



THE CITY OF SAN DIEGO
REPORT TO THE CITY COUNCIL

DATE ISSUED: July 5, 2006 REPORT NO. 06-090

ATTENTION: Public Safety and Neighborhood Services Committee
Agenda of July 12, 2006

SUBJECT: Informational Report from the San Diego Police Department
regarding PC Smartphones

SUMMARY

THIS IS AN INFORMATION ITEM ONLY. NO ACTION IS REQUIRED ON THE PART OF THE COMMITTEE OR THE CITY COUNCIL.

BACKGROUND

In November of 2005, the San Diego Police Department's Information Technologies Group began replacing 168 in-car Mobile Data Terminals (MDTs) with "Ruggedized" Panasonic Laptops. During that project a parallel pilot project was launched to review Hand-held Pocket PC devices. These smaller, sleeker units in some instances could replace the laptops or Mobile Data Terminals (MDTs) currently in use. Instead of the larger, bulkier laptop PCs with docking stations and extensive power requirements, the officers would have the same data services in their shirt pocket while charging the device using a standard car charger unit.

DISCUSSION

The San Diego Police Department chose Verizon Wireless as the current wireless vendor, and has purchased 153 Broadband Access Pocket PC Phones. The new Audiovox XV6700 was selected, which operates on a Windows Mobile 5.0 Operating System. The first initial rollout went to Officers who could trade out the Mobile Computer Terminal in their car. Verizon Wireless was a clear choice with their competitive pricing and vast connection range. They are also the leading provider for EVDO coverage. EVDO or Evolution Data Only is a fast wireless broadband access, or 3G, without needing a WiFi hotspot in order to provide high speed anytime, anywhere Internet access.

Utilizing message switch services within the secured SDPD Network, officers in the field have the ability to check license plates, run DMV Records, access Mug shot photo databases, and interface with online warrant systems in real time, on the spot. The Smartphones business tools include wireless Outlook email, calendaring, tasks, notes, and contacts. It also offers access to other Microsoft Applications, such as Word, PowerPoint and Excel. The built-in 1-mega pixel camera gives an officer the ability to snap pictures on scene, or take video clips. An officer can record audio conversations as well, which are stored as sound files. Approximately 75 field officers were issued the Smartphone.

A recent survey of 50 PC Phone users was conducted to determine the value of the issued tool. The Smartphone received excellent feedback regarding the business and police applications, but negative feedback concerning cellular phone quality and the lack of easy dialing (a touch screen must be used). However, most users were willing to sacrifice phone quality to have the business tools and law enforcement applications at their fingertips, wirelessly anytime, anywhere.

The cost savings to the department is significant considering the average cost of each Smartphone to be approximately \$350.00 compared to the Mobile Computer Terminal cost of \$6,000.00. Additionally, monthly service costs for each end user's Cellular Telephone, Pager, and City Data and Voice Network charges are consolidated into a single negotiated per-device rate.

The San Diego Police Department's Information Technologies Group has established a Steering Committee group consisting of Field Operations Supervisors, Fiscal Management Supervisors, IT Supervisors, New Technologies Support Supervisors, and the PC Phone Project Manager. Collectively, they have developed processes and procedures for inventory, installation and setup, hardware issuance, damaged equipment and replacement, billing, phone number conversions, data management, support and training procedures, user feedback, and future goals.

The Police Department is always looking ahead for the latest technology to promote effectiveness and efficiency for Officers in the field. The Information Technology Group is beginning a pilot project to test three new PDA/Phone type devices. Their goal is to find a super-powerful, feature-packed Smartphone device, which will provide next the generation of fast, comprehensive and reliable communications.

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Attachment: [Project Background](#)