

A Customer Success Story:

The Quebec Provincial Police and the Kommander™ solution



The Quebec Provincial Police (Surete du Quebec) is the third largest police organization in Canada. The role of the QPP is to deliver service, integrity, and justice throughout the Canadian province of Quebec. Their mission is to contribute throughout the territory of Québec, to maintain peace and public order, preserving life, safety and fundamental human rights and protecting property.

Founded in 1870, May 1st, 2020 celebrates the 150th anniversary of the QPP as one of the oldest standing police organizations in Canada. It is the overseeing governing police agency with jurisdiction over all regions of the province of Quebec and responsible to carry out a wide variety of mandates. It operates at all levels and in all sectors of public safety and security, including policing activities in the municipalities it serves, in road safety, in local and international criminal investigations.

As the provincial police force providing services to citizens and other police organizations in the province, the QPP is also a leader in specialized service services and delivery, especially in terms of criminal investigations and emergency measures, thanks to the expertise of its police and civilian personnel and the use of advanced technologies.

Below are some quick facts from the 2020-2023 QPP Strategic Plan ¹ ...

- Serve more than 2.5 million citizens in the province of Quebec.
- Serve 86 regional county municipalities
- 115 police precincts
- Employ 8,000 Police Officers
- Patrol over 98 million kilometers a year

¹ Content extracted from the QPP web site at <https://www.sq.gouv.qc.ca/>

The customer business challenge

Police officer health and safety is a key preoccupation of the QPP as their work across the province requires them to be mobile and responsive while ensuring the safety of themselves and the public. In the case of road accidents involving police vehicles, airbag deployments contribute towards officer safety. Unfortunately, an officer can be severely injured by the dislodging or personal impact of in-vehicle equipment (ex. a docked and mounted mobile laptop or tablet) in the path of an airbag deployment. Officer safety is a key challenge to assure their security.

The Ontario Provincial Police (OPP), in collaboration with Transport Canada, was one of the first Police agencies to published crash test results for police vehicles. It was demonstrated that the installation of in-vehicle equipment between driver and passenger area is a serious threat for officer safety. In the case of a side vehicle collision for example, the crush factor between the door, the console and in-vehicle equipment are increased². The ergonomics of the console and in-vehicle equipment must conform to address this issue.

Another impact on officer safety is distracted driving: the constant demand from the driver to interact with the in-vehicle emergency equipment. Focused reading of the touch screen display of a docked and mounted mobile laptop or tablet, the typing of information, or other interactions, can distract an officer while driving or in pursuit impacting on officer safety.

In support officer health, the mounting of in-vehicle equipment and its ergonomic impact on officers has been recognized by the QPP as a major challenge. Commonly, the installation or mounting of a mobile laptop/tablet on center console of the police vehicle requires the officer to twist his back into a position suitable to access the screen and keyboard further limiting their movement.

According to an independent study, back pain is responsible for twenty percent of staff absenteeism³. In the case where the police vehicle is their mobile office, it is important to adapt the mobile workspace for officer health and safety reasons, to work ergonomically to simplify the officer's daily tasks.

The need to access multiple in-vehicle components and access multiple software applications adds complexity as an officer conducts his duties and potentially can impact officer safety. Part of the value of an in-vehicle ergonomic workspace is to minimize the impact on officer health by offering them additional free moving in-cabin space needed to intervene rapidly and safely (without injury) in situations sometimes requiring quick reactions.

Officer health and safety, in-vehicle ergonomics, and simplicity need to be priorities to help solve the challenges. Choosing the right vehicular technology solutions is a key factor for the QPP.

² Canadian Association of Chiefs of Police
"Police Vehicle Safety Alert – Crash Testing Letter"

³ L'Actualite Magazine, Tuesday, November 1st, 2016, Dominique Scali
"One in five patrol officers absent from work due to back pain"

The Kommander™ solution

The QPP recognized that the increasing rate of officer absenteeism due to in-vehicle officer health and safety issues was impacting their financial and operational budgets.

To address these issues, the QPP selected an experienced partner that could help them respond to their operational challenges in vehicular technology. Cyberkar Systems was selected as the partner of choice because of how the Kommander™ solution addressed these issues and the commitment of the company to meet the QPP goals. The QPP has been a Kommander™ customer since 2013 and have deployed to date the Kommander™ solution to over 1000 active QPP vehicles in operation.

Cyberkar Systems has seasoned experience in mobile and IT vehicular systems for Public Safety. The founders of Cyberkar Systems understood clearly these public safety challenges and set out to develop an integrated IT vehicular solution that provide a turnkey solution while addressing the integration of officer safety, ergonomics and simplicity in the day-to-day work of police officers. The result is the Kommander™ solution, engineered and developed by Cyberkar Systems.

The Kommander™ solution offers the key following characteristics:

- ✓ Security
 - In-dash touch screen.
 - Compact brick size in-dash computer.
 - Equipment is out of the airbag zone.
 - Free roam front cabin.
 - Reduced distracted driving.
- ✓ Ergonomics
 - Integrated 12-inch touch screen in the dashboard that swivels for easy reading and control by driver or passenger.
 - Quick access steering wheel control buttons to control the light bar, emergency lighting, and siren tones. Easy black out the screen feature and toggling between software applications.
 - Quick detachable mobile in-vehicle backlit keyboard allows officer to type without twisting the officer's back.
- ✓ Simplicity
 - Easy and simple to use RedAlert™ control menu touch screen interface.
 - Task automation via triggers.
 - Standards based in-cabin setup of common police pack car models:
 - Chevrolet Tahoe PPV™
 - Dodge Charger Pursuit™
 - Ford Interceptor Sedan™
 - Ford F150 Responder™
 - Ford Interceptor Utility™



The Kommander™ solution can integrate the existing police technologies of an agency's choice like sirens, lightbars, in-car video, body worn cameras, and/or automatic license-plate recognition cameras, e-citation, public address speakers to name a few.

The Kommander™ solution also eliminates the need for multiple supporting components and controllers needed that take space inside the vehicle as well as being costly and complex to operate and maintain. The Kommander™ solution uses one controller module to interact and manage multiple in-vehicle equipment.

The integration of the Kommander™ solution can be done directly with the customer or with the vehicle upfitter of a customer's choice.

The Benefits

The Kommander™ solution from Cyberkar System is a unique, complete, and integrated IT vehicular solution for Public Safety organizations available across North America. The Quebec Provincial Police was clearly able measure the key benefits of this solution for their organization.

Ergonomic officer safety means less injury for the officer, enhanced in-cabin security during an officer's execution of daily activities, and reduce costs related to staff absenteeism due to wear and tear physical injury. Kommander™ contributes significantly to ease the movement of the officer by providing more available space between the driver and passenger seats.

The Kommander™ integrated in-dash swivel touch screen display and computer in the vehicle promotes better officer safety in case of vehicle accident.

In-vehicle police operations are simplified by providing a unique and intuitive RedAlert™ control menu software interface for ease of use by the officer. RedAlert™ is also highly customizable for an optimized Police work environment. Automation of tasks make officer engagements more efficient and safer.

Cyberkar Systems offers a single point of contact for support for efficient problem resolution, resulting in higher vehicle operational uptime on the road thus lower total overall cost of ownership. The Kommander™ solution reduces CAPEX and OPEX requirements by significantly reducing the number of disparate types of in-vehicle equipment requiring support and maintenance.

While offering maximum comfort, officer safety, simplicity, and efficiency, the Kommander™ solution assisted QPP officers in keeping their eyes on the road and their hands on the steering wheel.

The Kommander™ solution makes your mobile Police work environment simple and user friendly.