



Public Safety and Policing: Advanced Technology Solutions

BlackBerry Public Safety Reference Architecture

The Challenge

Modern Public Safety and Policing organizations are facing multiple challenges as they try to deal with an evolving crime landscape, increase in the number of emergencies, and reduced budgets.

Technology solutions of the past decades, like desktop and laptop access to Records Management Systems, simply are not agile enough, nor capable of helping the forces collaborate securely and resourcefully for quicker decision making. Our policing customers have identified the following areas of improvement:

- Better commander awareness and less reliance on Land Mobile Radio which can get congested.
- Instant Interoperability between staff and other First Responders
- Greater responsiveness and effectiveness in coordinating emergency response including dispatching off duty officers
- More time spent in the community versus at the desk
- More efficient document workflow, statement filing and advancing other administrative processes
- Better sharing of key documents internally and externally with other police and government agencies
- Mobilizing staff beyond uniform and vehicle
- Improvements in cost efficiency
- Enable secure solution on BYOD devices

To support our policing and public safety customers achieve these goals across the Emergency Response we have developed a comprehensive Public Safety Reference Architecture. After an initial Computer Aided Dispatch call, we help improve business processes across Incident Coordination, Commander Awareness, Evidence Gathering, Criminal Investigations, and Records and Data Management. We enable our customer to achieve a very high level of workforce agility, operational cost savings, and an array of additional benefits outlined below:

Benefits of BlackBerry Solutions for Public Safety

Enabling Instant interoperability and incident coordination

Achieving immediate interoperability between first responders no matter where they are, and whether they are on or off duty, is extremely challenging with the current and future land and mobile radio implementations. To effectively respond to incidents, the police often must not only effectively communicate with field officers, firefighters and paramedics, but call in additional resources to the scene, such as explosives experts, SWAT team, contaminants experts, and additional officers. This includes the ability to bringing in personnel on demand, often while being off-duty.

A US state police organization uses BlackBerry At-Hoc Emergency Communication solution to dramatically improve their ability to respond to any emergency that involves the SWAT teams. They instantly alert officers both on- and off-duty over the secure smartphone solution, allow the officers to check in depending on their availability, time to scene, and type of crisis. With this solution the police can check in a specified number of additional police force and specialists in a matter of minutes or even seconds, and in the same time allow them to see all the relevant content and communicate with other stakeholders while they are approaching the



Benefits of BlackBerry Solutions for Public Safety

Improving Commander Awareness while freeing up the LMR

Secure Instant messaging on smartphones allows foot, bike, or horse patrol officers to communicate with one another without having to tie up the Land Mobile Radio (LMR). This is especially important during busy call periods as the radio system can be congested. The officers outside of a patrol vehicle (without laptop access) need to securely communicate about a number of gain operational issues. For example, when a neighborhood foot patrol officer stops a suspicious individual, they need to instantly check with other officers whether they have had previous interaction with the individual. They can communicate those details over a secure smartphone solution, including exchanging voice notes, texts, pictures, and share their location. They can easily add others into their communication, seek assistance from the office, or approval from the commander.

Canadian Regional Police tactical team uses secure instant messaging BBM® Enterprise on their mobile devices to securely coordinate response pre-incident deployment. Once a call for deployment is received from the communications center over the standard LMR / CAD (Land Mobile Radio / Computer Aided Dispatch) system, the officer in charge uses BBM® Enterprise to communicate with both on and off duty tactical officers. The officer in charge can follow the actual location of individual officers as they roll to the scene through the solutions instant location mapping. Their ability to respond timely and effectively has improved dramatically with the use of BBM® Enterprise, including the amount of time they can now spend back in the community, instead of at their desks or in their patrol vehicles.

Getting to the next level

Mobilizing the workforce that isn't uniform or vehicle based

Police can now extend secure mobile workflows into the hands of all the functional areas of the force that aren't uniform and vehicle based (mounted, bicycle, snow mobile, motor-cycle, foot patrol officers and investigators). Personnel in these functions usually are restricted to calling in by radio or cellular, which often doesn't work particularly well in emergency situations. The key to a successful and productive mobile workflow across all of the functions is making the service self-serve and workforces self-sufficient. Officers who have their policing, communication, and first responder apps on their smartphone don't have to wait for someone else to do checks for them. Once equipped with secure mobile solutions on their smartphone they can spend the time on things that matter the most.

Improving criminal investigations and business processes with external stakeholders

Once a secure mobile solution is in place (BlackBerry Workflow), the organization is ready to leverage it for improving their business process across internal and external functions. To work through complex criminal investigations, such as those of missing persons, police officers need to share their documents with other agencies and social workers and still remain in complete control of the sensitive information. BlackBerry® Workspaces is an advanced and mobile friendly Secure File Sharing solution that allows for secure sharing of documents and reports outside of the standard RMS (Records Management System).

Police can share court notifications and statement requests over an automated and secure file sharing service with the Prosecutor office. They keep control over files as their external stakeholders view or edit them, and they can revoke access at any time. Importantly, the access details and file history are tracked and audited, ensuring efficiency, quality control and security of information.

Case study: UK police force achieves agility and cost reduction on BYOD devices

In 2016, in partnership with AMS Consulting, we helped a major metro police force take a leap towards a fully mobilized workforce. To overcome their initial reservations as to whether smartphone based technology was mature and secure enough for operational policing, they agreed to do a three month trial with 40 officers. Their pilot goal was to determine whether they could achieve the following strategic objectives:

- Increased agility of their frontline workforce
- Increase in visibility in the community
- Improved collaboration and partner work
- Lower operational cost

After the successful pilot they rolled out the solution and measured the following improvements:

- Dramatic increase of agile frontline workforce of 96%, with only 3% remaining allocated to a permanent desk
- Improved incident management
- Reduction in radio enquiries and costs
- Less back office work with less duplication of administrative tasks like keying-in officer supplied data in various databases
- Reduction in lead time for information to be entered in the system or to become available
- Reduction in requests for flexible and compressed working hours

Public Safety: Summary of Use Cases across the Continuum of Emergency Response

