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Customer: Olathe Police Department
Country: United States of America
Model number: PJ-700 series, RJ-4250WB

The Customer

Olathe Police Department remains committed to protecting and serving their community with 145,000 citizens in suburban Kansas City.

The Challenge

On average, they have issued around 50,000 to 60,000 tickets a year. Issuing written tickets has incurred a lot of time and resources for them. Tickets were manually written and imported into their records management system. Their department has witnessed between 2% - 3% loss in revenue, due to ticket entry errors.

As their time and resources are precious, they would need to upgrade from their decade-old and manual time-consuming processes to a more modern and connected eCitation solution, that could achieve efficiency and increase safety with reduced cost and errors. With technology, they will be future-ready. With a force of 200 police officers and 30 civilians, they have sought ways to improve their use of department resources.

Hence, Olathe Police department required an eCitation system, that could cope up with their operation and reduce costly errors. Their solution needs to cater to several different ticketing situations and create customized data reports.



The Solution

They have selected digitTICKET eCitation solution from Saltus Technologies because of their software's ability to provide data reports, on a variety of tracking metrics to meet their state mandates. Saltus solution could work well with a laptop, Brother's PJ-700 series and RJ-4250WB Rugged mobile printers, that could generate seamless ticketing. Brother's mobile printers are versatile with flexible mounting options and were very well-received. They have implemented this solution in their department-wide.

"We had been using the same ticketing process for decades and need to shift away from our manual processes. Since implementation, I have not heard of a solution complaint in the last two years. As large errors could lead to huge consequences but it virtually never happened. The reduction of ticket entry errors has changed quite significantly.", said Deputy Chief Jack Fahrnow.

Error omission and Efficiency:

They could decrease their time spent in issuing a citation that used to take up around 15 - 20 minutes for hand-written tickets to around 2 – 5 minutes with their new implementation.

They could streamline their ticketing input system and ticket details, which has helped to achieve accuracy and efficiency.

Versatility:

Brother's mobile printers could cater to their various department use. Come with a variety of options, they could mount their mobile printers on their vehicles, which allow smooth operations with improved efficiency.

Reliability:

They could foster a strong working relationship with Saltus and Brother, with all their requirement being met.