



CASE STUDY: LAW ENFORCEMENT FULL-FUNCTION HANDHELD FOR MOTORCYCLE OFFICERS

TUCSON PD INCREASES OFFICER SAFETY AND EFFICIENCY WITH THE RUGGED TOUGHBOOK U1.

For motorcycle officers in the Traffic Enforcement Division of the Tucson Police Department, the freedom of patrolling their city in the open air used to come with major downsides. In many ways they were cut off from critical information—unable to access the computer-aided dispatch (CAD) system and dependent on radio transmissions for running criminal backgrounds on people they stopped.

Administrators sought to equip motorcycle police with access to the CAD, but were faced with paying hundreds of thousands of dollars to adapt it to the mobile operating system used on PDAs in the field. They examined alternative hardware solutions instead.

“We needed a handheld computer that could run a full Windows® OS and provide us with reliable wireless access to our CAD from anywhere in the city,” said Sergeant Jerry Skeenes of the Traffic Enforcement Division. “And that’s before factoring in the extreme heat, sandstorms and summer monsoons we face while on patrol, which required us to only consider the most rugged handhelds.”

Complete Solution in a Small, Rugged Package

After testing various devices, the Tucson PD began equipping its motorcycle officers with the Panasonic Toughbook® U1, an extremely rugged ultra-portable computer with a 5.6” sunlight-viewable touchscreen. With a six-foot drop rating, MIL-STD-810G certification for extreme

temperatures and IP65-rated protection from dust and moisture, the Toughbook U1 was built to overcome the challenging Tucson environment.

The Toughbook U1 features a range of wireless services, including embedded Gobi™ 3G technology allowing Tucson PD officers to share information from anywhere covered by the extensive Verizon Wireless network. Officers can access one of 25 Wi-Fi hotspots throughout the city as well, and a Bluetooth® connection is used to wirelessly print traffic tickets.

“Accessing the CAD on Toughbook U1s enables us to quickly run background checks, and save the radio transmissions for more critical issues. We definitely feel safer knowing right away who we’re dealing with,” said Officer Brett Lemas of the Traffic Enforcement Division. “APS Citation software also saves a ton of time on each traffic stop, so we can get people on their way and spend more time actively patrolling the city.”

E-tickets submitted from the field are automatically transferred to the court system, providing real-time access to the latest infractions and removing multiple processing steps resulting in time and money savings for the city.

With the Toughbook U1, Tucson’s motorcycle officers have a reliable partner to more effectively and efficiently protect their community.

Contact us for more information...



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CHALLENGE

Design an economical way for motorcycle officers to access the computer-aided dispatch (CAD) system so they are no longer dependent on radio transmissions for running criminal background checks.

SOLUTION

Tucson PD equipped motorcycles with the Panasonic Toughbook U1 with embedded Gobi 3G technology on the Verizon network and running APS Citation software. Because it runs a full Windows OS, the ultra-rugged, ultra-mobile handheld PC is uniquely suited for issuing e-tickets, regardless of the mode of transportation.

RESULT

With the Panasonic Toughbook U1 solution, the Tucson PD is seeing a significant savings in time and money and well as an increased feeling of officer safety.



TOUGHBOOK U1 FOR A TOUGHWORLD™



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