



Product: Itronix GoBook

Application: Enforcement and Public Safety Officers/First Responders

Itronix Solution:

- Designed to withstand environmental stresses such as heat and humidity, rain, vibration, and dust, lightweight GoBook laptops can be mounted on a standard police motorcycle.
- Equipped with a small printer, wireless, rugged GoBook laptops enable officers to access State records, issue and process traffic citations more efficiently since the tickets are printed rather than handwritten and officers can access driver and vehicle information directly versus verbally requesting the information from dispatch.
- Using the integrated wireless capabilities and CDMA network, officers can download information about the driver and vehicle registration from the Department of Highway Safety in real time .
- The Itronix solution saves Coral Springs \$650,000 annually, reduces the police workload while increasing the number of citations issued, and makes the city safer.

For more information contact:

Itronix Corporation
800-441-1309
509-624-6600
sales@itronix.com
www.itronix.com

Case Study:

Traffic Citation Improvement System in Coral Springs, Florida

Motorcycle-mounted Itronix GoBook laptops improve the Traffic Enforcement Unit's efficiency, increasing enforcement time thereby reducing accidents by 18% annually. Additionally the system increased city revenue by \$120,000 and saved an additional \$650,000 annually.

OVERVIEW

Located about 15 miles northwest of Fort Lauderdale, Florida, Coral Springs encompasses 23 square miles and is home to 127,000 residents — 30% are under 18 years old. In 2003 Coral Springs had the highest number of traffic related injuries among similar cities in the United States. Contributing to the high level of traffic accidents is the large number of children residing in the city.

For three consecutive years, the Coral Springs' annual citizen survey showed that when it comes to police matters, residents' number one problem is traffic/speeding. Based on this finding, the city government formed a cross-functional Citation System Improvement Team to improve traffic safety through speed limit enforcement. The team also strived to increase the efficiency and effectiveness of the police department's 13-member, motorcycle-based traffic enforcement unit.

PROBLEMS: Rampant speeding, a lengthy citation writing process and the high cost associated with issuing and processing traffic tickets.

The Citation System Improvement Team determined that issuing a ticket took an average of 15 minutes. Tickets were handwritten since the motorcycle-based Traffic Enforcement Unit officers did not have access to a computer while on patrol. At the end of a shift, a supervisor reviewed each citation before it was entered into a database by the records staff.

To address the traffic/speeding problem, the city had two choices: hire more officers to patrol the streets or increase the current officer's productivity. Since hiring and outfitting a new patrol officer would cost \$122,000 a year (including salary and benefits, supplies, equipment, and motorcycle), the Citation System Improvement Team focused on increasing the efficiency and effectiveness of the existing Traffic Enforcement Unit officers.

The slowest part of the citation process was handwriting the ticket, 6 to 9 minutes was not uncommon.

Another lengthy step in the process was entering the ticket data into the city's mainframe; this typically took 5 minutes per ticket — much longer if the records staff had trouble deciphering the handwriting. In some cases the records staff had to contact off-duty officers for assistance in reading the tickets. Illegible tickets were frequently thrown out in court.

The Itronix Laptop SOLUTION

After analyzing the problem and brainstorming various solutions, the Citation System Improvement Team agreed to develop a system whereby laptop computers and small printers would be mounted on the Traffic Enforcement Unit's motorcycles. Of particular concern

were the weight and size of the system as additional weight can make motorcycles unstable putting the safety of the officer in jeopardy. The CSI Team was also concerned with the reliability of a laptop in the field, particularly in the hot and humid conditions of South Florida. The color of the units was important too, because black absorbs heat, making the systems even hotter.

The ruggedized Itronix GoBook laptop is designed to withstand environmental stresses such as rain, wind, dust, shock, vibration, and chemical exposure. Its gray color reduces the amount of heat absorbed, reducing the temperature of the units, so they don't overheat.

The CSI Team also cited the design of the GoBook keyboard as a selling point. "Some brands have tiny function keys that just aren't usable for guys with thick fingers, but the keyboard on the Itronix machine is great. The keyboard is illuminated through backlighting of the keys and it drains water."

Using the built-in CDMA wireless technology in the Itronix GoBook, traffic enforcement officers can directly download state records. The downloaded information and data keyed in by the officer populates the ticket, which is printed for the violator on site. All citation information is stored in the laptop until the end of the shift, and then uploaded into the city's mainframe.

Itronix's willingness to stand behind its product also impressed the CSI Team of Coral Springs. "Everything is covered through their warranty program. Other manufacturers show you that their machine can get wet but fail to mention that the machine isn't covered under warranty if something breaks. Itronix has excellent customer service."

RESULTS: Less time spent issuing individual citations and reduced administrative processing time, correlating to increased productivity, cost savings, and safer streets for Coral Springs citizens.

Deployed in the first quarter of 2004, the Coral Springs Itronix-based traffic citation system had three key goals: reduce speeding, increase officer productivity by 20% and system productivity by 40%, as measured by the staff time required to issue and process a ticket. Traffic accidents dropped by nearly 18%, from 160 to 131, and the average number of citations issued each month increased by 28%. The fully equipped motorcycle unit also exceeded both productivity goals, officer time to issue a ticket was reduced by 44% and the overall process time was reduced by 59 and monthly revenues from traffic citations is up 15%.

The increased productivity is equivalent to hiring 3 additional traffic enforcement officers, which represents an annual savings of \$300,000. Eliminating the need to have the records staff enter each ticket into the city's mainframe translates to a redirection of \$100,000 of staff time to other activities. The revenue increase to the city is a minimum of \$120,000 annually.