

HP FIRST RESPONDER SOLUTIONS

Frontline Fortification

The individual departments, agencies and groups are known by a variety of names, but collectively they are called “first responders.”

First responders are the law enforcement officers, firefighters and emergency medical personnel who make up the front-line of America’s homeland defense strategy. And as they work tirelessly to keep communities safe, HP is there to support their efforts.

HP mission-critical solutions help first responders shorten response times, manage data more effectively, increase operational flexibility and streamline overall operations. HP technology works with an agency’s existing IT infrastructure to affordably deliver the right information to first responders when they need it.

In 2003, HP created its Worldwide Homeland Security Program Management Office to develop, promote and provide solutions to homeland security requirements. The company’s solutions are backed by an annual research and development investment of \$4 billion.

HP first responder solutions help emergency personnel get the job done — by rushing critical data to law enforcement officers on scene, delivering pre-plans and essential information to firefighters responding to an event, or allowing EMS professionals to gather and send patient data while en route to the hospital.

At the same time, HP solutions equip agencies to manage costs, increase quality, improve agency agility and strengthen security. And, although HP technology offers better return on IT investments and lower cost of ownership, there is more to HP first responder solutions than the bottom line.

HP recognizes the critical role of first responders in protecting the life, liberty and property of the American people and is proud that these frontline defenders rely on HP products and services to accomplish the crucial mission of ensuring public safety.



CASE STUDY:

Santa Ana, Calif., Police Department uses HP handheld technology to streamline traffic citations.

While most everyone understands the need for traffic safety rules, they probably don’t know traffic citations can be as big a headache for police officers as they are for motorists.

Police officials in Santa Ana, Calif. — one of the state’s 10 largest cities — say handwritten citations from routine traffic stops can trigger paperwork chain reactions that gridlock even the most efficient police departments.

“All of our citations used to be handwritten,” explained Lt. Tony Levatino of the Santa Ana Police Department. “If I made my fours and they look like nines, well we had a problem.”

Indeed it’s a huge — and costly — issue for the busy department.

No More Paper Chase

Santa Ana’s citation paperwork is becoming a thing of the past thanks to Levatino’s determination and HP iPAQs.

With the help of Crossroads Software, based in Brea, Calif., the Santa Ana Police Department created an electronic version of its old, in-triplicate, paper citation booklet.

Now, instead of drawing a thick and worn paper citation book from their pockets, officers issue violation notices via sleek, bright-screened HP iPAQs.

By simply swiping the violator’s driver’s license through a card reader attached to the iPAQ, the first portion of the citation is automatically filled with pertinent — and accurate — personal information. Officers complete the remainder of the citation using a series of drop-down menus. A driver’s copy of the ticket is printed on a portable thermal printer.

All citation information is written to a Secure Digital flash memory card (SD card). Back at the

Challenges: Reduce high cost in both man-hours and paperwork caused by a 50 percent error rate on handwritten traffic violations issued by the department’s officers via old-fashioned citation books.

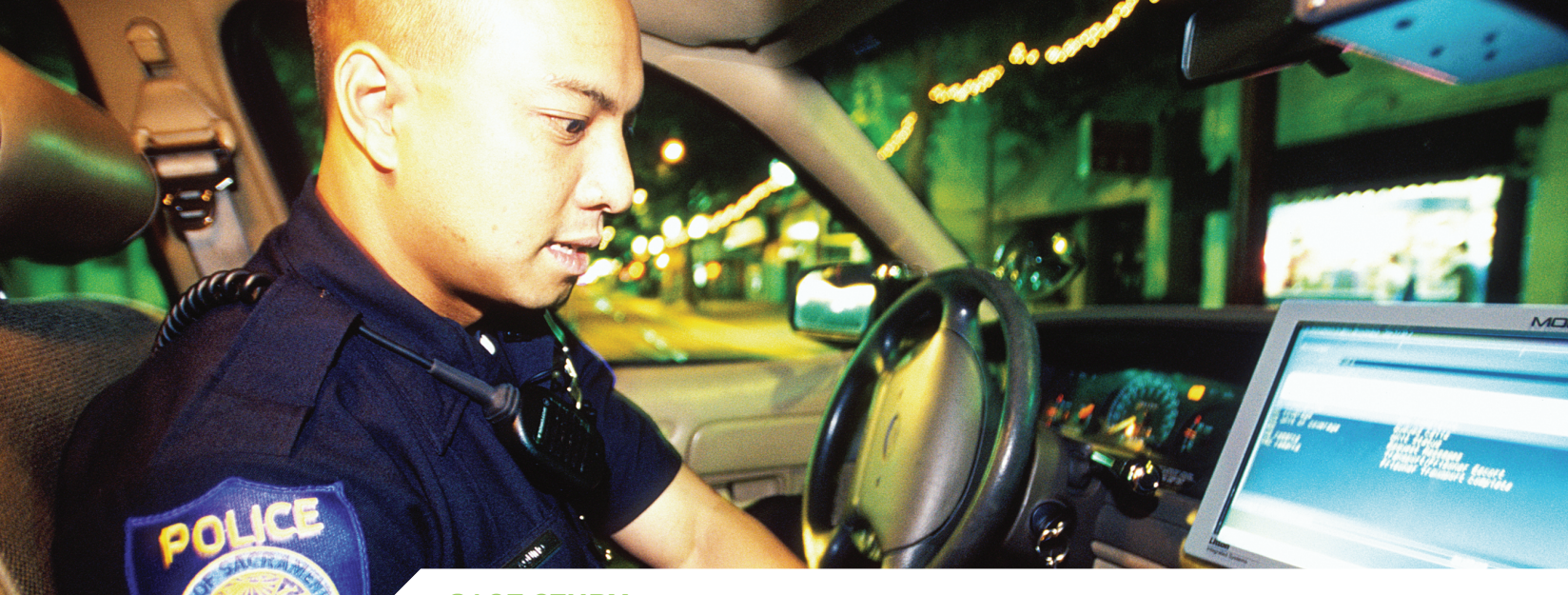
Solution: Santa Ana traffic officers now use handheld HP iPAQs to complete citation information completely and accurately. Small thermal printers allow violations to be issued to citizens in hard copy. And SD cards facilitate the downloading of information into the department’s database. Citation error rate has dropped from 50 percent to less than 1 percent.

