



**Products and Services:**

- CDW\*G's product neutral integrated solutions
- Itronix GoBook MAX
- Itronix GoBook II Laptop
- Sprint's CDMA network

**Application:**

Mobile Law Enforcement Officers / Public Safety / First Responders

**Solutions:**

- Wireless, rugged GoBook II and ultra-rugged GoBook MAX enable deputies for two of the country's fastest growing counties to spend more time on the road focusing on public safety, and less time on administrative tasks and trips to and from the office.
- Integrated wireless capabilities leverage Sprint's CDMA network to enable real-time data collection and improve productivity on the job.
- More than \$400,000 saved per year and deputies are now able to spend approximately 20-30 percent more time fighting crime

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Case Study:

**Matching the fast-growth pace of  
 Spotsylvania & Stafford Counties, Virginia**  
 A winning combination by CDW\*G, Itronix and Sprint®

**OVERVIEW:**

Spotsylvania and Stafford counties are two of the fastest growing counties in the state of Virginia – both rank among the top five – and among the top 15 fastest growing counties in the United States today [source - 2002 U.S. Census report]. Separated only by the city of Fredericksburg, they are both located halfway between Richmond, Virginia and Washington D.C. and are both members of the Rappahanock Regional Criminal Information Network. Given their close proximity to one another, they deal with many of the same warrants, people, and public safety issues and both have experienced a phenomenal increase of incoming calls – about 20,000 additional calls – each year, as a result of their high growth rate.

**PROBLEM:**

**Time and money wasted with administrative tasks, and trips to and from the office.**

While the sheriffs' offices in both counties are adding deputies to their staffs, keeping up with the increased calls and a very crowded radio dispatch system were a significant challenge. "We had to find a way to reduce some of the radio traffic, while providing critical information to our deputies so they could spend more time on the road and less time traveling to and from the office," said Tim O'Leary, Captain, Stafford County Sheriff's Office. Stafford County also had a previous mobile computing system in place that never really met the needs of the department and could not match the growth pace over the next several years. Its former wireless carrier had promised 90 percent coverage, 90 percent of the time on a 24/7 basis – O'Leary says they were lucky to get 40 percent coverage. In addition, the rugged laptops the county had been using, from a leading rugged laptop provider, experienced more than an alarming 80 percent failure rate. When O'Leary tried to find out why they had such a high failure rate, he got no cooperation or willingness from the laptop provider to try and improve the situation.

Further south, Greg Call, IT business analyst for Spotsylvania County, had been researching a mobile computing system to address some of the same challenges that Stafford County faced. "Over a three-month period, we evaluated how much time our deputies were spending on trips to and from the office, which turned out to be about 2.5 hours per deputy per day. That translates into about \$400,000 per year just on trips back and forth." Spotsylvania also faced the same radio dispatch

clutter with the increased influx of calls and was looking to streamline the process, while providing an efficient means of information access to its deputies.

**CDW\*G/ITRONIX/SPRINT SOLUTION:**

**Spotsylvania County**

Working with CDW\*G, a leading provider of technology solutions for state and local government agencies, Spotsylvania County reviewed several different laptops, and ultimately chose Itronix GoBook MAXs to evaluate with a pilot program. The results of the pilot program, along with the financial savings and increased productivity, were impressive enough that Spotsylvania's Board of Supervisors agreed to fund the purchase of 33 laptops, rather than wait for the 12-18 month period normally required to secure grant money.

"I was impressed with Itronix from the very beginning," said Call. "The Itronix representative brought in a laptop, holding it by the antenna and swinging it around! The antenna on comparable laptops would've surely broken into pieces. We ended up purchasing the very unit that he showed us that day."

Call says that other criteria for choosing Itronix included the laptop's low failure rate (about one percent – much lower than what he knew about Stafford County's previous experience with other laptops), plus its size, weight and where it fits in the car.

The Itronix laptop fits perfectly between the air bag deployment zones. Its "bat hook" – a hard handle that allows it to hook over the steering wheel – offered an extra measure of convenience and ergonomic support. "Deputies who need to wear bullet-proof vests and other protective gear don't have much room to turn even 10 degrees," said Call. "Being able to enter extensive data in a forward-facing position makes a huge difference in their comfort level."

