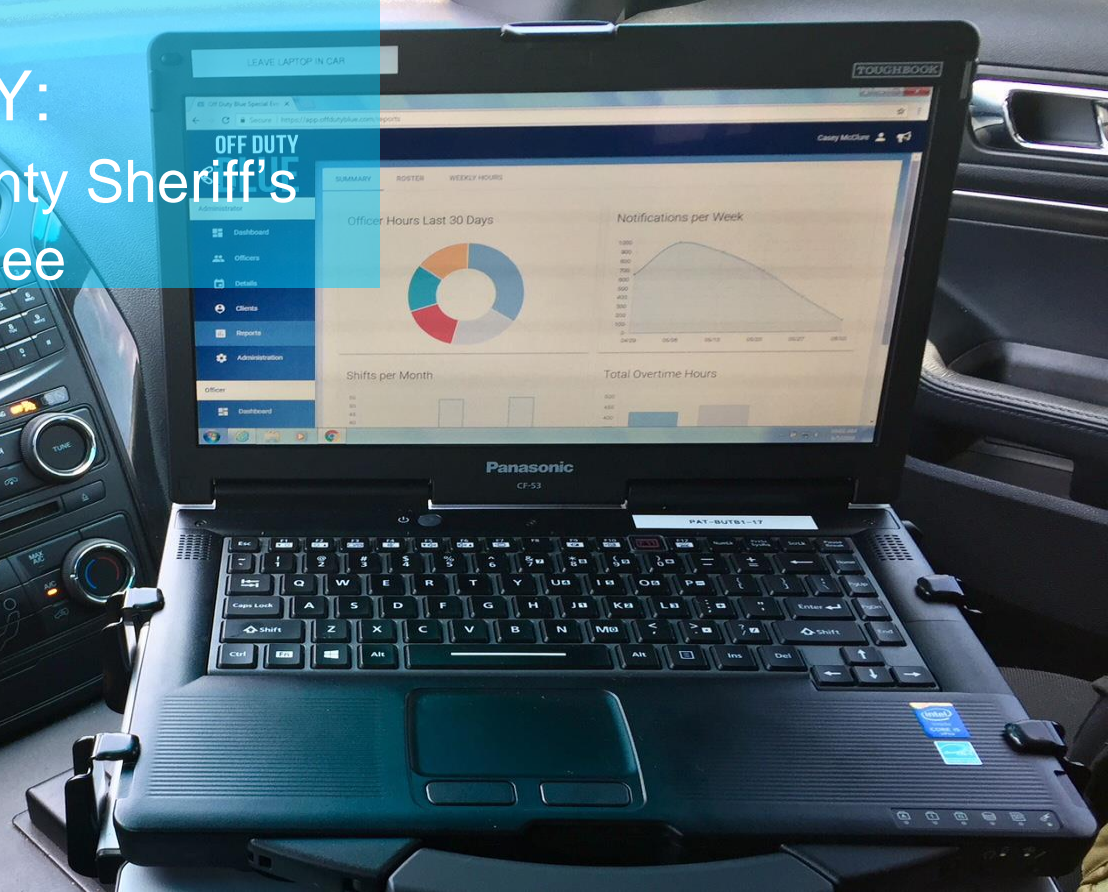


CASE STUDY: Rutherford County Sheriff's Office, Tennessee



"The process was very complicated. Officers, clients and I all interacted with a mismatch of forms and paperwork to meet all of our department requirements."

-Casey McClure, Off Duty Coordinator

Executive Summary

In the spring of 2018, Rutherford County's extra duty coordinator spearheaded a new initiative transitioning RCSO from their outdated, overly complex off duty detail process onto Off Duty Blue's easy to use detail management application. Since this change, RCSO benefits from a fully automated scheduling and invoicing process and much happier officers and security clients.

Challenges

Prior to this transition, the deputy in charge was tasked with fielding client security requests, offering opportunities to officers, creating the schedule, and invoicing clients manually. Not only was this process time consuming, keeping up with client invoices and ensuring officers were paid in a timely manner was a challenge. On at least one occasion officers waited 3 months to be paid for details that they had worked.

Goals

In 2018 administrators decided to look into a software solution to help them streamline the process. The expectation was that the entire process would improve fairness, accountability and automate much of the process of invoicing and scheduling, and save time in the process.

How Off Duty Blue Helped

Off Duty Blue worked with the department to understand their rules and used settings to mimic and automate their existing process. Off Duty Blue's dashboard keeps all the details that require attention front and center helping ensure jobs get filled quickly and nothing falls through the cracks. Having assigned officers confirm their shift by following the link in their text notification closes the loop and ensures accountability.

The rapid SMS onboarding system allowed officers to opt-in in seconds and receive notifications and apply for shifts immediately. As soon as timesheets are due, or payments are pending, notifications were sent to the appropriate officers with links to complete their registration and set up their direct deposit information.

In addition to scheduling automation, Off Duty Blue's financial services streamlined the entire billing process as well. Clients add their preferred method of payment when they register and request security. After the detail is completed and officer's timesheets are approved, the client is billed for the officer's time as well as the department's hourly car fee. This saves everyone time by eliminating the "checkout" process and ensures officers are paid within 2-3 business days of submitting their timesheets.

"Off Duty Blue has helped us streamline the process. The ability for me to see everything in one place has made things much easier. Accountability measures, especially the confirmation of shifts, has helped quite a bit."

Results 8 Months After Integration

10

Hours Saved Weekly

\$175_{k+}

Paid to Officer Accounts

\$10_{k+}

Car Fees Collected

\$0

Spent by RCSO

Results, Return on Investment and Future Plans

"I have been able to manage and see growth in our Extra Duty Assignments. One contractor told me that our use of Off Duty Blue has impressed him to the point he recommended us to other Project Managers."

Since switching to Off Duty Blue, The Rutherford County Sheriff's Office has seen growth in their off-duty program. Clients that were previously turned off by the complex process are requesting more details, creating more opportunities for officers to supplement their income. More officers have show interest in working details as well due to the fact that finding opportunities is painless and they have confidence that they will be paid for their work quickly.

Visit www.offdutyblue.com to learn more about this case study or want to see how Off Duty Blue can help your organization