RIVERSIDE COUNTY, CA SHERIFF'S OFFICE

4095 Lemon Street
Riverside, CA 92501
www.riversidesheriff.org

RESULTS USING AGENCYWEB®

- Redeployed 90% of administrative staff after first three months of use

- $350,000 reduction in overtime cost during the 1st year for unnecessary court appearances

- $145K+ saved annually in clerical time for court subpoena processing

- Reallocation of 3-4 FTE's due to automated payroll submission

- $100K saved annually in paper and printing costs

Orion Communication

8350 NORTH CENTRAL EXPRESSWAY
SUITE 700
DALLAS, TX 75206
PHONE: 866.779.1689
WWW.ORIONCOM.COM

AgencyWeb®

CASE STUDY

BACKGROUND

Riverside County was created in 1893 from portions of San Bernardino and San Diego counties and covers over 7,200 square miles. The Riverside County Sheriff's Office (RCSO) staff includes over 3,800 dedicated men and women who cover this expanse of southern California from roughly 40 different office locations.

Service responsibilities are vast, ranging from maintaining the county's jails and inmates, to policing services for 17 of the county's 26 cities, to a broad range of other law enforcement service required by this fourth largest county in the state of California.

Riverside County Sheriff - Station Areas

THE CHALLENGE

In 2010, Riverside County Sheriff's Office (RCSO) was similar to the majority of law enforcement agencies throughout the United States. They relied on a mixed bag of custom programs, spreadsheets, paper forms and a logbook system that was meeting enough of their administrative and workforce management needs to be barely acceptable. With budget cuts being ever present and reduced staffing requirements, RCSO was being forced to do more with less for its 40 different offices. Information was simply not available to make strategic decisions across the agency and duplication of efforts was both time consuming and costly. Compliance with labor, MOU's, SOP's and other regulations was being managed ad-hoc at multiple levels of the organization with decisions often times being duplicated.

The agency was operating multiple silo-based systems that were not integrated or interfaced. Their environment had grown organically and included systems that tracked schedules, leave-time and vacation requests with limited cost reporting via Excel and Access databases. Paper forms were used for employee self-service and administrative actions. In addition, RCSO operates with 17 incorporated cities to provide law enforcement services to their citizens. The scheduling portion of the contracting was managed on a total hour's per shift/day basis with individual supervisors preparing schedules via Excel. Due to the lack of centralized reporting, RCSO had issues with preparing timely billing invoices for repayment

Orion
Communication

8350 NORTH CENTRAL EXPRESSWAY
SUITE 700
DALLAS, TX 75206
PHONE: 866.779.1689
WWW.ORIONCOM.COM

of services. Compiling patrol payroll for invoicing to their contract partners amounted to performing biweekly payroll a second time for more than 1,500 employees.

RCSO also experienced notification problems when it came to subpoena cancellations. The issue was an ineffective process for officers to receive their court disregards. With a 4 hour mandatory overtime requirement, this proved to be quite costly. The process also varied from station to station as to how these types of notifications were delivered. Some stations had clerks call officers; others had officers call fellow officers; and still other stations expected employees to check a website for their attendance status. If a case was still scheduled, officers might go to court only to learn that their case was cancelled. And of course, RCSO not only had to pay the mandatory overtime but also backfill the position in the field.

FIRST PASS – AN INTERNAL SOLUTION

Initially, RCSO attempted to take an internal approach to managing these issues and initiated their "roster project". The goal was to create an internal web-based program that included employee information for the agency's administrative purposes. The intent was to allow each station to enter personnel information and later to add schedules. It was to include accurate phone rosters, assignment rosters and chain-of-command. However, information was manually updated and, at best, typically ran two weeks behind in reporting of new information. It was still labor intensive and failed to provide administrators with the real-time information they required. RCSO needed a better way.

THE AGENCYWEB® IWM SOLUTION

After researching different types of law enforcement scheduling software, RCSO did find traditional systems that could handle certain aspects of their scheduling requirements. But scheduling aside, they needed more capabilities to help manage such a large workforce in multiple locations.

