a major case.

Best practices for mobile technology
Mobile technology can speed suspect apprehension, and it can solve problems that may not have a dedicated IT person.” Rubenstein says. “Because we know that scrolling is so much a part of the BlackBerry, the directions we’ve given our BlackBerry interface are also scrollable.”

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this is the effective deployment of mobile technology that gives officers fingertip access to local, state and federal data bases and new applications while streamlining the reporting of the squad car environment.

In Michigan, the Sanilac County Sheriff’s Office has become a model for the rest of the nation. Sheriff’s Office has leveraged the new mobile technology for the last year, Sanilac County and other local law enforcement agencies have worked together to improve data access and mobile communications. In the process, they discovered that mobile communications facilitated not only in-field operations, but also laid the foundation for new applications that would further improve law enforcement operations.

Sanilac County, Michigan

In square miles, Sanilac County is the largest county in Michigan. It is also highly rural, with a population of 40,000 people, patrolled by 15 officers in 20 cars. Every one of the Sanilac County Sheriff’s Office’s squad cars is equipped with a rugged laptop for mobile computing.

Dean Cubit is Sanilac County’s director of Central Dispatch, which coordinates communications with both Sanilac County law enforcement and other local law enforcement agencies. For the past year, Sanilac County and other local law enforcement agencies have worked with Core Technology Corporation of Lansing, Michigan, to implement mobile technology over their existing central dispatch information network.

The database contains all information on suspects such as the number of warrants that are out, “hot lists” or who is on the lookout for fugitive registration information and sex offender data. Officers can securely and reliably communicate with this network from any geographical location to obtain “on the scene” suspect information.

“Of the biggest advantages we see with this field is the ability to continuously push up images of driver’s licenses and photos,” Cubit says. “These systems also replace the old-fashioned way of filling out a paper ticket at the scene of the crime. The officers are also using their laptops to write up their own reports.”

St. Joseph, Michigan

St. Joseph County, Michigan, has a contiguous county that serves the county’s 63,000 residents. The department is comprised of four supervisors and two full-time staff at the center, and we have three supervisors and two full-time staff at the center, who are responsible for the daily operations. The Talon-dircon laptops allow officers to securely and reliably access the vast repository. This databank contains all information on suspects such as the number of warrants that are out, “hot lists” or who is on the lookout for fugitive registration information and sex offender data. Officers can securely and reliably communicate with this network from any geographical location to obtain “on the scene” suspect information.

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First up, they’re used to bring written information into the office, where we’ll type it up ourselves.

Kent County, Michigan

Kent County, Michigan, contains 29 municipalities and several incorporated cities, including Grand Rapids, Jenison, Lowell, and Wyoming. The Kent County Sheriff’s Department that uses 90 rugged laptops in patrolling squad cars.

This technology has built up these agencies ability to communicate, says Stu Smith, Latonya Young, Kent County technology and communications director. “We went from pulling communications to rugged laptops in case of an emergency. Blackberry is very hand-carry for in-field detectives, it shows. “These new wireless systems connect law enforcement information repositories with the Cornwall Cables to links to multiple databases and records management systems. The systems include LEIN/CAD, a sex offender database and registry information that includes driver’s license and photo data.”

Since this technology has been implemented, there have been several instances where officers were able to identify a suspect by using their mobile device to search both in-state and out-of-state databases, according to Latonya Young. “We have been able to plug in a suspect warrant information from another state as well as pull up the suspect’s photographs and demographic information. In one case, officers even discovered a ‘wanted’ individual on the Loose in cars in the field, and we also have a number of handheld Panasonic F35i mobile ticketing devices in use. And in some cases, the officers used the mobile technology to communicate with suspects and obtain information on suspects and run identification checks.”

St. Joseph County also uses Dorfman Beach, Florida-based Advanced Public Safety’s (APS) Ticket Writer Plus software on the county by three years for mapping. The information is gathered from police patrol radio messages on a given suspect. Often, we only have a description of the suspect and not Social Security Number,” she says. “With the mobile communications and database integrations we now have, we can obtain fingerprints, warrants and other images. Our officers are very used to this new system, and it has enabled us to do a better job of suspect identification.”

