

The Customer:

WAYNE COUNTY SHERIFF'S OFFICE

Wayne County, located on the shore of Lake Ontario between the cities of Rochester and Syracuse in New York, is a rural municipality that dates back to 1821. They equipped their law enforcement officers with leading edge Xplore technology to improve efficiency and safety.

THE SITUATION: INCREASING EFFICIENCY ON PATROL

One job of law enforcement executives is to make sure their employees have the tools needed to be as effective and as smart as possible in the performance of their duties. Efficiency is critical for law enforcement officers because much of their decision making depends upon the availability of effective, reliable data.

When Wayne County Sheriff Dick Piscioti was looking for ways to help his deputies become more efficient – and increase their level of service and safety – he turned to rugged tablet PCs from Xplore Technologies. Chief Deputy Rich House and one of Xplore's authorized resellers worked together to deploy the tablet computers to the sheriff deputies. But they wanted to give them time to get used to the new equipment, so they did not immediately mount the new tablets into their cars. This gave the deputies time to acclimate to the computers without having to give up their old systems right away. After using the computers over the course of a six month period, they were mounted into the sheriff patrol vehicles.

The county will now, with the help of a government grant, help the rest of the town and village police departments replace their older mobile computers.

THE SOLUTION: EQUIPPING OFFICERS WITH POWERFUL, RUGGED SYSTEMS

Wayne County has begun using a new computer system called TraCS, which replaces the time-consuming procedure of hand-writing traffic tickets and related reports. Using an iX104 tablet computer from Xplore Technologies, a deputy can download information from a driver's license and a vehicle's registration directly to a computer in his patrol car. With just a few keystrokes by the deputy, the computer can then generate a traffic ticket while a wireless connection transmits reports for the patrol supervisor, the courts, and the State Department of Motor Vehicles, right from the patrol car.

This system has reduced the time spent on a routine traffic stop from about 15 minutes to under five minutes. This means that if a deputy makes 15 traffic stops during a shift, he or she will gain over two hours of productive time over the course of the work day. This is a huge increase in efficiency, but the department's use of Xplore's tablets does not end there.

A second innovation that has proven to be an important tool and a time saver for both deputy sheriffs and correction officers is "Livescan." This device takes fingerprints and produces digital pictures of suspects or inmates and electronically sends them to a database in Albany. Within minutes the sheriff's office receives an e-mail reply either confirming the individual's identity or indicating that the name given by the suspect does not match the prints, often revealing the suspect's true identity.



BENEFITS: A SAFER, SMARTER, AND MORE EFFICIENT SHERIFF'S DEPARTMENT

In the past, it would take long periods of time to verify an individual's true identity. Now it can be done in minutes and officers are provided additional critical information about the individual, such as whether or not he or she is wanted by another police agency.

Using the new mobile computing solution, an officer who has arrested a suspect can promptly and safely make informed decisions about the individual, quickly complete his or her paperwork and get back on the job. Similarly, a corrections officer can quickly obtain the information needed to make safe and accurate decisions about the classification and admittance of an inmate into the jail.

Increased efficiency on the road and improved security in the jail are not the only benefits from these new technologies. Recording and confirming fingerprints for pistol permit applications can be performed almost instantly without the mess that comes from using ink. The prints can then be sent electronically to a computer in Albany for processing.

Sheriff Pisciotti reports that the necessary information for completing the pistol permit process comes back within 24 hours. Using the old manual system it sometimes took up to six months.

"No amount of technology or equipment can replace the personal touch our dedicated officers bring to the job" says Sheriff Pisciotti. "But technology gives our officers more time to do the really important things they do for our citizens."



ABOUT XPLORE TECHNOLOGIES

Xplore Technologies Corp., maker of the most rugged tablets on Earth, has been in the business of developing, integrating, and marketing industrial grade rugged tablets for our customers in the Energy, Utilities, Manufacturing and Distribution, Public Safety, Field Services, Transportation, and Military sectors for over 15 years. Xplore Tablets use the most powerful and modern processors and components and are tested more vigorously for shock, thermal, vibration, impact, ingress and emissions than any other PC in the industry. Xplore's products enable the extension of traditional computing systems to a range of field and on-site personnel, regardless of location or environment. Xplore's portfolio of products is sold on a global basis, with channel partners in the United States, Canada, Europe and Asia Pacific. Xplore's main offices are located in Austin, Texas with regional sales offices throughout the U.S., Canada and Europe. Xplore is a public company that trades under the symbol XPLR on the NASDAQ Stock Exchange.

