



## Spanish Municipal Police Authority speeds up procedures and increases efficiency with secure, mobile BlackBerry Solution

The municipal police in Cartagena, located in the province of Murcia, Spain, provide local police services to more than 215,000 residents in the council district. The municipal police authority is divided into several different departments covering all service areas, including the Department of Public Safety, District Departments, Administrative Police Departments, the Traffic Department and Support and Special Services Departments.

### The Challenge

The decision to deploy a mobile solution was primarily based on the need to provide officers with continuous access to information regarding licenses and public records, eliminating the need for them to contact the central offices to confirm data. The City Council also wanted to speed up municipal police procedures, such as citizen identification and vehicle ownership; checking business licenses; or vehicle parking and street trading permits. It also wished to improve the efficiency of the consultation process and the transfer of information to central offices. Previously, officers would have communicated with the central office by radio, reporting any matters and then confirming what steps would be taken to resolve them. This was a slow process which required someone to be present at the central office to register and file each issue before the notification could be sent and the matter closed.

### The Solution

Following a study of the Cartagena municipal police authority's requirements, a decision was made to deploy the BlackBerry® Enterprise Solution that would support 85 BlackBerry® smartphones, operated through Telefónica.

The BlackBerry® solution was used to confirm vehicle parking permits: where police officers could enter a given license number and the bespoke BlackBerry application, designed by the Cartagena City Council's IT technicians, would display whether the permit holder was up to date with their payments. The BlackBerry smartphones can also be used to access information regarding vehicle identification and ownership.

### Benefits

Real-time access to information

Increased efficiency on police procedures

Improved time to resolution for public services

Secure and reliable mobile solution

The municipal police also use the BlackBerry smartphones to consult census data to identify members of the public and monitor street trading permits. The solution allows officers to access data regarding a particular street vendor from any location, at any time, allowing them to see what kind of products they are licensed to sell, whether the stall is legal, and whether the permit is in order. Another responsibility of the municipal police is to inspect business licenses. The BlackBerry application allows officers to check the state of licenses and access the Public Services Office, where members of the public can report any general issues related to the city, such as broken street or traffic lights. In accessing this report, officers can then send a request for any repairs to be made directly from their BlackBerry smartphones.

## The Benefits

The Cartagena municipal police authority, in partnership with the City Council Data Processing Centre, included the deployment of the BlackBerry solution in its Mobility 2008 plan. The aim of this project was to use the BlackBerry smartphones to provide its officers with real-time access to data and the ability to make immediate changes to information. The new system has reduced the amount of time required to consult police databases and has improved the way in which issues are processed and resolved. Officers can use their BlackBerry smartphones to identify members of the public; check vehicle registrations; access the municipal street map; monitor parking licenses; and oversee SMS notifications for emergencies, as well as access the municipal website and the Cartagena Police and City Council intranet. "The BlackBerry solution has saved us time and improved reliability whilst providing better services for our officers and the public," says Miguel Ángel Rodríguez Gutiérrez, Head of IT Services at the Cartagena City Council.

The BlackBerry® Enterprise Server also provides high levels of security and certification, ensuring the Cartagena police is covered by essential, high quality security and data protection requirements.

## Future plans

The Cartagena City Council has recognised the vast improvements achieved so far and plans to deploy further police service applications onto BlackBerry smartphones. "The solution has generated very good results for us, and has continued to do so as we have introduced new functions," says Miguel Rodríguez. "The BlackBerry solution has allowed us to speed up procedures, providing police officers with secure access to all the information they need, when they need it. With this in mind, we will gradually be looking to introduce more applications and incorporate new functions, and are currently substituting conventional mobile phones for BlackBerry smartphones."

[www.blackberry.co.uk/casestudies](http://www.blackberry.co.uk/casestudies)

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Head of IT Services  
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