

**Product:** Itronix GoBook II**Application:** Mobile Police Officers/Public Safety**Itronix Solution:**

- State-of-the-art wireless, rugged computer that allows for more rapid emergency response time, cuts report development/filing time in half, faster data gathering and analysis, and greater productivity on the job.
- Durability of the GoBook II can withstand various conditions, such as bumpy alleyways and roads, accidental drops, as well as water and coffee spills.
- Knowledgeable people, commitment to excellence, superior service and on-time product delivery added to Peoria PD's positive customer experience and satisfaction.

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## Case Study:

# Peoria Police Department

**OVERVIEW:**

The Peoria, Illinois Police Department, comprised of 230 commissioned officers and 41 non-commissioned personnel, uses mobile data/laptop computers to assist with day-to-day activities on the job, including accessing critical information from both the central network and individual workstations, vital data analysis, and creating and filing reports.

**PROBLEM:****Outdated ruggedized, mobile computers**

The Peoria Police Department needed to replace their existing Panasonic rugged mobile computing system with a new system that offered greater processing power, higher speed, and reliability. At the same time, the new system needed to endure the bumpy rides of roads and alley ways that officers often travel, as well as stand up to water and coffee spills.

The department was particularly interested in a system that met its requirements for wireless data transmission, application processing, and statewide communication – without repeated system lock-ups and restarting which can be time-consuming, frustrating for users, and prone to critical data loss.

**ITRONIX SOLUTION:**

The Peoria Police Department evaluated several top providers of wireless, rugged computing systems and ultimately selected and purchased 90 Itronix GoBook II laptops because they met the department's needs in many areas. "Though other products in the ruggedized market are very good, we felt the specifications of the Itronix GoBook II surpassed those of its competitors at the time," said Joe Benko, Police Officer/Administrative Aide, Peoria Police Department. "We found at the time GoBook II to have the highest speed and most reliable processors necessary to handle the multiple programs we run simultaneously."

The GoBook II is built with Intel's Mobile Pentium IV 1.7 GHz processor and, with 512 MB RAM, the Peoria PD nearly tripled its RAM from what they had with their previous system. The laptops are equipped with Wireless Cellular Data Packet Data (CDPD) Sierra AirCard radio modem – with 19.2Kbps bandwidth – "they are fast enough to send text data to/from the network databases, send information related to a crime scene such as compressed photographs, right from the crime scene, and pictures of lost or missing people" stated Benko. Each GoBook II is loaded with Computer Aided Dispatch (CAD) software that dispatches information such as historical data and facilitates the report filing process. Other applications used are records management software for direct entry of police reports to the main database, software to access the database information, mapping software, word processing software, text-to-speech engine, Adobe Acrobat reader, bar code scanner with digital camera, and image viewers.

The 12" TFT XGA outdoor viewable transmissive touch-screen enables officers to keep their eyes on the road while driving; keyboard entry is used primarily for report writing. The units are all mounted in squad cars – a mix of Fords and Impalas – with a mounting system provided by Ledco, Pentax printers, Gamber

Johnson docking equipment, and Metanetic/Symbol scanner/digital camera.

**RESULTS: Cut paperwork and report writing time in half; enhanced department communications and community safety.**

Like most police officers around the country, the Peoria Police Department requires access to an enormous amount of information to effectively do their jobs, and in a safe manner for both themselves and the community. Information related to driver's licenses, historical data from previous crime scenes, dispatch data and more, impacts how they might approach a crime scene. Information then gathered at crime scenes also needs to be transferred into the legal and analysis process. With the new wireless GoBook II systems in place, Peoria police officers are able to **dramatically reduce information processing and the time spent on reports and paperwork by 50 percent.**

"The GoBook II also offered wireless capabilities that enable real-time communication and access to crucial information," said Benko. "With the Itronix wireless system, officers in most cases no longer need to write out a report for someone else to enter into a computer. Now they can input information directly into the central database, do instantaneous queries, stats review, and analysis much more quickly than before. We avoid duplication and save a tremendous amount of time – we've cut in half the time it takes to write and file a report. With approximately 60,000 reports filed a year, that translates into extra valuable time when officers can be helping people, not doing mundane paperwork."

With the advanced wireless computing systems now in place, officers can conduct research on the scene, in real-time. For example, they may run an informational query through the Law Enforcement Assistance Department State of Illinois (LEADS), which is connected to the national criminal database, and search for information related to wanted or missing persons. The faster speed and processing capabilities of the GoBook II have made other communications activities more efficient, such as computer aided dispatching, field report writing, and regional database querying. They also access workstation information such as computerized law books, maps, building diagrams, and photographs to assist their efforts on the scene. There's no more waiting for crucial information when it's most important.

In addition to receiving a state-of-the-art product, the Peoria PD received stellar service throughout the deployment process. "Our contact with Itronix and its reseller Micrologic Business Systems was an excellent, rewarding experience," said Benko. "They demonstrated that they are very knowledgeable people, committed to excellence, and very helpful. They've not faltered in their commitments and integrity, and delivered what they said they would in a timely manner."