Case Study

"3G" Spells Safety, Speed and Efficiency for Raleigh Police

About Raleigh Police Department

Raleigh, North Carolina is consistently rated as one of America's best cities. In 2008, both MSNBC and Forbes Magazine ranked Raleigh as the Number One city in the U.S. because of its downtown renaissance, growing technology industry and overall quality of life.

Situation

Police are working to enhance life in Raleigh with innovative programs and effective technology use. The city equips all its officers with handheld computers to improve their personal safety and enable quick access to information. However, the city's private wireless network was unreliable; police could not count on being able to connect regularly with headquarters. Many were frustrated at losing connectivity and being forced to reboot their handheld devices numerous times during each shift.

Solution

The City of Raleigh chose AT&T's Broadband Connect third-generation (3G) mobile data service to help keep police officers linked to potentially lifesaving information they need to safeguard the community.

Protecting Those Who Serve and Protect

Whether they arrive by car, on foot, or even by bicycle or horse, police officers in Raleigh N.C. now reach a crime scene armed with the information they need to begin protecting the public.

Thanks to AT&T's Broadband Connect 3G service, officers can use their handheld devices to call up a 30-day history of previous calls at the address, mug shots of possible suspects and a wealth of other information not available on their two-way radios. The solution is a tremendous improvement over the short, text-only descriptions delivered over earlier narrowband wireless networks.

"When public safety officers get out of that car behind someone they've stopped, they need to know exactly what they're up against," says Lawrence Cullipher, IT manager for the Raleigh Police Department. Because coverage from the city's previous wireless providers was unpredictable, police were sometimes unable to learn if the vehicle's owner was wanted by police or if the vehicle had been reported stolen before they approached the driver.

AT&T Broadband Connect gives Raleigh a network that officers can count on; which translates into improved public safety, greater efficiency and lower management costs.

With the deployment of Broadband Connect to more than 900 mobile computers, officers can review arrest records and mug shots, access the Internet and check departmental email alerts before arriving at a

Raleigh Police Department Facts

- **Business Needs**
  Immediate, dependable access to vital public safety information for police on patrol
- **Networking Solution**
  Wireless mobility solution delivers seamless, real time information to officers in the field
- **Business Value**
  Fast access to information and reporting systems can enhance public safety and increase efficiency
- **Industry**
  Municipal Police Department
- **Size**
  900 Police Officers

at&t

scene. This can help them understand potential dangers to themselves and the public. They can also complete and submit incident reports at the scene, and even print citations on the spot, spending more time in the field fighting crime and less time in the office filling out paperwork.

No More Reboots

Officials in Raleigh began their search for a new wireless data service provider in the summer of 2005 after their previous vendor announced it was dropping its cellular digital packet data network. That service provided only the ability to download brief text descriptions of an incident. At first, the city replaced that service with another vendor's wireless data network, which featured upgraded bandwidth that allowed for the transmission of mug shots and provided some Internet connectivity.

As officers moved throughout different coverage areas in Raleigh, however, the wireless card that supplied connectivity to their mobile devices often lost connectivity. "Officers spent all their time rebooting their PCs to get the connections reestablished," he said. "It was just a struggle."

Looking for a provider that could meet the city's wireless broadband needs with more reliable service and superior customer support, Cullipher turned to AT&T in early 2007. "We got some wireless cards, loaded up a van and covered our 350 square miles of patrol area," he said, comparing AT&T's coverage with that of other vendors. The choice was an easy one, Cullipher said, because of the performance of AT&T's wireless network.

Since then, Raleigh has deployed more than 900 Sierra Wireless Laptop Connect aircards in mobile computers used not only by police officers but by investigators, command staff and personnel in other agencies such as the fire department and animal control. In addition to the aircards providing connectivity for officers in cars, handheld smartphones extend the same capabilities to officers deployed on motorcycles, bicycles and even horses.

