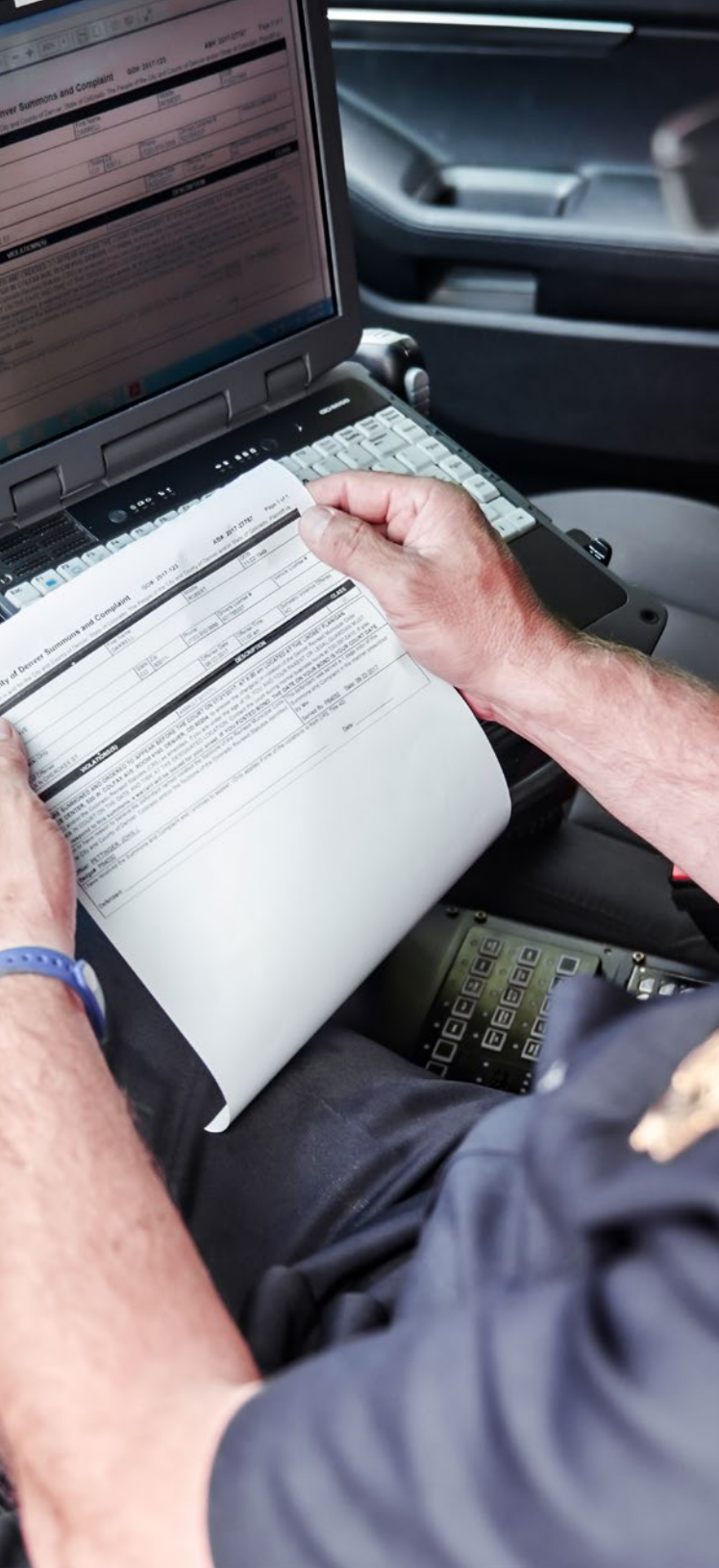




## **Case Study: Public Agencies Solution**

Customer: Wayne County Sheriff's Office  
Country: United States of America  
Model number: PJ-700 series



The department's deputies have given a very high rating on Brother's thermal paper for delivering a new level of print quality for documents printed using Brother's PJ-700 series full-page mobile printers.

