



JACKSON COUNTY DEPARTMENT OF CORRECTIONS: MAXIMIZING EFFICIENCY AND SAFETY BY COMBINING COMMUNICATIONS AND DATA CAPABILITIES



THE MOTOROLA MC75A'S COMBINED RADIO AND BARCODE SCANNING SIGNIFICANTLY INCREASED EFFICIENCY AND SAFETY AT THE JACKSON COUNTY DEPARTMENT OF CORRECTIONS.

SITUATION

JCDOC needed to upgrade its aging radio system, its malfunctioning data collection hardware and its wireless infrastructure — all within a limited budget. By December 31, 2012, JCDOC was required to upgrade its broadband radios to comply with the FCC narrowbanding mandate. It needed to update its obsolete and costly mobile computing equipment used for inmate scanning and data capture. Also, JCDOC WLAN capabilities could not accommodate the entire correctional facility, and portable radio coverage was spotty due to structural complexities.

SOLUTION

The Motorola MC75A Mobile Computer combined both voice communication and data collection capabilities — all while seamlessly integrating with its upgraded WLAN. With its limited budget, JCDOC decided its most sensible approach would be to find a device that combined both data collection and voice communication. JCDOC touched base with trusted Motorola Partner, Commenco, to discuss its options. After comprehensive research and testing with Commenco, JCDOC concluded that the Motorola MC75A was the

only solution on the market capable of meeting its demands. Commenco implemented Wing5 architecture, installed an additional 38 Motorola AP622's, provided TEAM Express PTT VOIP software for the MC75s, and introduced an arsenal of Motorola XPR6550 portable radios that could seamlessly communicate with the MC75s by way of Motorola's Radio Link Solution (RLS).

RESULTS

JCDOC officers can do their job more efficiently, effectively, and safely, with less distractions.

After using the MC75As for 90 days, the officers noted numerous benefits that made their duties easier, more efficient and safer. Now using only a single device for scanning and communication, officers are safer and more able to react quickly to situations. Communication became much more immediate and direct with increased clarity and coverage, and scanning capabilities were drastically improved with accuracy and speed thanks to the upgraded devices and WLAN capabilities. Increased durability and extended battery life facilitate the harsh 24/7 demands of JCDOC, with 100% coverage in any location within the facility.

CUSTOMER PROFILE

Jackson County Department of Corrections

Location

- Kansas City, Missouri

Industry

- Corrections

Partners

- Commenco, Inc.
- Velociti

Solution

- MC75A Handheld Computers
- XPR6550 Portable Radios
- Radio Link Solution (RLS)
- Wing5 WLAN Solutions

Benefits

- Combined device functionality
- More reliable wireless communication
- Safer environment
- Increased efficiency
- Cost savings



COMPLIANCE REGULATIONS LEAD TO INNOVATIVE OPPORTUNITIES

The FCC narrowband mandate was a great opportunity to explore new and innovative solutions that would ensure the future safety and success of keeping inmates contained and under control. The aim of combining data collection and voice communication seemed like the most logical and cost-effective technological step for JCDOC's upgrade. "When I was looking at products on the market, I don't believe I came across any product that could work as a scanner and capture data as well as be a tool for voice communication," said Lieutenant Ron Bearce, Compliance Review Officer. Lt. Bearce then came across the Motorola MC series of mobile computers and decided to explore further.

Lt. Bearce reached out to Motorola for more information, and that's when Motorola introduced its trusted partner, Commenco, to JCDOC. "They were phenomenal," says Lt. Bearce, "Wireless transmissions and finding routing locations in a correctional facility are very difficult." Commenco was able to deploy the new communications ecosystem to every corner of the facility, including inmate cells. With the help of contractor, Velociti, Commenco deployed hardware installation, conducted equipment tests and trials, and continued to follow up with JCDOC post-deployment to ensure that all new solutions were functioning appropriately. The facility is now 100% connected, and communication coverage is reliable and strong.

