



ONTARIO POLICE DEPARTMENT, NOW POWERED BY DELL AND RMT

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A small city of approximately 160,000, today Ontario, California stands at a crossroads. Though a bustling hub of commerce, and once a dot-com stomping ground, Ontario's population is burdened with a high crime rate. Chief of Police James Doyle has worked to change this. An aggressive advocate of adopting new technologies to aid his officers, Chief Doyle has always battled budgetary constraints in order to champion cutting-edge tools that help the Department to become more efficient and to better serve the residents of Ontario.



Ontario PD's latest technology decision was to work with Dell to implement RMT's rugged devices in their vehicles. These "extreme" touch screen computers are mounted on the dashboard of police cruisers and are built to endure. Currently used in the military, these mobile computers are designed to meet stringent military specifications. They are tested to ensure that they are watertight, dust proof and resist shock, humidity and vibration. The housings are milled from a single, solid piece of aluminum and undergo comprehensive tests called HALT (Highly Accelerated Life Test).

The Product Shootout

Though Ontario PD is quick to adopt new technologies, it doesn't take its decisions lightly. Before implementing any new technology, it goes through a long testing process, evaluating the technology based on several criteria, including ease-of-use, durability and of course—cost. In this case, the Department even put together an "Officer Test Group" where the officers who would be using these computers while on duty got hands-on involvement in providing feedback during the test scenario. Ontario PD had been testing RMT's 1205-PS VMT rugged mobile PC since September of 2004 along with several other computers made by Amrel Systems, Panasonic and others.

The last mobile computing solution Ontario PD implemented was riddled with problems. Power supply and hard drive failure were common, and this time, a trusted product and durability were key factors to consider.

"Ultimately, we asked our officers what they thought after letting them test several different units. At the end of the testing scenario, the officers didn't want to give up the RMT unit.

That's when we knew we had a trusted piece of equipment on our hands. The officers' choice combined with the right pricing and glowing customer references hailed RMT as the right fit for us," said Colin Fernandes, IT Supervisor for City of Ontario assigned to Public Safety. Fernandes manages all of Ontario's Public Safety Systems including the 911 call centers.

"We found some vendors had been in the Public Safety market longer than RMT," he said, "but after checking customer references for all the vendors, we were more impressed with how well RMT was able to customize and service customers with varied needs in a number of different vertical industries, including warehousing and military."

The RMT computer became the natural choice for the force due to its one-piece, ultra thin design. No modification to the patrol car's interior was necessary and the top-of-the-line 12.1 inch 1,000+ NIT ultra bright sunlight readable display with anti-glare coating is a touch screen—yet so rugged that the military can use it in the heat of the desert. The wide viewing angle makes the screen easy to view without having to rotate the display, which also has a screen blanking function to discreetly conceal sensitive information in an instant.



The department purchased the RMT solution through Dell—a trusted vendor that is already the provider for the department's storage area network along with EMC. "We have always been happy with Dell's hardware and service agreements," said Fernandes. "In fact, we are researching the benefits of decentralizing the servicing of printers through Dell's hardware service agreements. The goal is to take advantage of Dell's technical support resources to troubleshoot departmental printer trouble issues."

The Ride-Along

Ontario's Finest uses the Dell/RMT solution to help them make on-scene, knowledge-based decisions. Using the touch screen, officers place and receive calls to dispatch en route without using the conventional 2-way radio system en route text messaging. They also text message other units for information or backup. Reports are typed up while on patrol and data remotely transferred back to the force's record management system.

By running an application on the Dell/RMT solution, officers get quick access on the scene to public and proprietary databases, such as gang photographs and profiles through the Department of Justice, queries for persons and vehicles, and access to the digital booking system to capture, store and retrieve criminal mugshots, images, fingerprints and data.

A Committed Team

“This Dell/RMT solution was the most customizable and upgradeable one we looked at and RMT held a solid five year standard warranty,” said Mike Stanley. “Having a company like Dell stand behind RMT’s product was We have always been impressed with Dell’s standards of service —we have a 24/7 commitment to the public and, in our experience, Dell mirrors our standards with their excellent 24/7 commitment for service and support. We’ve never had to wait days, only hours, when issues with our systems arise.”

The Department replaces a portion of its fleet of Crown Vics each year with new vehicles and now each new vehicle will be equipped with a new RMT computer. “Our intention,” said Colin Fernandes “is to gradually equip our entire fleet of 65 to 75 black and whites with the Dell/RMT solution.”

“RMT is unique in that we work exclusively with OEMs and resellers. We value our partnership with Dell in the public safety sector,” said Eric Miller, General Manager at RMT. “We stake our reputation on our premium technology that boasts a low failure rate and the industry’s longest warranty for rugged computers. We know that any solution associated with the Dell name must meet these types of standards of excellence.”

RMT currently has customers in a breadth of industries including public safety, mining, construction, transport, warehousing and logistics, military and government. RMT does not sell direct to customers. Instead, it works closely with trusted partners and resellers to provide a complete, customized solution tailored to end-users’ needs.

Here’s What Public Safety Officials Have to Say about RMT Technology:

“I was at a conference and saw a RMT product demo which involved the computer actually being submerged in a fountain of water in front of the hotel. We worked with Roper Mobile soon after to customize a solution for our Fire trucks and our Department currently uses 18 units.”
—Fire Chief Rick Hurley, Modesto, CA Fire Department



“We knew equipping our fleet with these computers would deliver real time data and faster communications to our officers. This translates to improved efficiency and a faster emergency response time.”
—Chief of Police Sol Benudiz, Vernon, CA Police Department

“We liked RMT’s self-contained one-piece design. It is simple, yet rugged. The touch screen is easy to use, but it’s durable. Officers can pound on it with a gloved finger, bare finger or a pen and it’s still effective. So far, we’ve equipped our cruisers with 17 RMT computers and have future plans for deployment.”
—Services Commander Jim Rodino, Vernon, CA Police Department

“As we read through the proposals, we became convinced the best unit for our needs was the RMT 1205-PS touch screen PC from RMT. The 1205-PS has a 1,000-NIT super-bright display; it operates at ambient temperatures far beyond 130 degrees; and the case is milled from a single piece of aluminum for toughness. Plus it has a blackout switch so the screen can be blacked out at night or when you don’t want others to read the screen. The RMT does the job.”
—Teresa Cash, Computer Systems Specialist, Lewiston, ID Police Department