After seeing the combined capabilities of Orion's AgencyWeb® IWM and AgencyWeb® CourtNotify systems, RCSO decided it would be more prudent to purchase AgencyWeb® as a COTS solution. With AgencyWeb® IWM, RCSO would have an intelligent workforce management system, in a short time period that would provide many long-term benefits, ranging from eliminating redundancies, to ensuring operational consistency and improving timekeeping for their 17 contract cities. With AgencyWeb® CourtNotify, RCSO would be able to electronically issue and track all subpoena notifications in real-time.

Today, AgencyWeb® IWM serves as RCSO's "command central" for the coordination of daily employee operations. For example, based on the agency's complex business rules all stations are now consistently interpreting agency MOU's. Previously inconsistent applications of shift differentials are now fully automated and applied to online timesheets. For instance, one employee used to spend 2+ hours every two weeks doing her timesheets. Now she only has to submit her overtime requests. Her shift differential and stand-by pay is automatically calculated. Now it only takes about 20 minutes spread out over the 2 week pay period for processing and all math errors are completely eliminated.

Tracking time, efforts and individual rules for 17 contract partners used to be a complicated and time consuming process for contract billing. Basically, it was like doing payroll for 1,500 three times – employees doing it, then inputting it into HRMS, and then imputing it again into a

custom contract billing application. Now, with AgencyWeb® IWM's ability to automatically track and report employee activities based on work positions, employees no longer have to enter information into other systems. The agency's HRMS interface automatically exported the right work time and payroll information. Once fully implemented, it will completely replace a complex manual contract billing process.

Enabling employees to enter requests from one centralized location has increased the agency's administrative efficiencies. RCSO employees access their own AgencyWeb® account from inside and outside their firewall, as well as from their patrol vehicles. Being able to receive confirmation emails when events, such as leave-time and overtime, are approved or declined has relieved administrative burdens.

With AgencyWeb® CourtNotify, RCSO has been able to streamline their subpoena processes for approximately 200 traffic subpoenas monthly and over 10,000 criminal subpoenas annually. By entering all Criminal Court notifications and issuing them electronically to officers
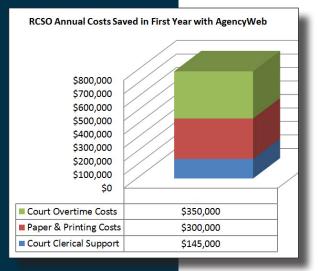

in real-time, RCSO is now able to ensure that court disregards are received on time and processed consistently throughout each station. Clerical resources previously responsible for subpoena logs and notifications at different stations have been reassigned to other duties.

AgencyWeb®

Today, only one person spends approximately two hours daily managing subpoenas for the entire agency.

RCSO officers receive court notifications in real-time using their AgencyWeb® CourtNotify web account and agency email. Any scheduling conflicts are red-flagged. There are also tools for escalation of notices including short or last minute hearing notifications. If an officer fails to acknowledge the subpoena, his/her immediate supervisor is notified. If the supervisor does not ensure that the officer acknowledges the subpoena, the notification is escalated up the chain-of-command.

RCSO Annual Costs Saved in First Year with AgencyWeb

$800,000	
$700,000	
$600,000	
$500,000	
$400,000	
$300,000	
$200,000	
$100,000	
$0	
Court Overtime Costs	$350,000
Paper & Printing Costs	$300,000
Court Clerical Support	$145,000

OTHER AGENCIES USING AGENCYWEB®

AgencyWeb® systems have been deployed throughout Texas in Dallas, El Paso and Bexar Counties; throughout Riverside County, CA, Prince William County, VA, Louisville Metro Government, KY, Miami-Dade and Hillsborough Counties FL; Orleans Parish, LA and the City of Newark, NJ. In addition, the Supreme Court of Florida has certified AgencyWeb® CourtNotify as a legitimate issuer of court subpoenas in the State of Florida.

About Orion Communications, Inc.

As workforce management and data interface experts, Orion Communications is a leading provider of public safety workforce management software. Orion's AgencyWeb® software helps agencies simplify complex workforce management processes and reduce labor cost. Orion has been serving the public safety industry since 1998 and is a certified women-owned business headquartered in Dallas, Texas. For more information, visit www.orioncom.com.

Orion Communication

8350 NORTH CENTRAL EXPRESSWAY
SUITE 700
DALLAS, TX 75206
PHONE: 866.779.1689
WWW.ORIONCOM.COM