LESSONS FROM A LIEUTENANT:

HOW TODAY'S POLICE DEPARTMENTS CAN IMPLEMENT AND BENEFIT FROM ECITATION

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eCitation

Today's eCitation systems are delivering significant benefits to public safety organizations of all sizes, including smaller and mid-sized departments. Yet, while the benefits eCitation delivers are significant – including protecting police officers and the citizens in the communities they serve – a large number of smaller metro or rural police departments have yet to adopt eCitation.

In this eBook, a 33-year veteran of a major metropolitan police department provides a first-hand view of best practices for a successful implementation of eCitation software and shares what to look for in mobile printing hardware for the optimum turn-key solution. He also provides tips on a fast-path to ROI – making a clear case for the adoption of eCitation sooner rather than later!

100%

1

Seasoned Police Lieutenant
Offers Real-World View of
IT's Value for Public Safety

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Now retired, Police Lieutenant John Pettinger spent 33 years in a major metropolitan police department, with the last 18 of those years devoted to IT-related functions including overseeing the department's computer bureau and the website management system used to collect all data for field officer reporting.
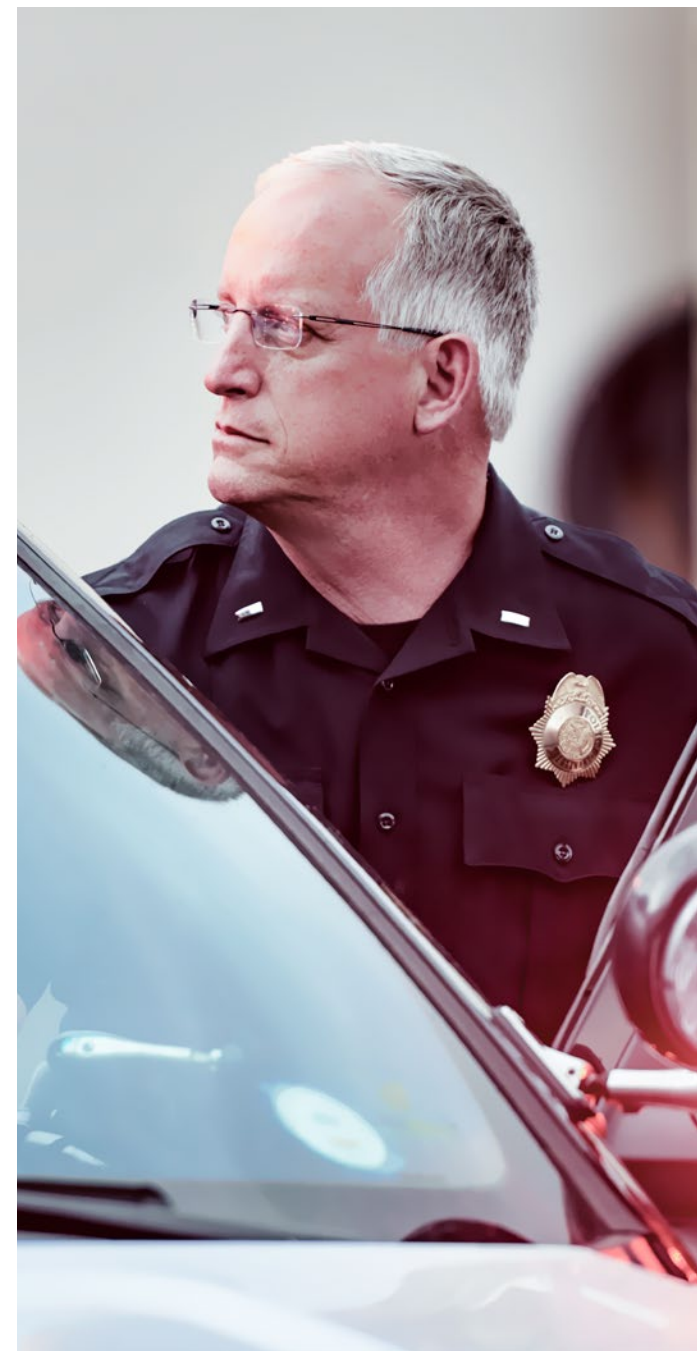
Throughout his career, he has seen a lot of technology tools gain popularity and ultimately gain acceptance across the police department.

One of the most impactful was an enterprise-wide rollout of a records management system followed by an eCitation solution paired with wireless mobile printers.

The First Step – Ramping Up Records Management

The department began by ramping up its records management system and deploying the hardware, including laptops and portable printers, to support this new technology for a large fleet of marked patrol vehicles. Upon completion of phase I, the department had outfitted its entire fleet of 500 vehicles with new hardware and software. A key component of the deployment was the mobile printers used to real-time print documents (e.g. booking slips) related to arrests.

As a next step, the department progressed to eTicketing of parking tickets, traffic tickets and other violations. A key component of the solution were two types of Brother wireless mobile printers including PocketJet, a full-page form factor for patrol cars and patrol SUVs, and RuggedJet, a smaller 4-inch form factor that officers could use while patrolling on motorcycle or bike. The flexibility to choose a best-fit device was a great benefit to the police force.