MAKING TASKS EASIER, MORE EFFICIENT AND SAFER

The JCDOC's previous scanning technology was frustrating to use and incapable of performing its expected functions. "We were spending an inordinate amount of money to have our previous LRT scanners repaired. They worked so poorly that our corrections officers were throwing them in trash cans. It just wasn't working very well," said Deputy Director, Cy Ritter. JCDOC scans over 900 inmates at a minimum of 4 times daily, adding up to approximately 5,000 scans per day, and it is imperative that each scan is accurate for real-time inmate tracking data collection. The MC75A's superior scanning capabilities have drastically improved this process. Officers can now rely on accuracy, and are able to focus more on inmates rather than malfunctioning equipment.

Because correctional facilities like JCDOC operate on a non-stop 24/7 schedule, device battery life is another critical aspect that must not inhibit officers from their duties. "You can't work with a 3-hour battery in a 24-hour environment and keep changing batteries," said Deputy Director Ritter. The longer battery life of the MC75A has significantly minimized the need to change batteries during each officer's shifts, meaning there are less disruptions in communications and distractions from tasks at hand.

"Corrections officers are pretty hard on equipment due to the environment they work in," says Lt. Bearce. "Things are dropped, people get into fights, and you



don't always have time to set your device down, so durability was a big factor." The MC75A's field-proven ergonomic design is easy-to-carry and easy to use, and can endure a potentially aggressive environment without compromising comfort or agility. Equipped with a supplemental panic button and lapel microphone customized specifically for JCDOC, the MC75A is tailor-made to fulfill a wide spectrum of situational demands.

COVERING ALL GROUNDS

No matter where officers are within the JCDOC facility, they can rest assured knowing that they will never be out of the range of communications. Steel, concrete, numerous rooms with maximum security and physical distance are no longer issues for instant communication and response needs. "If I have an officer calling for help during an incident, it needs to be instant. There can't be a delay," says Deputy Director Ritter. Thanks to the strategy and logistics of Commenco, real-time communications and rapid response are no longer as threatening to officer and inmate safety.

In the event of an incident, the MC75A not only helps officers respond quickly, but it also helps to accurately document the situation. "We video a lot inside the jail when we have an incident" says Lt. Bearce. Thanks

The MC75A and updated WLAN and communications solutions have undoubtedly improved the efficiency and safety of JCDOC officers and inmates:

- Comprehensive WLAN and communications capabilities are more reliable
- Multi-functional hardware eliminates the need for multiple devices
- Collecting data and documentation are more efficient and organized

to the MC75A's built-in 5MP camera, officers are able to maintain a visible record of anything that happens within the facility through high-quality photo and video. "There are up to 500,000 inmate moves per year, and all movements must be recorded and processed to move inmates quicker, so [the MC75A] is a big saving for us. Historically, all this stuff had to be written down and handled on a log," says Deputy Director Ritter.



WHAT'S NEXT

"Director Ken Conlee and JCDOC look forward to future implementation and successes for many years to come without the fear of the present equipment becoming outdated and obsolete," says Deputy Director Ritter. New software solutions and enhancements are currently being developed specifically for JCDOC to improve operations even more so. Features like 2-D barcode and driver's license scanning, mobile report and analysis

generation, GPS tracking, and paperless documentation are all being explored. "The foremost reason for traveling the MC75A path was not just to narrow band, but to embark on new innovations and ideas that would enhance the effectiveness and efficiency of the operations at JCDOC," says Deputy Director Ritter. "We're excited about the MC75 because the possibilities in the future are endless. Everything we do is better and quicker."

"[We] had always wanted to try and combine devices. We had a radio in one hand, and we had a scanner in the other. The MC series can work as a scanner, capture data, and be a tool for voice communication as well."

— Lt. Ron Bearce, Compliance Review Officer, Jackson County Corrections

For more information about grant assistance and the products featured in this case study visit www.motorolasolutions.com/safercities

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