## The Customer

Serving more than 90,000 citizens in New York state, Wayne County Sheriff's Office provides a wide range of services to their community.

Wayne County is located approximately 50 miles west of Syracuse and lies on the south shore of Lake Ontario. Considered part of the Rochester metro area, their community forms part of the northern border of the US and Canada. The county is large with 44 miles wide and 22 miles north-to-south and spans nearly 620 square miles.

The department is a long-time user of Brother's PJ-700 series full-page mobile printers for their fleet of patrol cars.

The Sheriff's office has a full and part-time staff of approximately 166 people, including 77 officers of all ranks, such as deputy sheriffs, sergeants, criminal investigators and lieutenants.

Each department's 77 patrol vehicles are equipped with Brother's PJ-700 series mobile printer, which is used by their officers to print many types of documents in field. The Sheriff's Office also operates a 'take-home' car program, allowing their deputies to take their vehicles home each night and start their new shift from home each day.

## The Challenge

According to Barry Virts, Sheriff of Wayne County, Brother's PJ-700 series mobile printers have been installed in their vehicles and working successfully for more than 10 years.

Recently, there has been a rising number of complaints about their thermal paper they were using, which was not Brother's thermal paper. When their deputies issue a summons or a supporting deposition for a traffic ticket, their images on their printed document would often

With the switch to Brother's thermal paper, deputies have become more productive in field. They do not need to drive back to their station to complete their paperwork which has increased their productivity.

be washed out, faded or even disappeared. If citations were left under the sun, their image quality would suffer. This situation has caused frustration among their deputies and community members as images on their documents have become illegible.

For example, if a motorist left a ticket on their car dashboard under the sun, their faded document made it difficult for them to read their information such as the deputies' name or specific violation.

When documents were printed out and stored in their case files for archival and retrieval, their paper was often unreadable when accessed.

## The Solution

In search of a more effective solution, Sheriff Barry Virts has attended a National Sheriff's Association (NSA) convention, which he has visited the booth of Brother Mobile Solutions (BMS).

He brought his concerns on their thermal paper to the attention of BMS team, who said that their printing quality issues were the result of not using Brother's thermal paper



## GENUINE BROTHER SUPPLIES



### PA-C-411 A4 cut sheet paper - 100pc

- A4 size full-page paper
- High-quality print with crisp images and text that ensure legibility



### PA-R-411 Continuous Roll Paper (6 rolls x 30m length)

- A4 size full-page paper
- High-quality print with crisp images and text that ensure legibility



Brother's team has shown Brother's thermal paper to him, crumpled their printed paper up and pour water on it to demonstrate their paper quality.

"I could not believe my eyes. The print quality of Brother's thermal paper was phenomenal. Even soaking wet, there were no smears on their paper and their images were completely legible.", exclaimed Sheriff Barry Virts.

Following the convention, Wayne County has switched to using Brother's thermal paper and their results have been positive. "As a result, ever since our switch to Brother's thermal paper, our deputies have been more productive in field. They do not need to spend additional time, to drive back to their station to complete their paperwork. Higher levels of print quality documents could be printed out by their

deputies in field.", said Sheriff Barry Virts.

According to Sheriff Barry Virts, this improvement has delivered significant savings in both fuel and time, improving cost efficiency and enabling their deputies to spend more time in their community. "As our station is at the southern part of the county, if one of our deputies are located in the northern part of the county, it could easily be 35 - 40 miles to drive back to their station to do their paperwork.", said Sheriff Barry Virts.

With Brother's high-quality thermal paper, deputies can now do their paperwork in their car and print a wider number of documents such as depositions, legal paperwork, court paperwork or statements for case files, without faded images. "Our patrol cars have turned into a more efficient mobile office.", added Sheriff Barry Virts.

Brother's genuine paper supplies provide optimum compatibility with consistency and reliable results for every print.

