



CLOVIS POLICE DEPARTMENT

CASE STUDY

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In the 1990's, the Clovis Police Department had an overall staff of roughly 100 people. Today, the Clovis PD has more than doubled its size. They have been able to help manage this rapid growth by creating a culture of openness to new technological advancements.

“We have a culture of doing the right thing and going the extra mile. Everyone is empowered to be creative and try new things. They are not punished or judged for mistakes that were made with good intentions. The community recognizes the effort and supports us. That continued support keeps us going.”

PlanIt Police had the pleasure of speaking with Captain Casida from the Clovis Police Department. Captain Casida began as an entry level officer at Clovis PD and has been promoted through the ranks. He has had many different assignments within those positions including: patrol, detectives, narcotics, and SWAT. In 2011, Captain Casida was promoted to Lieutenant. He knew that technology could help his department become more efficient.

“As a Sergeant, I was irritated with the archaic paper system we had. When I made Lieutenant, I just decided to make a change.”

Before PlanIt Police scheduling software, the Clovis Police Department had a wall in their briefing room covered with an entire 6 months of patrol schedules. Captain Casida stated, “By the end of the rotation, it was covered with highlighter, white out, and handwritten notes. It was difficult to see how staffing was being covered.”

It was essential that Clovis PD had an accessible and clean schedule for everyone to avoid mistakes and confusion. A system that allowed for centralized access and communication was key.



Why PlanIt?

Originally, Clovis PD chose PlanIt because of the scheduling features and the affordability. But as time progressed, Captain Casida noticed something different about Ragnasoft, Inc., makers of PlanIt Police. He found that when they needed assistance, there was *always* someone there.

“I have dealt with a lot of technology companies over my 26 years, and you guys have been probably the most responsive of them all. Not only are you willing to make changes, you take the time to understand what we’re talking about and can see the problem we’re trying to solve. That’s a rare trait in public sector software.”

It is the **culture** of PlanIt Police and the way he was treated by the staff that really made a difference.



Whenever Captain Casida has a question or concern about something, he can call or email in and is connected with an expert working directly at PlanIt. The support staff is trained thoroughly on the system, and if they can’t answer your question, they will put you in touch with someone who can as soon as possible.

Captain Casida mentioned how their department is hiring more and more of the younger generation. The officers really appreciate and rely on the accessibility of the schedule on their mobile devices such as smartphones and tablets. They can check their schedule, submit overtime, and request time off from any device, from anywhere with access to the internet.

History

Clovis Police Department came onboard with PlanIt in 2011. At this point, the system did not have an overtime feature. The Clovis PD mentioned this to the PlanIt team. After full evaluation of this feature and understanding what the purpose would be, Ragnasoft decided to try it.

The Clovis PD worked with the developers at Ragnasoft to create a customized overtime form that would convert their paper process to an on-screen process. Overtime is carried out similarly in departments across the country. Therefore, this became a huge component for the system nationwide.

“What has impressed me most has been that the staff is open to understanding how we wanted to use the system and made adjustments accordingly. We operate very differently than EMS or fire and you didn’t try to make us adapt to the software, but rather made the software work for us.”



How Do They Schedule Now?

The Clovis Police Department will make a new schedule every 6 months as they did before PlanIt. However, now it is very clear to everyone in the organization when any changes are made to the schedule. No highlighters. No whiteout. No handwritten notes.

Their department motto for technology is, "If it doesn't work, then let it go and try something else." The Clovis PD has continued to trust PlanIt over the past 6 years with their scheduling and overtime needs. It's not only the functionality and affordability of PlanIt that make the difference, but the culture of quality service that sets them apart.

Need a System to Manage Officer Scheduling in Your Department?

PlanIt Scheduling Software can handle 24x7 schedules with ease. PlanIt is a web-based scheduling system that can manage and streamline tasks such as time-off, overtime, open shifts, and court. You can access it from your desktop, laptop, tablet, or smartphone. If you're interested in learning more, please click one of the buttons below or call us today!

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