



GETAC RUGGED COMPUTERS & CAMERAS INTEGRATE COMMUNICATIONS, CAD & VIDEO FOR FRISCO PD

/ Challenge /

Keeping the Frisco, Texas, Police Department, one of America's most technology-empowered law enforcement agencies moving forward despite being particularly hard hit by the near total shutdown of social and recreational life necessitated by COVID-19.

/ Solution /

Maximizing the productivity and versatility of its installed base of Getac F110, V110 and S410 rugged computers and VR-X20 in-car DVR and BC-02 body-worn cameras.

/ Benefits /

Thanks in substantial part to the city auditor's enthusiastic reaction to Getac hardware's performance, cost effectiveness and highly favorable total cost of ownership, the Frisco Police Department is poised to render more dynamic service than ever as the resurgent economy booms back into the "Sports City USA" community.

/ Frisco Police Department /

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Getac V110
Fully Rugged Convertible

/ Getac Systems Take COVID-19 Onslaught In Stride /

As home to the Dallas Cowboys, FC Dallas, the Frisco RoughRiders, the Dallas Rattlers, the Texas Legends, and the Dallas Stars, the largely tourist-based economy of Frisco, Texas, located 28 miles north of Dallas in the heart of the Dallas-Fort Worth Metroplex, was particularly hard hit by the near total shutdown of social and recreational life necessitated by COVID-19.

"We're a big tourist town, and we went from a 98 percent occupancy in our hotels to a 5 percent, there was a time when it was a ghost town here," said Barry Turner, Manager of Radio Operations and Public Safety Technology, for the Frisco PD, which serves the area's 225,000 residents. Predictably, the nosedive in hotel revenues was matched by decreases in hotel taxes, restaurant taxes and other tourist and recreational income streams necessary to fully fund a host of city services including the police department.

COVID-era budget restraints temporarily limiting expansion of Frisco's elaborate technological infrastructure put additional pressure on the department's fleet of Getacs to perform above expectations in what was and is still, pandemic or not, one of the fastest growing cities in America.

According to Turner, Frisco settled on Getac to supply computing muscle for everything from its patrol cars, to its mobile command center, to its animal control vehicles after extensive real-world testing of five different manufacturers' rugged offerings that included soliciting buy-in from the officers who would actually be using the equipment.

"It was a very methodical process," Turner noted. "We had test officers, we had tests for the technical side, tests for ergonomics. We didn't take and stick something on our officers and say, 'Here it is. We just bought this. It's new stuff. You'll love it and (so go) use it.' We involved the officers. The officers chose this. They had to specify what they wanted as we going through the whole process and when they came back with their recommendations every single one of them picked Getac."

What they came back with, what Frisco purchased, were 80 Getac F110 fully rugged tablets featuring outstanding processing speed and multi-tasking ability, high-level graphics and mapping ability capable of seamlessly integrating with Frisco's home-grown, award-winning SAFER mapping GIS System which substantially outperforms commercial CAD programs available for police use. The F110 also features Getac's 11.6-inch proprietary LumiBond® 2.0 "works even when wet" touchscreen offering best-in-class display brightness and daylight readability, twin hot-swappable batteries, SSD storage drives, Intel advanced wireless connectivity and dedicated 4G LTE and GPS support.

Deployed in the department's patrol cars, the F110s flawlessly handle all typical in-car police computer functions plus monitoring cameras in schools and other public buildings and such bells, whistles and 'unusual' add ons as siren volume and tone controls.

Frisco has also deployed 42 Getac V110 convertible laptops for use by CSI investigators, dispatchers and technical staff. Boasting advanced Intel® Core™ Processors, SSD storage and Intel® Wi-Fi 6 AX200 modules for outstanding connection performance and stability in Frisco's increasingly dense and congested environments and up to three times faster wireless data speeds than previous technology.

Finally, Frisco uses seven S410 MIL-STD-810H & IP53 certified semi-rugged laptops for special purposes and in animal control vehicles.

All the Frisco PD Getac units, from the ones installed in the dog catcher's wagons to the two helping empower the department's \$2 million Mobile Command Platform, were installed by Trinity Innovative Solutions in Little Elm, TX.

"The speed and accuracy of Trinity's work is just phenomenal," Turner said. "We don't have any big area for them to work in, so we let them use our sally port, where we bring prisoners in. Every day they would have tools and other things all over the place and when they left at night it was like they'd never been there. They'd sweep the floors, they made sure there wasn't even a fragment of wire left behind. They were just excellent."

Looking outward as "Sports City" reopens for business and the department's needs continue to expand to meet Frisco's rapidly increasing population, Turner sees no problem in adding additional Getac equipment and phasing in upgraded units to replace those reaching the end of their four year service life.

"Hey," Turner said after commenting "Y'all will be glad to hear this, the auditor came in and when we said we were using Getac rugged and were looking to add more he was like 'I don't even need to worry about it. They're computer nerds, they meet all our requirements. Everything. It's perfect.'"