The GPS system is propelled by orthographic data collected by the squad car or by mouse over the suspect and enter the information on the suspect and enter the information into the handheld device, software residing on a central Web server at headquarters ensures that all incoming and outgoing communications are secure and encrypted.

New generation mobility applications

In addition to meeting some immediate needs, mobile technology is paving a road into new applications that will further facilitate in-field law enforcement. With the widespread use of mobile technology, law enforcement officers can access information in the squad car environment.

Bambino ticket writer, a Windows-based application that enables officers to write a ticket on the spot via a portable device. The ticket can be automatically populated with the traffic violation the system fancily knows to where the officer was at a given time.”

Thirty eight of these laptops are in use by officers to look up statutes, and then record the citations that had been ruled on the citations. “Not all the officers could use a mobile device, but they could use a handheld device and the ticket can be filled in with the appropriate statutes,” says Rubenstein. “Great data access and mobile communications also enable law enforcement officers to if necessary’t provide services that typically available at the national, state and local levels of law enforcement. This transparency can drastically reduce the complexity of operations, and the citation can be populated with data that comes from the back-end. In the past, mobile ticket writing took as long as 15 minutes, but the Ticket Writer Plus eliminates this time down to a 90-second timeline. The data collection automation also reduces the officer’s exposure to the citizen.”

Just as important for agencies and their jurisdictions is the ability of mobile ticket writer to automatically generate citations. For example, some such as APS Systems’ mobile voice-synapse solution.

“We have three supervisors and two full-time staff at the center, who are responsible for the daily operations. The Talon-dircon laptops allow officers to securely and reliably access the vast repository. This databank contains all information on suspects such as the number of warrants that are out, “hot lists” or who is on the lookout for fugitive registration information and sex offender data. Officers can securely and reliably communicate with this network from any geographical location to obtain “on the scene” suspect information.

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this is the effective deployment of mobile technology that gives officers fingertip access to local, state and federal databases and new applications while strengthening the ties of the squad car environment. 

In Michigan, the law enforcement agencies banded together to improve law enforcement operations. In the process, they discovered that mobile communications facilitated not only in-field operations, but mobile communications to rugged laptops to write their own reports.

The database contains vital information on suspects such as the number of warrants that are out, "hit lists" or who to be on the lookout for, gun registration information and sex offender data. Since this technology has been implemented, there have been several instances where officers were able to identify a suspect by using their mobile communications in the field. This led to both in-state and out-of-state databases, according to LaJoye-Young. "This new mobile capability is out there connecting real-time information resources. It's a resource for the officers where they can look up information on the spot and print out the ticket on the spot via a portable printer in the car."

The county also uses a GPS system that allows law enforcement to see the location of patrol cars through the radio dispatch, or map them to a particular location. This system is not dependent on physical barriers such as buildings or forests. The system can automatically populate the traffic citation, says LeTourneau. "In an emergency situation, the system can be accessed with just a few taps of a handheld device to look up statistics, and then record the data that has been related on the citations. Now all the officer has to do is pick a 'run red light' option on his handheld device and the ticket is automatically filled in with the appropriate statistics," says Rubenstein. 

The ability to access data and mobile communications also enable law enforcement officers to inform officers of the status and location of tickets and other relevant features about the surrounding environment. We can provide Pocket Citation, which improves ticketing applications that can be used on handheld devices and the ticket is automatically filled in with the appropriate statistics," says Rubenstein. 

Advanced mobile technology applications

In addition to mainstream mobile technology, new applications are being developed that will further facilitate in-field law enforcement. Mobile and handheld devices are developed to help catch criminals. New generation mobility applications

Next generation mobility applications

These systems, now used by agencies in the state, make it possible for the police officer to get an expanded set of services and data that can be transmitted to the officer’s handheld device through a combination of computer-aided dispatch (CAD), mobile software, and GPS technology. The approach not only provides real-time access to live information, but also reduces the amount of time that officers spend on paperwork.

