Taking it to the Streets
Crime Mapping, Intelligence Gathering, and Knowledge Management via Smartphones

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Redlands Police Department

• City of Redlands, founded 1888, is located 70 miles east of Los Angeles

• Business Drivers
  – Productivity- Need to keep officers on the street
  – Effectiveness/Efficiency- Budgetary pressures to do more with less

• Technology Decisions
  – iPhones replaced BlackBerry for email
  – iPads provided as necessary
Why iOS?

• Intuitive interface means virtually no training on basic operations

• Example uses
  – Sketching accidents and crime scenes
  – Editing forms
  – Conducting photo lineups
  – Sharing images of missing persons and wanted subjects
  – Augmenting MDT and 2 way radio
Custom App Development

• NIJ grant was the catalyst for app development
  – Needs assessment
  – App development
  – App implementation
  – Evaluation

Currently...
# Custom App Development

<table>
<thead>
<tr>
<th>Service</th>
<th>Type</th>
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<tbody>
<tr>
<td>NearMe Field Interview</td>
<td>Bespoke, custom apps</td>
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<tr>
<td>RPD Flyers</td>
<td>Commercial off-the-shelf apps</td>
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<td>Jive SBS</td>
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<td>RPD Tours</td>
<td>White label apps</td>
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<tr>
<td>Spillman</td>
<td>Web Clip</td>
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![iPhone Home Screen with App Icons]
App distribution

- iOS has no simple way to provision private apps.
  - Can use Mobile Device Management (MDM) software to create a "Corporate App Store."
NearMe

• Crime mapping has traditionally focused on the desktop user
• Mobile crime mapping attempts to bridged
Effective use of criminal intelligence requires a two-way flow of data.

The Field Interview (FI) is one of the primary methods of collecting data in the field.
RPD Flyers

- Flyers are a critical method of sharing data within the department & between agencies.
- Traditionally done on a full size computer at the station.
Jive SBS aka CopBook

• Social Business Software can be used to facilitate knowledge management
Spillman CAD

- Custom apps can take the form of webpages (Web Clips)
- Expensive
- Complex installation
- User tied to the vehicle
- Can’t be used in unmarked or undercover situations
Planning You App Strategy

- Budgeting
- Getting developers
- Managing app data – Back-end integration
- Distributing the apps
- Getting user feedback
Device Management & Security

• Allow only devices with certificates to access network resources
• Restrict password length and complexity, device timeouts, jailbreak
• Push Wi-Fi, VPN and Exchange settings without user interaction
• Centrally block access, locate, and wipe compromised devices
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