

# Case Study

## PocketCop on BlackBerry Smartphones is a New Tool in Crime Fighting



**Company:** The Patrol Division is the largest field division in the Oklahoma County Sheriff's Office, covering 720 square miles, and protecting nearly 700,000 citizens in Oklahoma County and surrounding municipalities.

**Industry:** Public Safety/Law Enforcement

**Region:** Americas

**Company Size:** Large Enterprise  
– 700 employees

**Email Environment:** Microsoft® Exchange

**Type of Solution:** Industry Specific Application

**BlackBerry Solution:** PocketCop® from BIO-key® International

**Challenge:** Police officers, who are not in patrol cars with laptops, also need access to federal and state databases to look up suspect warrants, license plates and driver's licenses.

**Solution:** BIO-key International created PocketCop to allow access to police databases from BlackBerry® smartphones. Oklahoma County Sheriff's Office installed the BlackBerry® Enterprise Solution and gave 52 deputies BlackBerry smartphones equipped with the new field-friendly technology.

**Results:**

- All-in-one, cost-effective solution
- Better information in the field
- Safer law enforcement officers
- Better community service



## The Challenge: Mobilize Access to Police Databases for Patrol Officers

In the Oklahoma County Sheriff's Office, deputies in patrol cars can use in-car laptops to look up suspects and license plates with the National Crime Information Center (NCIC) and state databases. But deputies who patrol on foot, motorcycle, bicycle or horseback, don't have the same convenience. All their NCIC queries have to be made over two-way radios with busy police dispatchers.

"There were always problems," says Sergeant Matt Jackson, who headed up the BlackBerry smartphone project. "If a letter or number is transposed accidentally, that ties up time on the radio with the dispatcher. And there are always delays while multiple officers vie for the same dispatcher."

The sheriff's office wanted to give these officers a powerful tool for their field police work. If the deputies could look up NCIC information themselves on a wireless smartphone, it could reduce the load on dispatchers and make deputies more effective, safer and help them serve the community better.

BIO-key, a BlackBerry Alliance Partner, understood the challenge. They had already created the laptop application for NCIC access. PocketCop is the extension of this software, designed for lightweight, multifunctional BlackBerry smartphones.

## Why the BlackBerry Solution?

Sergeant Jackson says his office researched the market extensively, looking at various PDAs and smartphones. "None of them really fit exactly what we wanted," he says. "Most of them were Wi-Fi®-based, which would not be reliable enough of the time as compared to a cellular network. We also wanted seamless email and Internet access as well as secure data communication for NCIC access."

The BlackBerry Enterprise Solution met their requirements in an all-in-one package. Having the industry-leading security standards of the BlackBerry® Enterprise Server means data is encrypted end-to-end from server to smartphone, so the sheriff's office can be confident that secure law enforcement information stays secure.

BlackBerry smartphones offer phone, email, calendar and Internet functionality in one device. "In my opinion, the BlackBerry Enterprise Solution is superior because it seamlessly integrates with our Microsoft Outlook® email and calendars," says the Sergeant. "But it also adds the functionality for a solid, secure NCIC application. It fit the entire mould for what we were looking for in a handheld device."

It was also important that BlackBerry smartphones offer a full QWERTY keyboard. Deputies need a full keyboard because they type in license plates and text. Smart-type keys or stylus approaches to getting information would be slow for an officer.

***"Using PocketCop on BlackBerry smartphones has given our deputies more information to work with in the field. It's also shown that we're a law enforcement agency that's using technology to adapt and communicate more efficiently for the community we serve."***

~ SHERIFF JOHN WHETSEL,  
Oklahoma County Sheriff's Office, Past President, International Association of Chiefs of Police

## Partner Profile:



### Company: *BIO-key International*

- Develops and delivers advanced identification solutions and information services to private sector and government
- Mobile, wireless solution provides first responders with reliable, quick data and images from local, state and national databases
- More than 1000 police, fire and emergency services departments use BIO-key solutions

**Featured Product:** PocketCop

**Application Type:** Industry Specific Application

### Business Value:

"BIO-key was attuned to our individual needs and requirements. They've been very flexible with modifications to the application, working very closely with us on a daily basis to fine tune their software for our BlackBerry solution."

~ SERGEANT MATT JACKSON  
Oklahoma County Sheriff's Office



For more information, visit [www.bio-key.com](http://www.bio-key.com)

## Increasing Officer Efficiency and Safety

Using PocketCop to run vehicle and suspect information has given deputies more power in the field. With PocketCop on the BlackBerry smartphone, deputies are able to mine for additional data. With a dispatcher, they would only run the suspect's name and date of birth over the air and have to make a judgment call about whether they should investigate further.

"With the long delays over two-way radio, most deputies had to decide whether it was worth checking into a person they found suspicious," says Sergeant Jackson. "Now, they're able to effortlessly see everything about the suspect in front of them. In one instance, a deputy was able to find a runaway and return him to a shelter and safety, simply because he had the information at his disposal to confirm a person he had stopped randomly was a person of interest."

