FLASH MOB RESPONSE

MOTOROLA LEX 700
MISSION CRITICAL HANDHELD

POLICE COMBAT NEW CRIME PROBLEM

In a large American city, "flash mob" attacks are escalating. Teenagers are using smartphones and social media to coordinate attacks on retail targets. They descend in large groups on a luxury boutique, a convenience store or an electronics retailer; with far too many looters for store security to stop, they take whatever they can in a few minutes and walk out.
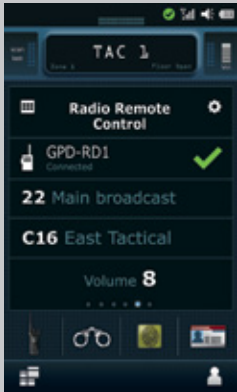
The mayor has put more police on the street and instituted curfews for young people, but it is difficult to coordinate such a large rapid response. At the same time, hackers who are resentful of increased security measures are looking for ways to compromise law enforcement IT systems and disrupt operations.

As criminals change tactics, law enforcement agencies need new tools. See how putting real-time information into the hands of first responders and protecting sensitive data helps improve response and keep the city safe.
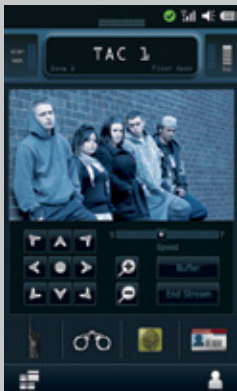
Screen images simulated

4:57:04 PM — START OF SHIFT

With his shift about to start, Detective Green retrieves his LEX 700 Mission Critical Handheld from the charging rack and logs in. Through its secure connection to department servers, the device loads Det. Green's profile while background processes ensure that all credentials and security measures are up to date. Monitoring software confirms that the device and its batteries are ready for use. As the clock hits 5:00 PM and he walks to his car, Det. Green's status is automatically changed to On Duty.
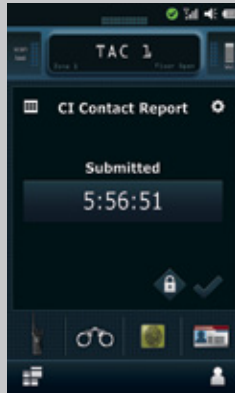
5:02:54 PM — KEEPING A LOW PROFILE

With his radio in his backpack, Det. Green taps his LEX 700 to initiate a secure connection with his APX™ 7000 radio. He can discretely monitor radio communications, switch channels or change the volume – all while keeping his radio out of sight.

5:43:08 PM — WATCHING THE STREETS

While Det. Green is meeting a confidential informant in a city park, a local patrol officer sends him a link to a video coming from a street camera in another neighborhood. When Det. Green sees that several known gang members are congregating, he recommends that patrol keep an extra eye on the area, allowing him to continue to take notes while he meets with his CI.
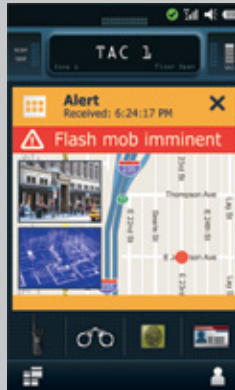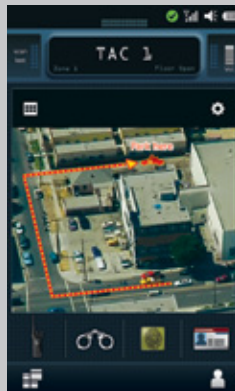
5:56:51 PM — PAPERWORK REDUCTION

His conversation with the informant done, Det. Green cleans up his notes and compiles them into a contact report. He then submits them electronically into the department database, eliminating the need to return to the station later.
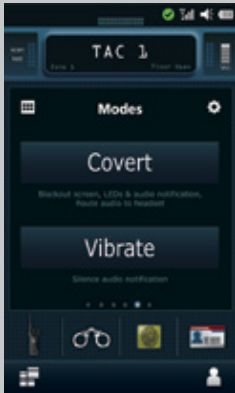
6:24:17 PM — CALL TO ACTION

Alerted by anonymous informants, the Bureau of Intelligence has been monitoring social media feeds and believes that an attack is imminent on a large, well-known department store in the city center. Officers in the area receive an urgent alert with store location, discreet avenues of approach including alleys, and floor plans marked with service staircases from the city's records databases.

