

How SDPD Maintained Control and Clarity at 50,000-Fan Events with Sensear

Client: San Diego Police Department – Special Events Division

Industry: Law Enforcement

Overview

From NFL games with 50,000 fans to massive parades and outdoor concerts, San Diego's police officers are constantly managing high-noise environments where safety and communication go hand in hand. But traditional radios and cell phones fell short—especially when officers needed urgent backup.



That's when the SDPD turned to **Sensear's SM1x headset**, giving officers the ability to communicate clearly, stay situationally aware, and protect their hearing—all at once.

The Challenge

In high-attendance, high-volume special events, officers faced communication and safety breakdowns due to:

- **High-Noise Environments:** Crowd noise and live entertainment often exceeded 100 dB(A).
- **Communication Delays:** Traditional two-way radios and phones struggled to cut through the noise.
- **Situational Awareness Risk:** Many communication tools blocked ambient sounds—reducing awareness of threats and surroundings.
- **Urgency Demands:** Officers couldn't afford miscommunication or missed calls in fast-moving crowd situations.
- **Comfort & Endurance:** PPE needed to be worn up to 10 hours straight without causing fatigue or frustration.

As crowd sizes grew and public safety stakes rose, the San Diego Police Department needed communication gear that would let officers respond fast, stay alert, and protect their hearing in the loudest, most unpredictable environments.



The Solution

Sensear deployed SM1x earmuff-style communication headsets for senior officers during San Diego Chargers games. These were synced with their Motorola two-way radios and Bluetooth® cell phones, enabling triple-mode communication.

What Made the Difference:

- **Full Situational Awareness** while using Two-way radios or Bluetooth® devices
- **Clear Face-To-Face Conversation** without removing PPE
- **FM Short-Range Communication**—ideal for 1:1 comms within 50 meters
- **Rugged, Over-Ear Design** built for harsh field conditions
- **Future-Ready** planning for IS headset deployment in hazardous zones

The Results

SDPD officers using Sensear reported immediate operational improvements:

- **Reliable Communication:** Clear audio across all devices in high-noise situations.
- **Improved Response Time:** Officers stayed synced and aware even during urgent crowd incidents.
- **Full Situational Awareness:** Ability to hear environmental sounds while using headsets.
- **High Comfort Over Long Shifts:** Comfortable wear during entire events.
- **Enhanced Safety:** No more removing PPE just to hear or speak.

Looking Ahead

As law enforcement operations face louder, larger, and more unpredictable public events, Sensear's high-noise communication headsets are becoming essential gear. From packed stadiums to citywide parades, officers now operate with greater clarity, protection, and confidence.

Conclusion

Whether securing a stadium or patrolling a packed street festival—

Sensear makes it possible.

Sensear helps waste and recycling teams hear, speak, and stay safe in high-noise conditions that demand full awareness.

“The Sensear device provided as close to a normal situation as one could expect in high-noise conditions—while keeping officers safe and fully aware.”

- San Diego Police Department, Special Events Division

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