



SUCCESS STORY

Florence County (WI) Sheriff's Dept.

Located about 110 miles north of Green Bay, Florence is among Wisconsin's most rural counties. Its only town, Florence, is situated on U.S. Hwy. 2, about two miles southwest of the border with Upper Michigan. County deputies patrol the town as well as 10 unincorporated towns spread over eight townships.

Sheriff Jeff Rickaby, also a rescue squad member, spotted an advertisement for Aladtec in Wisconsin EMS magazine in 2013 and called to inquire whether the platform would work for law enforcement too.

"We scheduled our staff on paper, and it was difficult and time-consuming. We needed a better method. Our work schedule is complicated from the standpoint that we have a standard four-day on, four-day off schedule. What makes it different is our staff rotates within that schedule to maintain constant relay of day-to-day information.

"Someone is always working today that worked yesterday; this eliminates information loss on routine day-to-day things. Instead of having two different work groups opposite of each other we have six work groups," Rickaby explained.

Moving that complex employee shift rotation online to save time while remaining in compliance was challenging.

"We are unionized here, and I thought it would be an issue for calling people in on overtime according to the union contract. The union worked with us so we could do the coverage requests using the Aladtec system. Because the Aladtec software time and date stamps sign-ups, we can take the overtime sign-ups to meet the contract requirements," Rickaby explained.



What would literally take an hour to do before takes only a few minutes, such as call-ins and leave approvals.

— Jeff Rickaby, Sheriff

DEPARTMENT INFO

ROSTER

13 sworn- and 11 civilian employees

CALLS

About 900 involving criminal matters in 2017

SERVICE AREA

Pop: About 4,500, 498 sq. miles

APPARATUS

9 squads, snowmobiles, ATVs & watercraft for patrol and rescue, all based at Justice Center in Florence

UNIQUE CHALLENGES

About half the county's acreage is publicly owned, peppered with 265 lakes and 165 miles of navigable rivers. Eightypercent forested, Florence County has miles of trails for hikers, fourwheelers, and snowmobilers. Border county with Michigan

Aladtec users since 2014



Jeff Rickaby

Hailing from Ashwaubenon, Rickaby's journey began with selling popcorn at Lambeau Field. Transitioning to a public safety officer, he became sheriff, achieving milestones like 24/7 services, GPS-based 911, and a new public safety building.





Neighboring agencies also using Aladtec

Vilas County Sheriff's Dept., Eagle River; Crivitz Rescue Squad, Crivitz; Oneida County Sheriff's Dept., Rhinelander; Gillett Area Ambulance Service, Inc., Gillette; Tigerton Area Ambulance Assoc., Tigerton; Emergency Services of Door County, Sturgeon Bay; Clintonville Area Ambulance, Clintonville.

"I contacted Aladtec, and within a very short period, they were able to (configure) the software to suit our particular scheduling needs. The free training on the software was well done and easy to understand."

"What would literally take an hour to do before takes only a few minutes, such as call-ins and leave approvals," said Rickaby. "Nearly all our employees and managers have Aladtec on their smartphones, making (it simple) to apply for and approve leave from nearly anywhere."

"Aladtec saves us several hours each week. Often that time was spent calling staff notifying them of schedule changes. Since we don't have to do that anymore, I think we are saving over \$6,500 per year due to the tremendous savings in time. The software has also eliminated scheduling errors," Rickaby said.

"Our agency had some hesitation changing to an online schedule program. One of my older supervisors was very apprehensive about the change," but after a short learning curve, Rickaby said that officer "wouldn't be without it and neither would the rest of the agency."

"We had a sick call just this morning. I needed a replacement. I used (Aladtec) to quickly and simultaneously notify the 13 available employees. The shift was filled in a few minutes," Rickaby said in an e-mail exchange. "Smart, yet easy to work with. It's a great product. That's all I can say."



We are saving over \$6,500 per year due to the tremendous savings in time.



Want to learn more? Let's talk.

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