6:29:09 PM — EN ROUTE

As he races to the scene of the pending attack, directions and traffic information on his workstation display help him pick the most efficient route. Following their icons on his display, he sees that other units are just starting to arrive at various strategic points. Another Detective already on-scene recommends that Green park in a discreet spot in the alley. She uses her handheld to pull up Green's dashboard camera and direct him where to go.

6:29:23 PM — GOING COVERT

Det. Green sets his status to Covert. This prevents any radio chatter out of the speaker and disables all but top-priority radio traffic.
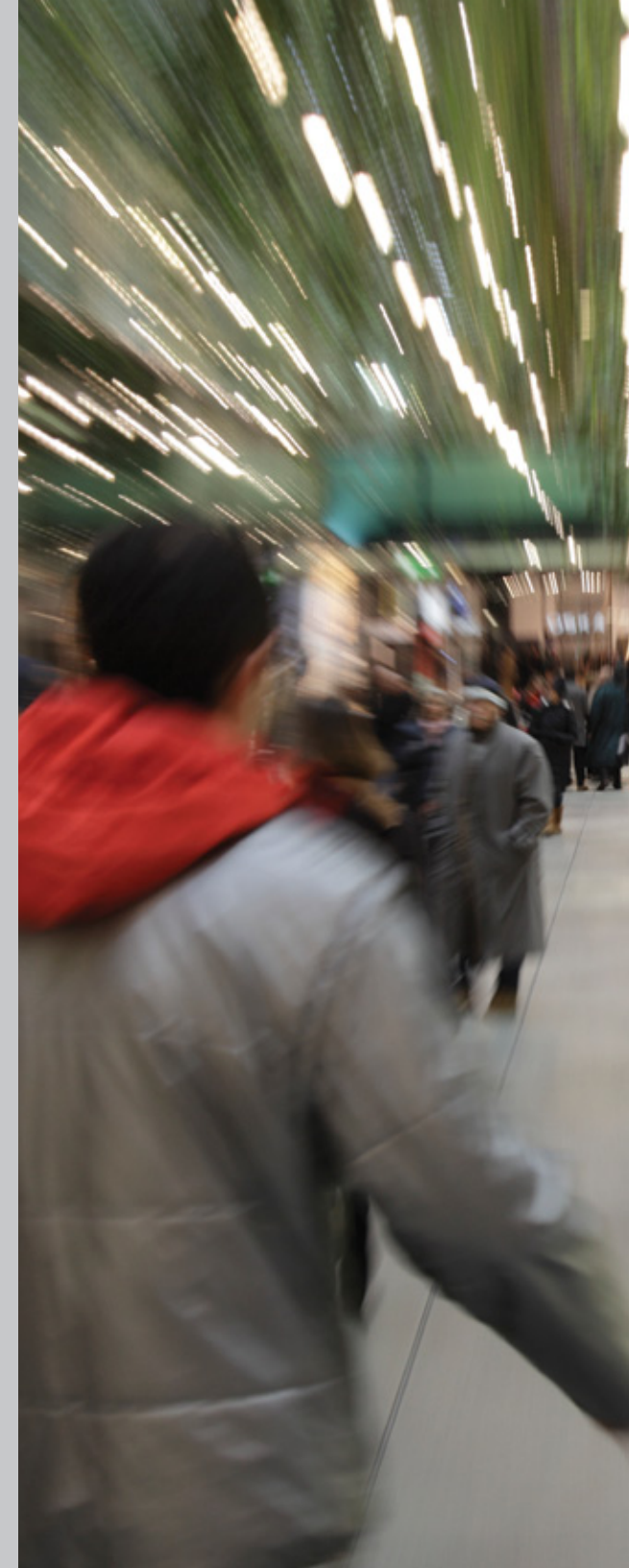
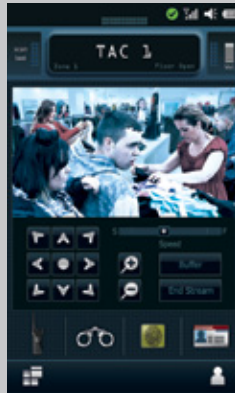## 6:33:31 PM — GATHERING INTELLIGENCE

Directed by a Sergeant on-scene, the detectives quickly and quietly take up positions inside the department store. Not wanting to give away the operation by scanning the crowd directly, they watch different store video feeds on their devices so they look like comparison shoppers. As more and more teenage suspects enter and position themselves in various departments, Det. Green pans and zooms to view as many faces as possible. He's not only collecting evidence but also seeing who he'll be dealing with later. 32 suspects' faces are recorded and flagged for subsequent follow-up.

