



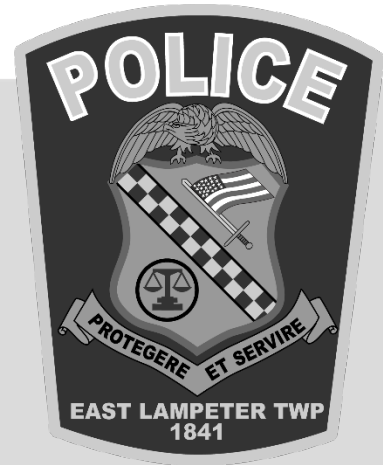
EAST LAMPETER TOWNSHIP PD

CASE STUDY

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Before PlanIt Police scheduling software was implemented at East Lampeter Township Police Department, administration spent 20-30 hours a week on scheduling – more than half of the work week. They would create the schedule using excel and have to update it daily. The time consumed in scheduling was taking away from all of the other things that needed to be done in the department. East Lampeter needed a solution.



About Captain Zerbe:

Captain Stephen Zerbe has been with East Lampeter Township Police Department since 1991. This year marks 25 years of service with ELTPD. He started as an Officer and worked his way to Sergeant, then Lieutenant, and now Captain. Captain Zerbe is in charge of scheduling for ELTPD; one of his many responsibilities as Captain. He has been using PlanIt Scheduling software for 8 years.

The Problem

The East Lampeter Township Police Department was relying on excel spreadsheets to handle their scheduling. The schedule would get created and saved on a community server where everyone could access it internally. They would also post a printed version in the squad room. As they received traded shifts, requests off, special assignments, and any other changes, they would have to update it and save the new version. This required many processes to be duplicated, making it a drawn out and tedious process. Captain Zerbe's job required him to take on much more than just creating the schedule. He needed a solution to simplify scheduling and enhance communication throughout the organization.

The Solution: Scheduling Software

There are several choices when it comes to public safety scheduling software. So how do you find the right one to fit your organizations' needs? Captain Zerbe stated that no other company they found offered the customization that RagnaSoft/PlanIt did. He also said that the decision to use PlanIt Police was primarily based on the level of customer support and meeting their needs.

"East Lampeter Township Police Department looked at 3-4 different scheduling software companies. Most were quite complex, but none of the companies offered the customization that RagnaSoft did."



How much time does PlanIt save?

Captain Zerbe estimated that PlanIt saves them more than 25% of scheduling time. How? PlanIt Police scheduling software streamlines the day to day tasks of Law Enforcement. The software combines all of the scheduling communication processes into one platform making it organized, accessible, and visible within the organization. Since PlanIt is web-based, it is accessible from anywhere on any device including a smart phone, tablet, laptop, and desktop.

“The ability to use a seniority-based preference to using time off, saves the administrator from going back and forth between those affected. The officers do not have to call in to verify schedules, hearings, court dates, etc. These are all available on their phone. They can view their schedule in real time and request time off right from their phone, knowing in advance who is or is not already off.”

Captain Zerbe is able to create the schedule for the whole year and update as needed. Since the system will update the schedule in real time, duplicate work is virtually eliminated. The officers have visibility which allows them to plan personal time and offer to work open shifts in the future. They are able to post the schedule in the squad room as they did before, but in real time with the kiosk feature.

The schedule will warn them if they will be understaffed when there are time offs or call offs and they go under their required minimum staffing levels. ELTPD has two periods throughout the year that are especially busy for them. This requires them to adjust their minimum staffing levels so that they do not fall short. They are able to plan ahead by adding more staff on with just a few clicks.

Did you have concerns about the transition initially?

“The primary concern with the PlanIt roll out was training and familiarization. We found our transition to using PlanIt to be very smooth. The key element was customer support. After the initial training phase was complete, the ability to ask follow up questions and receive timely answers is what made this possible,” Captain Zerbe stated.

New software in any organization can be daunting. That is why we provide exceptional customer service and onboarding assistance at no additional cost. The administrators will be provided with free training to make sure that they are confident and successful with PlanIt Schedule.



Summary of Results

Today, East Lampeter Township Police Department is using PlanIt for multiple things on top of scheduling such as payroll, minimum staffing, overtime, time off, email/voice/text notifications, announcements, kiosks, and walls. All of these functions in the system help to reduce the time Captain Zerbe spends managing scheduling, saving them more than 10 hours a week – 520 hours a year.

“ELTPD has had an excellent experience with the RagnaSoft’s customer service. It has to be one of the best features of using the PlanIt software.”