

Market Release

Rochester Police Department Expands Its Use of Rugged Tablet Computers

Rochester, NY – Reflecting a growing movement in creating the mobile offices for crime-fighters, the Rochester Police Department is expanding its use of rugged pen tablet computers. Rochester Police Department serves a community of approximately 220,000 people in an area of more than 35 square miles. In 1990, the Rochester Police Department was the first federally accredited agency in the state of New York.

The department, which initially introduced tablet computers to their force in 2002, when GeneSys II units from Xplore Technologies were installed, has recently decided to add new iX104 tablet PCs also from Xplore Technologies. Rochester Police Department purchased the Xplore computers from Brite Computers; a New York based Systems Integrator.

Lt. Michael Kozak, of the Rochester Police Department, noted that although patrol officers were initially hesitant about moving to tablet pcs, we recognized the many benefits that computerizing the department's activities could bring.

“Our officers’ clipboards contain all of the forms needed for a shift, including tickets and daily reports. Of the computers that were evaluated, the tablets most closely resembled this already-familiar way of gathering information,” Lt. Kozak reported.

“During the specifications phase we encountered two initial challenges,” Lt. Kozak said. “The officers’ first concern was the idea of going mobile in the first place. Secondly, they were worried about the additional equipment that would be installed in their cars. In their minds, the mounts, consoles, tablets and keyboards could turn out to be cumbersome.”

“Once these concerns were addressed, we had to enable a way for our officers to adapt to computerized reporting vs. pen and paper,” Lt. Kozak said. He noted that when the department initially deployed the computers they were running seven different local applications on the computers. “This was far too many at the introductory stage,” Lt. Kozak said. “We then decided to focus on a couple of applications at a time. We started with CAD calls and dispatches in order to enable our officers to get used to this new technology.”

The officers quickly adapted to the technology and are now able to view CAD calls and dispatch locations as well as run license plate and record checks. “Our computers enable our officers to have car to car communication as well as have access to maps of their Public Service Areas,” said Lt. Kozak. He notes that the Genesee River, which runs into Lake Ontario, splits the city of Rochester into two

sections, east and west. “Within these two sections there are 22 sub sections known as PSAs. Maps of each PSA are available on the tablets. These regions vary from residential to commercial, industrial and manufacturing, to textile and production regions.” In the near term the Rochester Police Department will implement the New York State TRACS E-ticketing and electronic MVA reporting application.

Lt. Kozak also notes that the officers are happy overall with the initial deployment of the Genesis II tablets and are eager to get the new iX104 tablets into more cars. “Our tablets have put up with considerable daily wear and tear in the cars and our officers are used to a very fast moving pace so the durability of the system is a key asset to its performance and a critical factor for us.”

“We decided to continue our efforts with Xplore because of the responsiveness and support from the Xplore team. In addition, we feel that the tablet form factor is more versatile and vehicle compliant than a standard clamshell (laptop) type computer. Overall, we are pleased with the Xplore product line and see no need to switch from the tablet platform. Hardware deployment consistency with the tablet form factor is key for us.” The Lieutenant also notes that when the department first looked into computers they were initially concerned about clam shell solutions. “Even though they were ruggedized, the evaluating team wanted to get away from an opening and closing motion as well as issues of airbag compliance and friendliness, hence the tablets were our product of choice. Furthermore, tablets are easy to take in and out of the vehicles when deemed necessary.”

According to Lt. Kozak, the new iX104’s are particularly appealing to the department as a result of the Dual Mode capabilities, which allows officers to either use touchscreen or a stylus. “And, since our officers can choose to view the tablet in the portrait mode, it makes this tablet pc even more appealing for future electronic reporting purposes,” Lt. Kozak explains. He notes that with the new Windows XP TPC operating system and the enhanced features on the iX104, “We are looking forward to deploying the new computers and seeing what type of feedback we get from the officers.”

About Xplore Technologies®

Xplore Technologies Corp, founded in 1996, is an innovative leader in the rugged pen-based mobile wireless computing industry. Xplore, which is traded on the Toronto Stock Exchange under the symbol TSE:XPL, has offices in Austin Texas, Toronto Canada and Helsinki Finland. Its rugged iX104™, GeneSys® and Ramline® family of hardware solutions incorporate leading-edge technology, created based on years of customer design input. Xplore’s diverse customer base comes from the public safety, retail and wholesale warehousing, utility, military, field service, marine and transportation industries. For more information, visit www.xplorettech.com.