Spotsylvania's wireless, rugged laptops are loaded with Windows 2000, an internal modem for leveraging Sprint's CDMA wireless communication, and software that enables them to run local and regional records management systems, mobile data, and regional mug-shots of suspects.

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The county plans to have a total of 65 laptops, including GoBook IIs, by the end of 2004, and will secure a minimum of 20 additional units each year for three years.

#### Stafford County

It was Greg Call of Spotsylvania County and CDW\*G representatives who first introduced Captain Tim O'Leary of Stafford County to Itronix and Sprint. O'Leary had wanted to switch from CDPD to CDMA, a much faster method of wireless communication, as well as switch laptop providers, given his poor experience with the previous provider. He brutally tested an Itronix GoBook II laptop for nine months ("I wasn't very nice to it, either," says O'Leary). O'Leary required rugged durability in the laptop and reliable and flexible wireless capabilities, as well as satisfactory customer service. "When I need service, I want to talk to a live person," he said. "I don't want to be a number and with Itronix, I'm not -- they've been cooperative and very helpful."

Stafford County now has 40 GoBook IIs installed, and plans to acquire 30 more in the near future. The units operate Windows 2000, MS Word, and have the full use of regional software necessary to access all regional data. "These units don't have a modified version of what's used in the main office -- they're fully loaded to maximize each deputy's 'office on the road'" said O'Leary.

The GoBook II is built with Intel's Mobile Pentium IV 1.7GHz processor. Each unit is loaded with records management system (RMS) and computer aided dispatch (CAD) software that dispatches information such as historical data and facilitates the report filing process. Like Spotsylvania County, the GoBook IIs have an internal modem for leveraging Sprint's CDMA wireless communication. 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.

#### RESULTS:

**More time on the road and less administrative time in the office translates to increased productivity, reduced costs and greater focus on the public safety of Spotsylvania and Stafford counties' citizens.** O'Leary says that with the Itronix/Sprint system, Stafford County deputies have increased the amount of time they're on the road by 20 to 30 percent. "By keeping our deputies in the field for longer periods of time, they can be more proactive and attend to the needs of the public.

For example, we've been able to recover more than a dozen stolen vehicles because with instant access to records, we can look up a license plate number without having to rely on office personnel or dispatch."

Spotsylvania County has also seen an improvement in productivity that benefits the public. "Anything we can do to keep an officer in the car and on the street, is to our citizens' advantage," said Call. "Before the Itronix system, if a deputy stopped a suspect on the street, he or she would have to call the main office and surrounding jurisdiction areas to look up warrants, which could take anywhere from five to 30 minutes. Now, he can look up the information real-time and get what he needs in a matter of a few seconds, which could make a huge difference in capturing a potential criminal."

Greg Call cites another example, using mug shots. Leveraging Sprint's newer CDMA technology, Spotsylvania is able to pull up a mug shot in just a few seconds. Because it takes much longer with the older CDPD technology, few departments use the mug shot capability, relying instead on the manual method of preparing photo line-ups at the office, which could take hours. In the meantime, the memories of witnesses involved are likely to fade and the investigation process could be jeopardized.

The radio "clutter" in both counties has also diminished, thanks to Itronix's wireless, rugged mobile computers. An officer's status can be conveyed with a simple touch to the screen, whether he or she is arriving or departing from a scene. No more calls to dispatch to let them know the officer's status; no more calls to repeat addresses that weren't heard clearly the first time. Dispatch calls are now reserved more for emergency situations -- and because there are no longer 20 to 30 deputies trying to get on the radio at the same time, the response to emergency calls is more effective as well.

#### What's in the Future?

In the future, Stafford and Spotsylvania plan to incorporate digital video capabilities as well. "We want to be able to write directly to the Itronix hard drives so deputies can view a situation, in real-time, inside a school, a bank or convenience store before entering the property, giving them a whole new layer of visibility that can make a critical difference in a crime scene," said Call.

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