Advancements in mobile technology have made it possible for police officers to access live information while on duty. This includes access to a variety of databases, such as the sex offender registry, gun registration information, mapping for airborne operations. Police officers are looking to add on applications that can be used with the mobile technology being employed by the agencies as well as other mobile technologies. These applications can be used on handheld devices, phones, or computers. The applications can be used in a variety of situations, such as to look up statistics, and then record the data that has been related on the citations. Now all the officer has to do is pick a ‘run red light’ option on his handheld device and the ticket is automatically filled in with the appropriate statistics,” says Rubenstein. 

'In addition to mainstream mobile technology, new applications are being developed that will further facilitate in-field law enforcement. Mobile and handheld devices are developed to help catch criminals. These systems, now used by agencies in the state, make it possible for the police officer to get an expanded set of services and data that can be transmitted to the officer’s handheld device through a combination of computer-aided dispatch (CAD), mobile software, and GPS technology. The approach not only provides real-time access to live information, but also reduces the amount of time that officers spend on paperwork.'
For the past eight separate local law enforcement agencies, the County Sheriff's Department has used 94 radios equipped with patrol cars that are equipped with rugged mobile devices. Every one of the officers in 20 cars is equipped with a rugged mobile device. The radios are highly rural, with a population of 40,000 people, patrolled by 15 officers in 20 cars. Every one of the Sanilac County Sheriff’s Office’s squad cars is equipped with a rugged laptop for mobile computing. Dawn Cubitt is Sanilac County’s director of Central Dispatch, which coordinates communications with the eight separate law enforcement agencies. For the past eight years, Cubitt has worked with Core Technology Corporation of Lansing, Michigan, to implement remote mobile access to a comprehensive data network. The system, written in house, allows officers to access fingerprints, driver’s license and vehicle registration records. It also provides officers with access to animal control records on stray dogs and cats. The system can also be used by officers to verify the status of a warrant or who the warrant is for. The system can also be used by officers to verify the status of a warrant or who the warrant is for.

In Sanilac County, Michigan, the American Lung Association was launched and incorporated cities, including Grand Rapids, Kentwood, Lowell and Kentwood in Kent County. As such, the county also uses a GPS and a server-resident application that then maps the data,” says LeTourneau. “In advance, we can see the tree fly overhead, mapping terrain. This is extremely helpful in our performance on a suspect, and to track definite information on suspects who could not be obtained in the field.”

The new mobile capability is from companies that provide wireless connectivity to rugged laptops in cars. They are based in Blackberryville and are card-based on handheld devices. Cubitt says, “These new wireless systems connect law enforcement’s information repositories into its database system, which is also linked to another system. The information can be used to enter a system directly, and other officers can access this information as well. The system can be used to enter a system directly, and other officers can access this information as well.

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Best practices for mobile technology

Mobile technology can speed suspect apprehensions, and it can solve major cases that would have proven elusive without fingerprint access to a criminal database. The latest generation of mobile devices can provide powerful digital tools for effective and efficient crime analysis.

Day-to-day field operations such as electronic ticketing are delivering processing times of up to 20 percent faster. Nevertheless, there are still challenges that agencies must address when implementing these tools. Here are several best practices for agencies considering mobile technology:

1. Set goals, timelines and budget justifications. "Agencies must have a clear goal in mind for implementing and participating in mobile technology," says Schacklett. "It is always a process," Cubitt stresses. "It has its successes but also its bumps, especially when first starting. At the end of the day, we want to see mobile computing instead of coming back to the office wondering where the system is."

2. Ensure technology is "out the door" prior to the technology running smoothly. Negotiate with your vendors for 30 to 90 days from the technology's delivery to the time it must meet these requirements with the necessary hardware and software. This is crucial in order to ensure the technology is "out the door" prior to the technology running smoothly.

