

PUBLIC SAFETY



IN-CAR FIXED-MOUNT GETAC DEVICES ENABLE OFFICERS ACCESS TO REAL-TIME INFORMATION

/ Challenge /

Altoona Police Department needed in-car fixed-mounted computing technology to ensure officers could access data from the county-wide CAD upgrade in real-time while remaining safe during high-speed interactions

/ Solution /

After the Altoona Police Department conducted thorough research and looked at multiple vendors, Getac's F110 and S410 were chosen as the solution of choice for Blair County's 15 departments and 64 police cruisers.

/ Benefits /

Thanks to the county-wide technology upgrades with the Getac devices, departments reported exponential increases in officer productivity, efficiency, and an increased presence in the community resulting in greater public safety awareness and community involvement.

/ Altoona Police Department /

With their new Getac devices, dispatchers and 911 operators can now record and prioritize calls, record incident calls, identify the status and location of officers in the field, and effectively dispatch the needed personnel to respond to emergency situations.



Getac S410
Semi-Rugged Laptop

Getac F110
Fully Rugged Tablet

/ Challenge /

Altoona police department is one of 15 departments within Blair County, PA. The department's previous in-car information solution needed to be refreshed. It was outdated and not compatible with the department's upgraded CAD (Computer Aided Dispatch System).

With their previous CAD system, the department relied on a wireless mesh system. Still, it was only reliable if the police cars were within the geographical range of an antenna. The most significant challenge officers faced while accessing data was data transference. This meant that a cruiser moving at 60 miles an hour may not be able to successfully receive essential data because it is dependent on the level and speed of the switches. The closer a police cruiser was to the antenna, the stronger the signal was. The farther away the cruiser was from the antenna, the weaker the signal was.

It is important to note that before partnering with Getac, the department had removed all commercially available tablets and laptops in all vehicles because they were unsuitable for this type of work environment. They began looking at in-car fixed-mount computers that could take advantage of 5g connectivity upon rollout.

/ Solution /

Once the CAD system upgrades were underway, the other police departments in Blair County decided to do a county-wide computer configuration utilizing one solution provider. This would ensure that all departments in the county were equipped to maximize the benefits of the new CAD system and had access to real-time data and ROI.

As each chief agreed to the type of solution, they began evaluating their specific use- computing and mounting needs – the chosen vendor would need to be able to meet the computing requirements of all the police departments within Blair County.

Aerial Communications was asked to research rugged computing solutions to outfit all the county vehicles. At that time, they were not a Getac reseller or had a relationship with Getac.

They began searching for mil-spec computers on Google, and they found a plethora of data on rugged computer solution providers, including Panasonic, Dell, and Getac.

After extensive technical research and due diligence, Getac became their recommended solution thanks to the stated industry-leading B2B warranty, ruggedness, mil-spec + IP ratings, configurable options, engineering capabilities, service, and Support.

Unfortunately, not all the chiefs were on board with Aerial's recommendation and decided that further research was warranted.

In-car officer safety is a top concern. Often police cruisers travel at a high rate of speed while in pursuit. Corners and accidents pose the most significant risk for potential injury to officers and passengers.

Unattached or under-attached objects in the police car can become deadly projectiles. Velcro and bungee cords were no longer an option; neither were consumer-based tablets or docking solutions.

If the police officer were involved in an accident, they wanted to ensure officers, passengers, and devices remained intact. Choosing the right docking station was equally as important. They needed universal tablets that worked with a versatile docking solution.

As their research continued, two representatives from the county attended a tradeshow in Las Vegas to conduct independent research and validate Aerial's recommendation. After speaking with multiple vendors and looking at numerous competitive solutions, they recommended Getac as their rugged solution provider.

Ironically, Aerial has a first-hand account of how Getac's rugged computers and tablets survive in an accident. Even when a police vehicle has been involved in an accident or removed from service, the Getac unit was easily moved from one vehicle to another with very little downtime.

/ Benefits /

- Each department in the county now has access to real-time in-car information from the CAD system.
- Some departments have also deployed TraCS Software, which handles ticketing, crash management reporting, and license plate recognition.
- They have moved away from writing paper citations and now do them digitally and have printers installed which maximizes productivity and efficiency.

The departments have seen improved efficiency while officers are out on patrol. Officers no longer need to go back to the station to do paperwork. They can now do it from the car immediately after an incident instead of relying on scribbled notes and memory. In turn, officers are now more visible in public because they spend less time at the station doing paperwork and spending more time on enforcement-related activities, promoting a sense of safety within the community.

The Getac System Architect worked very closely with the IT department, which differentiates Getac service and support from our competitors beyond the product's reliability. They were instrumental in helping the department ensure the barcode reader could communicate with their Tracks software.

In terms of failure rate, It's less than 1%.