Deputies also get more detailed information about the vehicles they stop or see parked. On one occasion, Sergeant Jackson was on a business trip and spotted a car where it shouldn't have been without license plates. While off duty, he was able to run the registration, or VIN number, and determine it was stolen.

"The PocketCop and BlackBerry solution definitely increases officer safety," says the Sergeant. "Because now our officers know whether the person in front of them is violent or dangerous because they can see the entire record."

The community also benefits from a police force that is fully equipped with the information needed to protect them. Sergeant Jackson believes that, "deputies are more likely to check harder when they are concerned about something. By making them more efficient, the community is most certainly benefiting."

***"By using the BlackBerry solution, our officers can wirelessly pull information about vehicle tags or suspects and get accurate information 100% of the time."***

~ SERGEANT MATT JACKSON, Oklahoma County Sheriff's Office

## Administrative Benefits

The Oklahoma County Sheriff's Office has not just improved access to information for their deputies, they've done it cost-effectively. Where an in-vehicle laptop-based solution isn't required, they've found that BlackBerry smartphones for NCIC access can save dollars.

BIO-key has designed PocketCop so the software can be deployed "over-the-air" directly onto the BlackBerry smartphone. "It's not just that it's more inexpensive to deploy the application on a BlackBerry smartphone," says Sergeant Jackson, who can't give an exact amount that's been saved. "It's that the cost per smartphone is much, much cheaper than what it takes to put a laptop in a car."

Since deputies and administrators began using BlackBerry smartphones, they've all found it's saved them time and helped them better share information. For administrators like Sergeant Jackson, who are constantly in meetings, it's helped them keep up with their email and appointments while away from the office.

"The deputies are much happier with how easy it is to communicate with us, too," he says. "Before they had to try and reach me by phone. But now, with the BlackBerry solution, we all know it's much easier and more efficient to send an email. I generally answer emails faster than phone calls."

## Results

**All-in-one, Cost-effective Solution:** The BlackBerry solution offers phone, email, calendar and NCIC access in one package and is significantly less expensive than hardwiring laptops into police cars.

**Better Information in the Field:** Law enforcement officers no longer have to be careful about using up too much airtime with radio dispatchers. With PocketCop on the BlackBerry smartphone, they are more likely to look into suspects or vehicles in more detail.

**Safer Officers:** In just a few seconds, an officer can now get detailed information on a suspect and know whether they are in a potentially dangerous situation.

**Better Community Service:** Because officers have easy access to NCIC information on their BlackBerry smartphones, they are more likely to pursue more leads, resulting in a community that is better served and protected.

***"It definitely increases officer safety because now they know whether the person in front of them is violent or dangerous because they can see the entire record."***

~ SERGEANT MATT JACKSON, *Oklahoma County Sheriff's Office*

**For more information on BlackBerry solutions, visit [www.blackberry.com/go/success](http://www.blackberry.com/go/success)**

The above information regarding third party products and services provided in this document is for your information. Since third parties provide the information to Research In Motion Limited ("RIM") and RIM relies on the information without performing any independent investigations, RIM makes no warranty or guarantee concerning the features, reliability, or pricing of the third party products or services, or their compatibility with any RIM products.

Check with service provider for availability, roaming arrangements and service plans. Certain features outlined in this document require a minimum version of BlackBerry Enterprise Server Software, BlackBerry Desktop Software, BlackBerry device software and/or BlackBerry devices and may require additional development or third party products and/or services for access to corporate applications. Prior to subscribing to or implementing any third party products and services, it is your responsibility to ensure that the airtime service provider you are working with has agreed to support all of the features of the third party products and services. Installation and use of third party products and services with Research In Motion's ("RIM") products and services may require one or more patent, trademark or copyright licenses in order to avoid infringement of the intellectual property rights of others. You are solely responsible for determining whether such third party

licenses are required and are responsible for acquiring any such licenses. To the extent that such intellectual property licenses may be required, RIM expressly recommends that you do not install or use these products and services until all such applicable licenses have been acquired by you or on your behalf. Your use of third party software shall be governed by and subject to you agreeing to the terms of separate software licenses, if any, for those products or services. Any third party products or services that are provided with RIM's products and services are provided "as is". RIM makes no representation, warranty or guarantee whatsoever in relation to the third party products or services and RIM assumes no liability whatsoever in relation to the third party products and services even if RIM has been advised of the possibility of such damages or can anticipate such damages.

© 2007 Research In Motion Limited. All Rights Reserved. The BlackBerry and RIM families of related marks, images and symbols are the exclusive properties of Research In Motion Limited. RIM, Research In Motion, BlackBerry, and BlackBerry Enterprise Server are registered with the U.S. Patent and Trademark Office and may be pending or registered in other countries. All other brands, product names, company names, trademarks and service marks are the properties of their respective owners. MKT- 17163-001