

## At a glance

### Profile:

Sand Springs is a suburb of Tulsa, Oklahoma with a population of 19,000. The Police Department includes 32 sworn officers, 42 police vehicles.

### Business Problem:

- Loss of revenue due to unreadable citations
- Shrinking budgets caused decreased department manpower
- Need to improve officer roadside safety

### Goals:

- Leverage new technology to increase revenue
- Reduce administrative expenses
- Minimize officer time spent on roadside to improve safety

### Solution:

- Intermec CN50 handheld mobile computers
- Project Management and digiTicket software from Saltus Technologies

### Results:

- Increased citation revenue by 63%
- Reduced administrative expenses by \$8,500 annually
- City experienced 67% reduction in traffic accidents

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## JUST THE TICKET

*“The Intermec and Saltus solution puts us ahead of the game for future operations.”*

**Mike Carter, SSPD Assistant Police Chief**

To serve and protect is just one of the many things the Sand Springs Police Department (SSPD) is tasked with on a daily basis. As the department's officers report to work each day, citations are just one of the many ways they keep their population of 19,000 safe. But beyond safety, citations are also a way the city generates revenue.

Previously relying on an outdated manual process, officers would complete a hand-written five-carbon copy citation. The violator would get one copy, and the rest would be distributed to various police, court and city personnel for repeated entry into multiple other computer systems. This process caused a lot of redundancy, administrative time and wasted effort, as citations were often lost in the shuffle or dismissed due to illegibility – causing citation revenue to go uncollected.

In short, SSPD looked for a technology solution that would offer increased officer productivity and an improvement in officer safety by getting them off the roadside faster.

The solution? Saltus Technology's digiTICKET eCitation software coupled with the Intermec CN50 rugged handheld mobile computers.

#### A New Technology

"We were truly been behind the times in terms of our handwritten citation process," said Mike Carter, SSPD Assistant Police Chief. "We looked to implement a new technology solution that would help us not only allow for better revenue collection, but offer better safety for both officers and residents."

Saltus Technologies worked with SSPD to implement their digiTICKET eCitation software, coupled with the Intermec CN50 handheld. Under the new system, officers can easily capture defendant information by scanning the 2D barcode on the back of a driver's license using the CN50 barcode scanner. Officers can then quickly complete a ticket and print it using thermal printers. The CN50 also allows the digiTICKET software to capture an electronic signature of the violator, photographs, GPS coordinates of the stop and even voice-directed notes by the officer. At the end of a shift, the officer uploads the citation information directly into the digiTICKET web application.

"The automated system virtually eliminated the manual data entry and paperwork associated with issuing a citation," said Carter. "Now, the officers can literally upload the information in a matter of minutes, which has greatly increased their productivity and eliminated much of the administrative costs associated with getting the citation information into our system."

Carter also noted the new technology was accepted by staff with little or no hesitation.

"Overall, our officers were happy to get the latest and greatest technology, and frankly our younger officers expect this type of approach," said Carter. "Additionally, the ruggedness of the Intermec equipment and its ability to be used in any kind of inclement weather was perfect for our needs."

#### Reaping the Rewards

As a result of the new technology upgrade, Carter notes several key successes.

"We've already seen increased citation revenue by nearly 65 percent, and have reduced administrative expenses by \$8,500 annually," said Carter. "But perhaps most importantly, we've seen a 67 percent reduction in traffic accidents and a 50 percent reduction in time to issue citations, which means both our officers and residents are safer as a result."

Additionally, because of the associated increased productivity, reduction in errors and better automated ticketing processes, Carter notes the department expects a five-year return on investment of close to \$500,000.

#### For the Future

"The Intermec and Saltus solution puts us ahead of the game for future operations," said Carter. "This type of technology is where the industry is headed and we're in a great position to streamline our efficiency and increase safety at the same time – it's truly been a win-win for everyone involved."

**SAND SPRINGS  
POLICE  
DEPARTMENT**



CN50 Handheld Computer with Qwerty Keyboard

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