6:36:18 PM — PLANNING THE RESPONSE

Using the LEX 700 Mission Critical Handheld, the Sergeant assigns each detective his location for the incident. Their respective positions are clearly marked on the map. Even though they are not in the same room, everyone has the same picture, and voice communications allow for easy coordination.
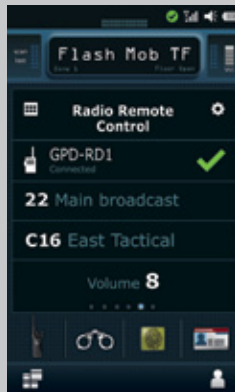
6:40:00 PM — ZERO HOUR

The text message goes out to the flash mob. In seconds, the store aisles are quickly filled with looters helping themselves to anything they can reach. Dozens of teenage thieves are grabbing merchandise and running for the exits.

6:40:05 PM — SEALING THE EXITS

On a priority channel, the Sergeant instructs detectives to head to assigned spots throughout the store. While three detectives cover the front entrance, Det. Green and four colleagues take a service hallway toward the rear exit to block that escape route. Other detectives and store security personnel close remaining exits. With all exits closed, detective locations verified against the plan and the flash mob tip confirmed, the Sergeant calls in uniformed backup.
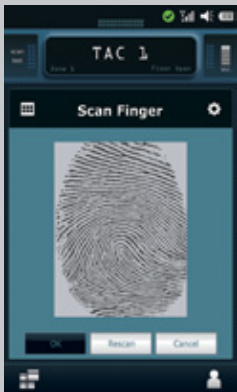
6:41:04 PM — LOOTERS SCATTER

Faced with an organized, determined police force blocking the exits, the would-be store looters drop the merchandise and scatter throughout the store, hoping to blend in with shoppers.

6:42:00 PM — SUSPECT PHOTOS RECEIVED

Images of looters captured by store video cameras have already been collated by HQ personnel and are sent to the LEX 700 device of every detective at the scene, as well as to responding backup units.

6:43:59 PM — SEARCH AND ARREST

Once backup arrives, detectives and officers use video and photos on their LEX 700 Mission Critical Handheld devices to identify and arrest suspects throughout the store. After a suspect is handcuffed, police also use their LEX 700 devices to get fingerprints and take photos at the scene. Those with prior records will be transported to jail for processing. First-time offenders will be booked on-scene and released to their parents. This saves the department hundreds of man-hours, keeps the jail from overcrowding, and most importantly, minimizes contact between teenage first-time offenders and career criminals.
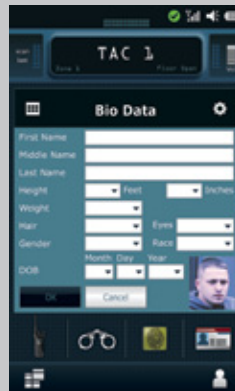
6:47:13 PM — SUSPECT RUNS

As the arrests proceed, a quick-thinking flash mob participant makes a dash for the exit, slips past a distracted officer and runs for the stairs. Det. Green takes off in pursuit, while another officer uses his LEX 700 to track the suspect using mall cameras and send video to other officers waiting outside.
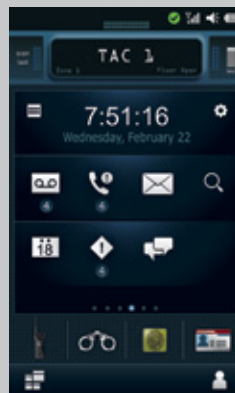
6:48:34 PM | SUSPECT CAPTURED

Det. Green corners and arrests the running suspect in the underground garage. No longer needing to be covert, he uses his radio to call in the arrest and give the all-clear to police waiting outside. With LTE-P25 network interoperability, his colleagues using LEX 700 devices or radios can hear him.

