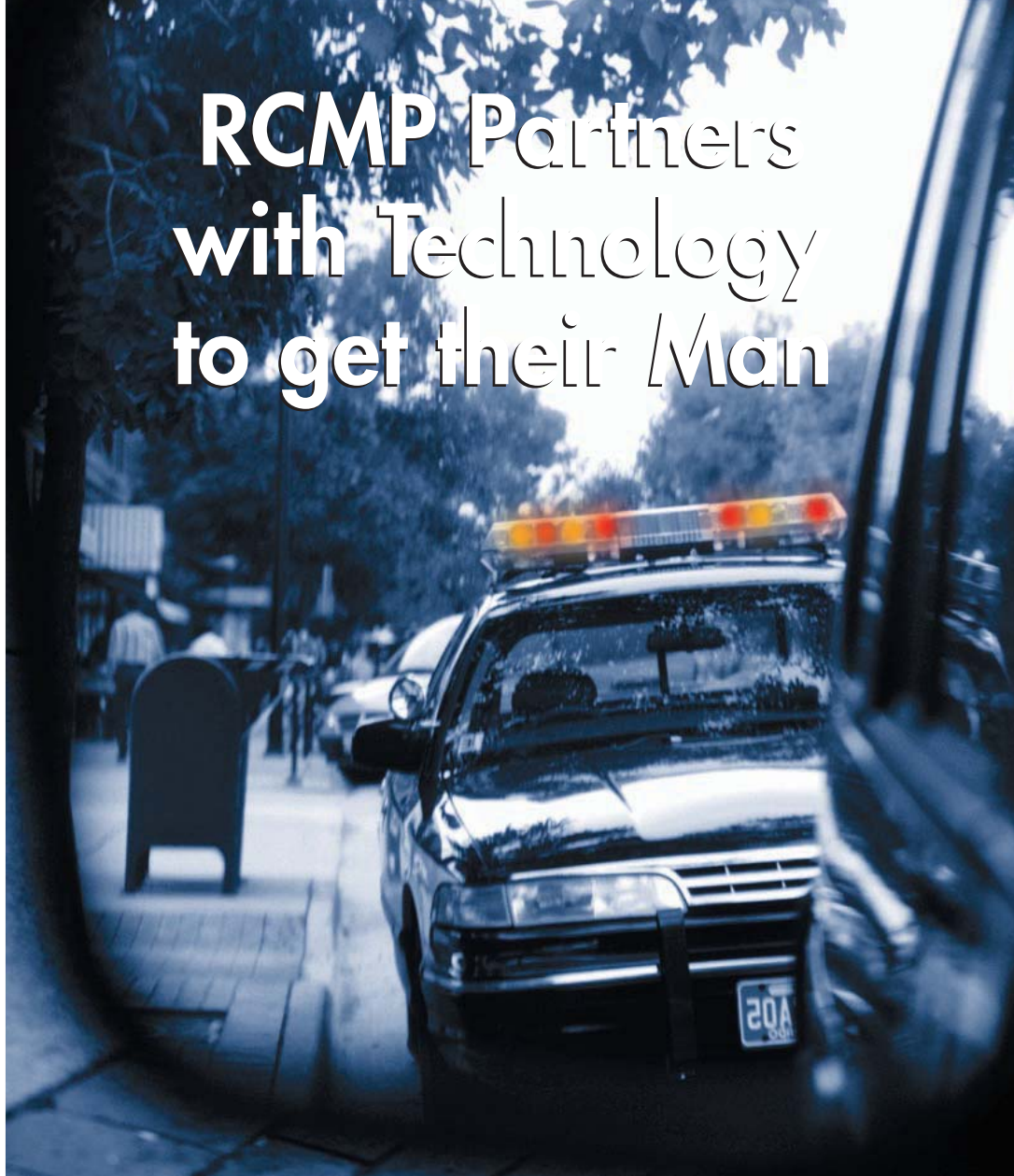




# Case Study

## RCMP Partners with Technology to get their Man



The Royal Canadian Mounted Police (RCMP) have always relied on brain and brawn to “get their man.” In the 21st century, the 128-year-old police force is armed with a new tool—wireless technology. Mobile wireless workstations, installed in officers’ cruisers, are helping Canada’s national police service get their man long before he knows the RCMP is coming.

