

# integrian *frontline*

a quarterly newsletter

second edition



## See you... in San Diego!

Many of you will be attending this year's IACP convention in November. It's a great opportunity to walk the floor and see what's new in Law Enforcement. For us, it's a chance to reconnect with old customers, welcome new ones and meet law enforcement professionals from all over the country, and beyond. We look forward to the show every year, and 2008 is no exception!

Thinking about the event this year made me realize again how quickly our industry evolves. Sometimes too quickly. We all get excited about new technological capabilities, such as inter-municipal communications – visions of every agency being able to instantly share video footage and metadata; homeland security made that much more efficient by use of the latest and greatest innovations. But the reality is, deploying technologies with far-reaching capabilities may in some cases hinder the simpler, day-to-day operations of individual agencies.

With that in mind, Integrian has continued this year to focus on the most basic and immediate needs of our customers. Namely, ruggedized video systems that work inside the patrol cars being used today. And, user-friendly video evidence management software that provides the precise information officers and administrators need, when they need it.

We will always have our eye on the future. Integrian video analytics, developed for the Air Force Research Labs will someday be used to enhance tactical street operations in law enforcement. Until then, we will continue to deliver one simple solution that allows the beauty of mobile video technology to speak for itself, and to produce what is needed to win cases – no more and never less.

Be safe out there. See you at IACP in San Diego!

**Regards,  
Pete Durand**



### Inside this issue:

- **Integrian Insider: Tom Lyndes, Technical Documentation**
- **IACP Spotlight**

## INTEGRIAN INSIDER

### TOM LYNDES, TECHNICAL DOCUMENTATION

#### "I try to put myself in the customer's shoes..."

Tom Lyndes is an Integrarian who directly impacts each and every customer, but whom few of you have met. Tom heads up our Technical Writing and Documentation projects. "Surprisingly," Tom says, "that doesn't mean I am writing all the time. I'm always talking to engineers, developers and support representatives to learn about how the product works and how our customers can make the best use of the equipment. Most importantly," he adds, "I try and put myself in the customers' shoes to figure out what questions they might have and how to make the answers easy for them to find."

The most challenging aspect of Tom's job is keeping up with product enhancements. "We are releasing new builds at the rate of one per month and adding so many new features is always hard to keep up with."

Despite the challenges, Tom always seems to be smiling. "There is a lot to love about this company. I have never worked someplace where 100% of the people really care about the product and the customers. I really look forward to coming into work every day because we have a great product, the work is interesting and I feel like I'm making a difference."

When he's not at work Tom is an avid Ultimate Frisbee enthusiast. He also spends time skiing, camping, listening to Bluegrass music and fishing. Tom is from Vermont, where much of his family still resides.

One could say Tom was born to work with law enforcement. "My Dad was an FBI agent. My earliest memory of him is watching him pull a submachine gun out of the trunk of the family '51 Buick!"

Tom values customer feedback. If you have any comments on product documentation feel free to contact him directly at [tlyndes@integrarian.com](mailto:tlyndes@integrarian.com).

## TECH TIPS

- **Upload your video regularly. This will save time at the docking station, and minimize your down-time.**
- **Check the LCD often – it will alert you of any interruptions or critical messages regarding operation of the unit.**
- **Pay attention to how the DVR is configured. This will affect searching and other functions.**
- **Download this [helpful guide](#) on operation of the 2.4GHz wireless microphone.**



Tom Lyndes

## WHERE THE RUBBER MEETS THE ROAD WHAT YOU TOLD US



**Thank you** to those agencies who participated in last month's informal market research study. Over 100 Chiefs, lieutenants, Captains, Sergeants, Officers and IT professionals responded on their use of in-car video systems. Many of you were interested in the results, so here is a brief summary of the data.

- **67%** of the agencies polled had fleets of less than 50 vehicles, 27% had fleets of between 101-300 vehicles
- **90%** of the vehicles in use are either Crown Victorias or Impalas
- **71%** of agencies currently use digital video surveillance, 12% use analog systems

- **98%** of agencies deploy 2 cameras or less inside their vehicles. There were a handful of you who do use 3 or 4 cameras (Integrian supports up to 4 cameras recording simultaneously)
- **92%** of agencies use video surveillance for traffic enforcement. Other uses include DUI enforcement, profiling issues, special operations and training
- **78%** of agencies use laptops in their vehicles

Integrian's product development team uses this information to keep your needs in mind as our products continue to evolve.

**Thank you again to all who participated!**

### UPCOMING SHOWS

September 23	Washington State Law Enforcement Technology Conference
October 6-8	APTA International Public Transportation Expo
October 7-8	COPS West
October 23-26	South Carolina Police Chiefs Association
November 8-12	IACP Annual Convention

Visit [www.integrian.com](http://www.integrian.com) for show details



### IACP SPOTLIGHT

Integrian will be back again this year to showcase DigitalPatroller. As always, we will have several kiosks set up where you can see the best in mobile digital video in action. Come visit us at **Booth 1429**, in the vehicle pavilion.

In addition to the activities going on in the booth, Integrian is slated to present in the Solutions Theater on Sunday, November 9 at 1:00pm. The Solutions Theatre is located at the center of the exhibit hall in the IACP lounge area. Come hear an in-depth analysis of how the newest video evidence technology helps agencies manage their evidence, mitigate risk from unnecessary lawsuits and manage changing policies seamlessly.

For more information or to register for the show, visit [www.integrian.com](http://www.integrian.com) and click on the show link.

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