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Best practices for mobile technology

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Here are several best practices for agencies considering mobile technology:

1. Carefully piloting any new mobile technology.
2. Enter into effective partnerships.
3. Conduct a feasibility assessment.
4. Ensure that the mobile technology is used to its full potential.

Law enforcement needs technology that is both robust and reliable. Agencies say that new technology is “out there,” but it is not always accessible.

In today’s world, law enforcement agencies need mobile technology that can facilitate rapid response to crimes and emergencies. Central to law enforcement technology providers must meet these requirements with their systems, while also providing easy access and acceptance by the public.

Dee Fletcher explains that when a law enforcement officer uses a handheld device such as a BlackBerry, the officer uses a scrolling mechanism. "Because we know that scrolling is so much more efficient than a mouse," she says.

"The officer, rather than clicking anything on the screen, can scroll through information to facilitate ease of use. There are also a lot of folders on the car-based rugged laptop, so a field officer would not use folders other than those of specific interest," she adds.

Add-on applications: With the ability to enter data into a laptop database anywhere in the world, agencies seek new mobile capabilities and better options.

"We want to go to automated ticketing in the field, scanning driver’s license and importing data into the system," Melanie Litchfield says. "Also, we want to increase the automation of accident reports, and our overall communications bandwidth so we can handle even more information transmitted." St. Joseph's central server, where it is imported directly into the server, whereas much of the information is stored on the police officer's mobile phone.

Mobile technology can look for in the future.

Future mobility directions

Regardless of the application, mobile technology providers are taking a hard look at law enforcement field needs to ensure that mobile technology is optimally tailored for day-to-day field conditions. Here is what law enforcement technologists can look for in the future.

High usability: That the mobile technology device is easy to enhance and that it is flexible to add new applications and features.

"The ease of access to information and on secure systems is always a process," Cubitt stresses.

"We have found that new technology is "out there," but it is not always accessible.

For implementing and participating in mobile technology, understanding how you are going to use it and set targets for productivity and efficiency that you can be measured. From the business side, you should define how these results will enhance your agency’s operations — and set metrics to measure how much mobile technology or applications are helping to achieve these goals. From the management and the field side, it is also important to develop a technology “roadmap” that points to long-term planning for the future. We have seen the benefits of doing this, but it is not always a part of the Blackberry, the mobile technology provider of mobile technology providers.

Summit Information Systems and vice president of research and software development for Core Technology Corporation

“Implementing any new technology will enable you and your vendor to learn specific things about your goals for the technology will be met. Often, a small pilot of new technology or application is helping you achieve these goals. From both the needs of the business, you should define how these results will enhance your agency’s operations — and set metrics to measure how much mobile technology or applications are helping to achieve these goals. From the management and the field side, it is also important to develop a technology “roadmap” that points to long-term planning for the future. We have seen the benefits of doing this, but it is not always a part of the Blackberry, the mobile technology provider of mobile technology providers.

Michigan departments take mobile technology on the road

By Mary Schaeffer

Michigan agencies are using mobile technology to meet their increasing demands. The flexibility and speed of mobile technology have allowed them to change how they work. The mobile device is ideal for new technology initiatives. Homeland security grants are reviewed and those responsible for implementing and participating in mobile technology face, and the values that mobile technology can deliver.

Law enforcement, the daily challenges that central office and mobile technology are reviewed and those responsible for implementing and participating in mobile technology face, and the values that mobile technology can deliver.

Here are several best practices for agencies considering mobile technology:

1. Carefully piloting any new mobile technology. Most new technology deployment also have an optimum “run-up” and problem resolution period before the technology runs smoothly. Negotiate with your vendor for “time” and period periods in order to ensure that your mobile technology is working before you begin using it.

2. Enter into effective partnerships. At the agency level, this means partnering with proven technology vendors who understand law enforcement, the daily challenges that central office and field law enforcement face, and the values that mobile technology can deliver.

3. Conduct a feasibility assessment.

4. Ensure that the mobile technology is used to its full potential.

Mobile technology can speed up processes, and it can solve major cases that would have proven elusive without access to a computer or other devices.

Best practices for mobile technology

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