Guy Millaire, Officer in Charge, RCMP Mobile Communications Branch explains: “Over the years, it became easy to listen in on radio activity. There was very little the RCMP could do to prevent criminals from eavesdropping and thereby avoiding capture. Today, as a result of the wireless system, we operate in stealth mode whereby officers communicate through digital messages and access information directly from a central database to solve cases.”

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Guy Millaire, Officer in Charge,  
Mobile Communications Branch  
for the RCMP



According to Millaire, this is just one of wireless technology's many benefits. The computerized system called ROADS enables officers to communicate more effectively because they are able to receive dispatches electronically and gather information from central databases. "Our team relies on the system to run queries on vehicles or suspects and to relay messages to dispatch centres and other officers across the country. This goes a long way in ensuring the safety of the public and the RCMP officers," explains Millaire.

Officers also complete their daily reporting and investigating duties out of their cruisers. Millaire estimates that up to 70 per cent of officers' day-to-day paperwork can now be handled from their car and bring calls to closure without returning to the office.

ROADS is the culmination of a 12-year relationship between the RCMP and xwave that began in 1989 with an RCMP request for proposal in liaison with the National Research Council and Contracts Canada.

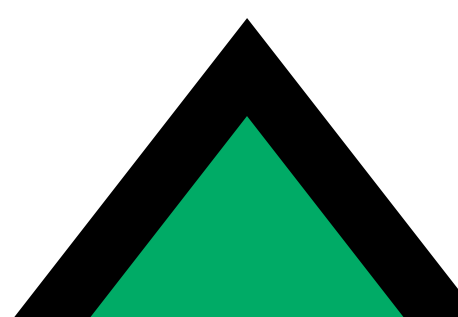
The first assignment dealt with the development of an umbrella system called the Computerized Integrated


Information and Dispatch System (CIIDS). Today, CIIDS provides the RCMP with a complete dispatch and information system that serves as their national dispatch system. The CIIDS project was carried out in two phases. The first phase saw the redesign of the database and query system used by dispatch officers, and the second made the information accessible to RCMP officers in their cruisers.

"Our vision was to have a computer aided dispatch that we could use right across Canada. We want to offer the same capabilities to the officer in Rice Lake, Manitoba, that we offer in an urban centre like Vancouver," explains Millaire.

John Taker, Director of xwave's Public Safety Group, explains that xwave took the functionality of all the disparate parts and streamlined components into a one-time data entry system. The result is a system that relays information quickly and accurately to enable officers to work cohesively. The initiative marked the start of a long relationship that has seen the technology evolve.

Once CIIDS was established, xwave and the RCMP embarked on the second phase of the project that would expand the benefits to officers through ROADS.





“We worked directly with officers to design a system with their specific needs in mind. We looked at how the officer would use the equipment and how the system would make ergonomic sense in the car,” explains Taker, who sent his software developers into the field with police officers to witness first hand the real-life needs of the RCMP.

Today, the system is accessed by police officers across Canada who search its database to obtain immediate access to operational police information.

Millaire attributes the success of the program to the partnership that exists between the RCMP and xwave and to the fact that xwave understands public safety. He explains that ROADS was tested across Canada in three different stages. “The product improved with each modification. You can only do that if you have a good working relationship with a supplier who is willing to give. xwave was dedicated to making the product better,” explains Millaire.

The partnership between the RCMP and xwave, like the technology, is always evolving.

“It’s important that we keep abreast of new technologies and update the system with other systems that we interface with. The RCMP understands the value of the technology and gives us the freedom to make changes as needed,” said Taker.

According to Taker, this ongoing development is xwave’s key role. “We listen to client needs and then adapt the product offering to meet those needs. As a systems integrator, we bring product and domain experience together to adapt solutions to our clients’ needs.”

As a result of its ongoing relationship with xwave, the RCMP continues to benefit. The technology continues to evolve to meet the force’s specific needs and ensures that officers always get their man.



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John Taker,  
Director of **xwave’s**  
Public Safety Group

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## Contact us

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