Safety, Speed, Savings

With typical download speeds up to 1.7 Mbps, an officer arriving at a crime scene can pull up a detailed history of how many times police have been called to the scene in the last 30 days and why. "In the past, they didn't have that information until they went back to the station," Cullipher said, or got a colleague in the office to look it up for them.

Access to mug shots has helped police close cases quickly. "We've had numerous success stories from just having the victim be able to look at a mug shot and identify the suspect at the scene," he added.

> "Being able to control your own destiny and not having to wait for someone to answer the phone is such a time savings."
>
> – Lawrence Cullipher, IT manager, Raleigh Police

The broadband mobile access also saves time by eliminating trips back to the station to file reports. "We have about 135 investigators who all have laptops and AT&T wireless cards," says Cullipher. "When they go to a crime scene and into victims' homes they take their laptops, so they have access to our records system. They can add all their notes, in real-time, from the scene. There's so much time saved by having what you need, when you need it, without having to ride back and forth to headquarters."

Improved customer service and reduced management headaches have also resulted from the AT&T solution. In the past, resolving wireless network problems required multiple phone calls to describe the issue and lengthy delays in receiving a response. With AT&T, not only are there far fewer problems, but AT&T proactively warns Cullipher of any network maintenance or other issues that might interfere with service. "I don't worry about the network anymore," he says.

AT&T's Enterprise On Demand (EOD), designed for organizations with sizable wireless deployments, has also played a major role in reducing the time and expense of managing the department's wireless access. Using Enterprise On Demand, Cullipher's 10-person communications staff can easily activate or deactivate specific wireless cards as needed thanks to a customized online management portal. "In the past, we had to keep 50 cards on hand, paying a monthly service fee for each one," he said. Now the department keeps a supply of 200-300 cards, activating them – and beginning to pay for service – only when and if they're needed.

As an added bonus, AT&T Enterprise On Demand has helped Raleigh slash mobile data management costs. Every 30 days, the communications staff downloads usage records for each card the city owns. "If someone hasn't logged on in 60 days, we can simply deactivate the card. Then, when they really do need it, we can activate it in five minutes," Cullipher said. "Being able to control your own destiny and not having to wait for someone to answer the phone is such a time savings."

More Bandwidth, More Benefits

Raleigh is now in a trial deployment of an application that will allow officers to electronically file vehicle accident reports, which will eliminate all the data entry and records-keeping work that now takes up so much of each officer's time and keeps them from other tasks. The city is

also considering using the AT&T network to automatically download application updates to its mobile computers, eliminating the time and expense of manually installing the updates.

Real-time vehicle monitoring is another capability the city is testing, hoping it will further reduce response times by allowing a dispatcher to instantly see the location of each police car and dispatch the unit closest to the scene.

For the city of Raleigh, 3G broadband data services are not a promise for the future. They're an everyday reality that helps protect police officers and the public, making more efficient use of officers' time and reducing management and data services costs. "We're getting a lot of bang for our buck" from the 3G network, says Cullipher – and looking forward to getting even more.

For more information contact your AT&T Representative or visit us at www.att.com/business.

Important Information: Broadband Connect (3G) coverage not available in all areas. Compatible device required. Speed and uninterrupted use of the service are not guaranteed. Coverage subject to transmission and other limitations. Referenced speeds require an HSDPA 3.6Mbps/HSUPA capable device with Receive Diversity and/or Equalizer. BroadbandConnect speed claims based on our network tests without compression using 3MB data files. Actual throughput speed varies. Service subject to the applicable business/government and/or individual service agreement, the corresponding wireless Plan brochure and coverage maps, and related promotional materials. Additional AT&T and/or third party services, features, software, hardware and/or network connections may be required. Case study provided for informational purposes only. Actual results may vary by agency/company and with selected wireless data solution and are not guaranteed. Additional terms, conditions and restrictions apply.

10/02/08 AB-1451

at&t
Your world. Delivered.