station, officers log into their system and download the citations to the department’s database. The all-digital ticketing system, has reduced a nearly 50 percent error rate to less than 1 percent.

Besides eliminating errors, iPAQs help Santa Ana traffic officers collect better evidence.

A “tape recorder” feature on the handheld device permits officers to keep audio records of traffic stops, and a camera accessory allows officers to gather images. An attached reader also captures 500 dpi bitmap images of violators’ thumbprints.

Currently 25 Santa Ana motorcycle officers and 15 patrol officers carry iPAQs. Eventually Levatino expects to equip all of the department’s 400 officers with the devices, and given their current success, Levatino expects to quickly add other new technologies. Levatino said thus far, the savings in cost and staff time — measured in hundreds of man-hours — is “just phenomenal.”



Challenges: Disparate legacy systems prevented the Sacramento Police Department (SACPD) from effectively integrating an overall upgrade strategy while the old records system was nearing capacity and aging mobile units were proving inefficient.

Solution: An HP Services systems integration consultant teamed with SACPD to implement a software and hardware integration solution. Versaterm provided computer aided dispatch (CAD), records management system (RMS) and field application software. Dataradio provided a secure, advanced parallel decode private wireless infrastructure, Radio IP's Mobile TCP/IP Gateway provided wireless TCP/IP connectivity to patrol cars, and L3 Communications mobile data computers (MDCs) were mounted in patrol cars to run the mobile applications. HP wide format color and workgroup printing solutions.

CASE STUDY:

The Sacramento, Calif., Police Department and HP Services unite to fight crime.

The Sacramento, Calif., Police Department (SACPD) and HP have proven that technology makes officers safer, more efficient and more visible, creating a safer community.

A recent incident offers a dramatic example of advanced technology's power:

A Sacramento officer had probable cause to stop a vehicle. The officer recognized two of the car's occupants as parolees. The third occupant was unfamiliar.

The unidentified man had no identification, but allowed the officer to search his wallet where a scrap of paper from a pawn shop was found. And on it — a name.

Using a mobile computer mounted in his cruiser, the officer entered the name into MobileLeads — the mobile component of the Internet-based ParoleLeads system. ParoleLeads provides access to California's database of parolee mug shots, prior offenses, parole conditions and more.

"The information confirmed the person was a parolee at large," said SACPD Capt. Scott LaCosse. "We wouldn't have had the ability to determine that without access to ParoleLeads in the field," he said.

Officers also have squad car access to the Sacramento County mainframe system, which hosts arrest warrant and probation status information.

The new capabilities stem from an IT upgrade that began in the mid-1990s, for which the SACPD chose HP.

Three-Phase Approach

The department recently completed phase one of the three-phase upgrade by implementing a Dataradio wireless network with advanced parallel decode technology that handles 80,000 messages daily and outfitting more than 190 cruisers with mobile technology.

At the same time, HP and the SACPD team built an officer training lab which has educated more than 630 officers, and implemented a video downlink system so police helicopters can send live images to a ground-based tracking station and into sergeants' patrol cars.

HP worked with the SACPD Automated Information Systems (AIS) team to assemble solutions to SACPD's complex IT requirements.

Radio IP's Mobile TCP/IP Gateway wireless network application now allows SACPD to send TCP/IP messages to patrol cars via the department's radio network so that PC-based devices can be deployed in patrol cars and officers can securely access any of SACPD's LAN-based applications.

The innovative mobile solution replaced SACPD's proprietary over-the-air protocols with standard TCP/IP communications, so field units appear as regular LAN users. A mobile report writing application is on the way.

LaCosse credits HP Consulting Services with helping to find an effective solution and avoiding costly mistakes along the way.

"They kept us on track," he said. "They helped us build an infrastructure that's going to support our officers in the field for many years."



**For more information, call 888-491-3082
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