7:08:55 PM | IDENTIFY AND BOOK

The detectives and officers quickly fill out arrest reports and search the suspects on-scene. Using the cameras on their LEX 700 devices, they quickly verify IDs and take suspect photos. They are also able to quickly record evidence of theft and start a chain of custody.
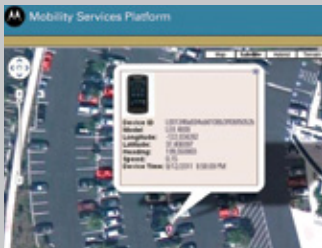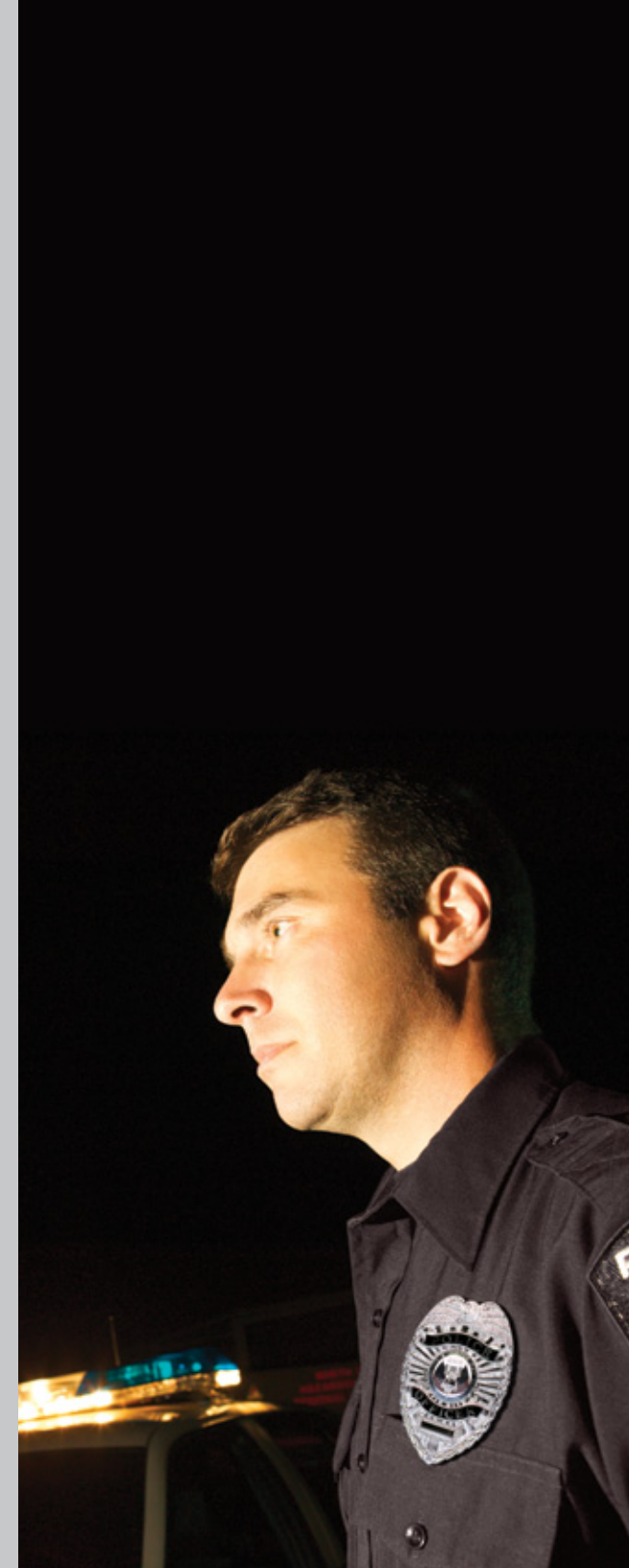
7:51:16 PM | INCIDENT ENDS

With the incident over, Det. Green heads back to the streets, and his status is automatically switched back to On Duty.

EQUIPMENT SECURED

An officer calls in to report that he cannot locate his LEX 700 device, last seen in the Housewares section where he was busy booking suspects. No one is particularly worried: if the device doesn't check in after a set time, it will automatically wipe and reset, ensuring that it can't be used to compromise communications. As IT tracks the device via its GPS, it appears to be in a moving car, but not one belonging to the Department. A nearby officer is ordered to chase and stop the vehicle. Whether the car is driven by a would-be hacker, a thief or a store clerk who intended to return the device, Det. Green knows that the sensitive data is safe and he can focus on the streets.

STREET READY DATA

MOTOROLA LEX 700 MISSION CRITICAL HANDHELD

SEE DANGERS

PROTECT MORE

REACT FASTER

COUNTERACT
STRONGER

SEE MORE AT ONCE

MOTOROLA