



SUCCESS STORY

Ankeny (IA) Police Department

Sgt. Scott Crouch with Ankeny PD first heard about Aladtec back in 2013 from someone at the nearby Altoona Fire Department, where members had been using the scheduling platform for about five years.

After a demonstration and several months of frisking the budget for money, Crouch said, "It clearly meets our needs. I believe I've found room in our budget to make the purchase as proposed... We are hopeful the software performs well because we have at least 10 agencies who track our research on these products before they make a decision"

"Our agency has a strong reputation for research and exploration of new technology, so it is great that we've been able to partner with Aladtec."

Aladtec did represent "new technology" for APD, as compared to the spreadsheets and whiteboards Crouch had been using to assemble monthly schedules for his department.

Before Aladtec, Crouch said he made "a lot of phone calls. We were using Excel spreadsheets. When we had a lot of overtime postings, we were using whiteboards in our roll call room and putting stuff up there. All of our scheduling was manually entered into spreadsheets."

Has it saved him time?

"Oh certainly. That's what we liked about it right away," said Crouch.



The ability to send out notices of shortages to all of our members, without having to pick up the phone and trying to call them, one by one. That's really what sold us — to get that blast out in the text messages and e-mails.

— Scott Crouch, Sergeant, Ankeny (IA) Police Department

DEPARTMENT INFO

ROSTER

55 sworn officers, 16 civilian staff

CALLS

About 35,600 in 2016

SERVICE AREA

Pop: 65,000, approx 29 sq. miles

FEATURES

Fourth fastest growing city in America. Situated beside busy I-35, Ankeny frequently lauded as a clean, safe, family-friendly community with 50 parks and 70 miles of trails

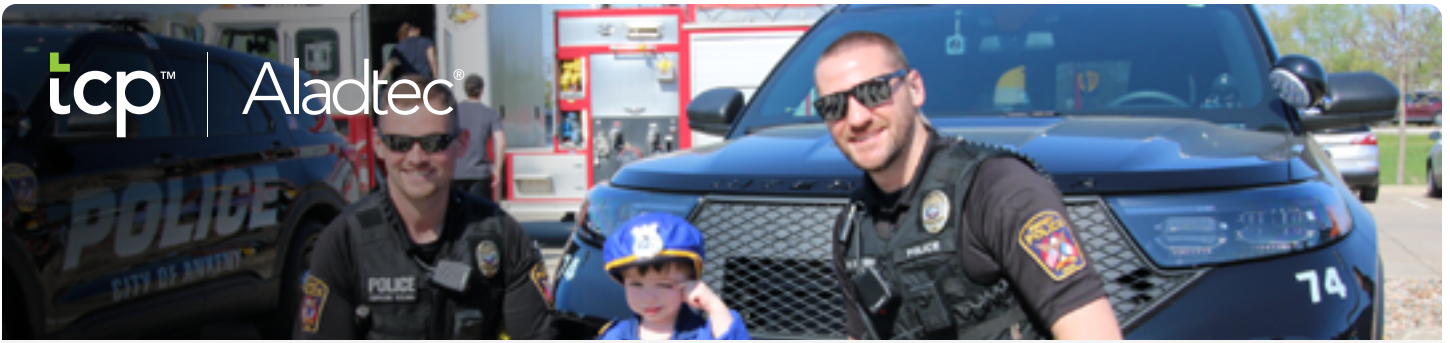
Aladtec users since 2013

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Aladtec®



Neighboring Agencies also using Aladtec

Polk City Fire Dept., Polk City; Iowa Donor Network, Des Moines; Mercy Medical Center - Mercy Ambulance, Mercy Nurses & Mercy One Emergency Transport Service, Des Moines & Knoxville; Clive Fire Dept., Clive; Life Flight, Des Moines; Altoona Fire Dept., Altoona; Pleasant Hill Fire Dept. & Pleasant Hill Police Dept., Pleasant Hill; Dallas Co. EMS, West Des Moines; Westcom 911, West Des Moines; Waukee Fire Dept., Waukee; Norwalk Fire Dept., Norwalk; Iowa State University Police, Ames; Mary Greeley Medical Center, Ames; and Nevada Fire Dept., Nevada.

In the old days, Crouch said if he “were the sergeant at home and got a sick call from an officer, I’d have called into the office and had the night sergeant begin the process of calling for a replacement.” Now he can view everything from home, determine staffing levels and send out a request if needed.

He’s still using the scheduling scheme established by Aladtec’s Support Specialists when they programmed a custom demonstration for APD six years ago. Schedules are now created up to a year in advance.

Additionally, APD has a unique protocol for scheduling vacations. Each of three shifts is guaranteed one spot off each day. At the beginning of the year, once the schedule is assembled, officers begin entering their time-off preferences, based on seniority.

“It just works its way down from the most senior down to the least,” said Crouch. “First-come, first-served.”

He uses the block feature in scheduling to restrict days for training or special events.

In general, Aladtec’s scheduling functions have become a daily tool for Ankeny PD. “The first year, I was frequently calling (Aladtec support). They were always very useful and helpful, especially as they continued to add more features.”

Are they satisfied users?

“Sure, very much so. We’re satisfied. It’s benefitted us greatly. Don’t know how long we’ve been using it — four or five years — but we’re glad we were kind of in on the ground floor for police departments using it. It’s been very useful for us,” said Crouch.



“[Aladtec support was] always very useful and helpful, especially as they continued to add features.”



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