2

eCitation Delivers
Powerful Benefits

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10%–15% of handwritten tickets are dismissed per year in the U.S.

≈ $600-900M *in lost revenue*[1]

In addition to now having the right size printer for the right situation, adoption of the mobile printing and eCitation solution proved beneficial in other ways:

Streamlined Operations and Costs

Drastically cut down on paper use, eliminated the need for triplicate documents, and streamlined the process of serving a summons or completing a booking slip.

Closed the Loop from Car to Court

Immediately remedied the problem of unreliable hand-written paper tickets and provided the means to easily transfer ticket data to the Court and Records Management System.

Printing on Demand

Enabled the central housing of all documents related to ticketing and arrests, and provided the means to send, share and print on-demand if additional parties required additional copies.

Solution Fits Any Sized Budget

Departments both large and small can greatly benefit from an eCitation solution—given tight budgets and limited resources. eCitation helps save time and money while helping improve police force efficiency.

Reduced Errors and Efficiency

The in-vehicle system for entering case data and printing a document not only cut down on duplicate entry, but greatly reduced the input error rate. This is especially critical given that if a document is illegible due to poor handwriting, especially regarding a citation, it can lead to a case being dismissed in court. Currently in the U.S. 10-15% of handwritten tickets are dismissed every year due to illegibility - that's $600-900M in lost revenue.[1]

[1] https://www.l-tron.com/solutions/electronic-ticketing-e-citation

3

Advice for Department-
Wide Adoption

up to 30%* FASTER CITATIONS

brother
at your side

3

Before implementing the new agency-wide records management system, eCitation software, and mobile printing platform, Pettinger and his team thoroughly vetted their options. He shared some key take-aways:

Dependable and Built for Field Demands

Look for a mobile wireless printer that is proven reliable, engineered for extreme field use, and performs in all climate conditions, from extreme heat to extreme cold. Pettinger cautions against inkjet printers, as he has not found them to work well in extreme temperatures.

Thermal Paper a Strong Choice

Agencies evaluating mobile printers should have no concern about thermal paper. There are various types for various uses, and Pettinger's force had thermal printouts in cars with temperatures over 120 degrees Fahrenheit that remained easy to read without becoming discolored or compromised.

No Fuss Installation and Upkeep

To ensure maximum cost savings and cost-effectiveness, look for printers that are both easy to install and easy to maintain. This particular department has had some of the printers in its patrol vehicles for more than 10 years now and they're still going strong.

Go Big with ROI

Pettinger and his department were not only able to help reduce costs related to the technology itself, they also realized ROI from reducing the time officers spent dealing with paperwork. This meant they could focus on more important priorities – such as providing quality protection for the community. Thanks to the mobile wireless printers, the department cut down the time it took officers to complete their citation-related tasks by 30% and realized a positive return on investment within four months.

Uncover New Data for Analysis

Despite the many benefits this technology offers, it can still be a hard sell for some departments given limited budgets. Thus, if agencies are struggling to gain buy-in from superiors when it comes to investing in eCitation and mobile printing, Pettinger recommends underscoring how this platform greatly informs data analysis and makes it possible to identify trends and patterns related to traffic accidents and moving violations. And, in the end, how this information can be shared with city traffic engineering departments to create a safer driving environment for all on the road.

4

Easy to Deploy
Solutions Help Police
to Focus on the Job

4

Public safety professionals require fast, reliable mobile printing solutions that keep them focused on the job, not the technology. Easy to connect and simple to use, Brother mobile printers allow users to ditch the messy inks and toners—delivering fast, reliable printing through advanced features like Wi-Fi®, Bluetooth®, AirPrint® and MFi functionality, as well as compatibility with major operating systems. With a wide variety of mounts and carry case options, Brother's award-winning suite of mobile printing solutions, including the PocketJet7 and RuggedJet 4, help public safety professionals

perform their jobs safely while on the go—quickly and wirelessly print necessary documents, tags and labels on the spot and helping reduce dangerous roadside time:

- Accident reports
- Evidence labels
- Summons
- Warrants

Though Pettinger is now retired from the police force, he stays in regular communication with many of the officers and staff and has heard that

the eCitation platform is performing better than ever, with many on the force looking at it as a vital part of their job (as important to what they do as the vehicles they drive). All those years ago, his department's decision to implement records management and eCitation using portable Brother mobile printers as the backbone of the solution turned out to be one of the best IT decisions they made. He encourages any police departments bogged down with paper and struggling to streamline ticketing and documentation to strongly consider an eCitation investment.

RuggedJet 4 Series

Brother RuggedJet 4-inch mobile printer is fast, rugged and extremely compact for smaller spaces - with reliable wireless connectivity that makes it ideal for printing 4" citations, labels or documents.

PocketJet 7 Series

Brother PocketJet full-page mobile thermal printer is out-of-the-box ready to support full-page printing from the most popular computers and mobile devices.