

# City of Federal Way Police Department

**OVERVIEW:**

Located near Seattle, the city of Federal Way Police Department (FWPD) is young and growing. The department has 157 full-time employees, 116 sworn officers, and 41 civilian positions dedicated to enhancing the quality of life in Federal Way. As information systems manager for FWPD, Mehdi Sadri's first priority was to ensure this new force had the tools it needed to do its many jobs effectively, which includes making real-time inquiries into suspect information, photos, and timely report submissions.

**PROBLEM:****Old technology - new communications goals.**

The city found itself rapidly expanding, and FWPD's old technology just wasn't keeping pace with the department's needs. "We started out using laptops with 900 MHz radio frequency for data communications to and from our dispatch system," said Sadri. "But we soon realized that in order to accomplish our goals, we needed better laptops, a better communications medium at higher speeds, better network security, and enhancement in our records systems."

Sadri's quest for a solution led him to conversations with police agencies in different states, other counties, and bigger cities. "The overwhelming response was that any potential solution had to include in-vehicle, rugged laptops," he said. "The vibration in the car, the hustle and bustle of police officers, having to drive fast, throwing things down on the passenger seat are real-world issues. An officer's primary focus is not their laptop, so ruggedness is critical."

**ITRONIX SOLUTION:****Rugged, durable, compact.**

After extensive tests, reviews, and demonstrations, the officers in the selection process chose Itronix laptops. "We found the Itronix laptops were most reasonable in cost and durability," said Sadri. "Our officers liked the screen and keyboards, and Itronix also had one of the best customer service, warranty, and maintenance programs available."

There was also one other advantage. "In order to accomplish the wireless connectivity we wanted, a PCMCIA [PC manufacturer interface adapter] wireless network card was required," said Sadri. "Most of the other models we examined required an external card that plugs

into the side of the laptop and sticks out. But Itronix had figured out a way to embed that wireless modem card inside the laptop." To complement the laptops, Sadri selected Sprint's Nationwide PCS Network.

**RESULTS:****Squad cars become mobile offices.**

Today when Sadri sees one of Federal Way's police cars pass by, he sees more than just a car. He sees a mobile office.

Since the deployment of Itronix GoBook II laptops over the Sprint PCS Network, FWPD has dramatically improved productivity. Officers are now able to access and update information on the go, spending more time patrolling the community and less time at the station. Officers can remotely access the department's records system to look up suspect descriptions, view mug shots, and write and submit reports.

"Officers now have a live connection to our records database. If they stop a suspicious car or need to run a person's name, they can get detailed information very quickly," said Sadri. "Before, they'd have to go back to the office to get that additional information, or they'd radio our records department."

Additionally, typing incident reports at the station are a thing of the past. Now officers can immediately type reports in the car following the conclusion of a call. "The officers have the incidents fresh in their minds. It's not only a lot more efficient, it's also a lot more accurate," said Sadri.

Over the next few years, FWPD plans to expand its mobile solution, adding laptops to approximately 40 to 45 patrol cars and providing officers access to additional services, including company e-mail and time sheets.

**Product:** Itronix GoBook II wireless, rugged notebook

**Application:** Mobile police officers / public safety

**Itronix Solution:**

The Federal Way (WA) Police Department uses the Itronix GoBook II to improve communications and increase officer productivity.

For more information contact:

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