



### **XPLORE TECHNOLOGIES® RUGGED MOBILE COMPUTER SURVIVING IN PORTSMOUTH, RHODE ISLAND POLICE DEPARTMENT XTREME ENVIRONMENTS**

#### **By land or by sea**

On the island of Aquidneck, accessible only by three bridges, lies the Town of Portsmouth, Rhode Island. Portsmouth was founded by Roger Williams in the late 18<sup>th</sup> century and was the home of the first capital of Rhode Island, which is now located in Newport. The Town population is 20,000 people, and is bordered by the Town of Middletown and City of Newport. Together the three communities account for more than 200,000 people daily with most of the individuals being present during the tourist season in the summer.



The Portsmouth Police Department, which protects and serves the community, employs 32 full time officers and seven part time officers. The officer's duties include everything from traffic control, bicycle patrol, motorcycle patrol, marine patrol, animal control functions and more severe crime duties.

In order to successfully patrol the Town, the officer's use marked and unmarked police cruisers outfitted with rugged mobile pen tablet computers that they purchased from Xplore Technologies.

#### **Why we chose Xplore Technologies**

The mobile computer selection process for the Town of Portsmouth was very carefully done and took three years to complete. Criteria included rugged computers that were fully functional to run inside the police vehicles. The key capabilities that needed to be present were mobility, the ability to be self-contained, fully rugged and non clam shell casing computers.



Paul Valente, a lieutenant of the Portsmouth Police Department stated, "We had demos from every conceivable company, you name it, we looked at it. All the computers that we tested appeared great at first, but they were not what they claimed to be. None of the units were self-contained or ruggedized, and some



of the largest departments in the state that were using (Xplore's) competitor's computers were having problems with the pins and the screens. In our environment, the clam case is not feasible because of the vibration in the cars, and they do not have the ability to stand up in the marine environment that we soon will be implementing, as do the Xplore computers."

### **Daily use of the computers in the field**

The Portsmouth Police Department uses the Xplore Technologies' GeneSys® II computers in the field in many ways. They run the NCIC (National Crime Information Center), NLETS (National Law Enforcement Telecommunications Standardization), and RILETS (Rhode Island Law Enforcement Telecommunications System) a standard for many police departments across the United States. The NCIC is the Federal Bureau of Investigation's software that is strictly used by police departments, and works in conjunction with additional police department software used to run local and state levels checks. Some examples of how NCIC is used include running licenses, registrations, wanted persons checks, stolen properties, missing persons and fugitives.

The department also uses IMC (Information Management Corporation of Grafton, Massachusetts) record management software to complete computer-generated reports, computer aided dispatch and run local records. This software program allows the Portsmouth PD to interface with NCIC and is currently being used by all but four of the Rhode Island city and town law enforcement agencies. In addition to the Rhode Island State Police, Rhode Island Fire Marshall, Rhode Island Department of Environmental Management and the Rhode Island Airport Police Department also use the IMC software.

The Portsmouth Police Department is making many improvements in technology as a result of a recent Federal Technology Grant in the amount of \$750,000 that Police Chief Dennis Seale and Administrative Services Lieutenant Paul Valente worked on with assistance from US Representative Patrick Kennedy (D) of Rhode Island and his staff, to make them one of the most technological advanced police departments in southern Rhode Island.

Portsmouth Police plans to revamp the radio communication infrastructure, update the in-house computer system and outfit the vehicles with the Xplore computers. This will make communication flawless through the NCIC, NLETS, RILETS, IMC Interface and Computer Aided Dispatch (CAD).



### **Beating the Environmental Elements**

The Town of Portsmouth has been using Xplore Technologies GeneSys II computers successfully for more than two years. The configurations in the vehicles include the Xplore GeneSys Quick Release Docking system, law enforcement mounting equipment and a backlit and rugged keyboard. But most important is the ability of the rugged pen/touch tablet computer to beat

the environmental conditions presented in the field – whether on land or in the water.

“We have the heat and the cold to contend with,” says Lt. Valente. “The temperature can go to a low of 10°F and get up to 150°F inside the vehicle when parked in the back lot of the station. An officer comes in, turns on the computer and everything runs smoothly. The computer also withstands the vibration elements during routine patrol, high-speed responses and vehicle pursuits.

Soon we will start using the computer on our 26-foot patrol boat. We have faith that it will work properly and withstand the bouncing around and other extreme elements that it will be exposed to on the salt water both in the winter and in the summer.”

### **Surviving recent head-on crash, cruiser was totaled, but the computer still worked flawlessly**

The date was June 17, 2002 at 12:09 in the afternoon. One of the Portsmouth sergeants was traveling south on East Main Road (Route 138). There was a van traveling north on Route 138 that was slowing to make a turn. A third vehicle, which was also traveling north on Route 138 suddenly slammed the brakes, swerved left and crossed over the double yellow center lines in an effort to avoid striking the van. This caused the vehicle to crash head-on with the 2002 Ford, Crown Victoria marked police cruiser. The roof of the police cruiser buckled on the vehicle, approximately 4-6 inches high, severely hit the vehicle front-end and passenger compartment, which caused both airbags to deploy. Fortunately the officer had only minor injuries, but the cruiser was a total loss.





Not surprisingly, the computer was taken from the totaled cruiser, and installed into another cruiser after the accident. The officer turned the computer on and it worked with out a hitch.

“We do not worry about the cars being fixed, we worry about our people,” said Lt. Valente.



After the impact of the accident, Lt. Valente said, “I was a little skeptical about how the computer would function, with the cruiser totaled and both air bags being deployed while the computer was running. I was uncertain if it would continue to work properly.”

I have to say, any prior doubts that I had, have been eliminated. Xplore Technologies units have exceeded all our expectations and we look forward to the continued working relationship with this company.”

**For more information please contact Xplore at 1.888.44.XPLORE or visit our web site at [www.xploretech.com](http://www.xploretech.com).**

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