



SUCCESS STORY

SUNY-Cortland UPD & City of Cortland (NY) PD

Few cities of 19,000 people host two separate police departments, but SUNY-Cortland University Police Dept. protects an area within central Cortland while the City of Cortland Police Dept. takes responsibility for the region which surrounds it.

Both agencies subscribe to Aladtec to gain efficiencies and provide members with a convenient employee scheduling and communication platform.

Cortland's city police protect an area of about four square miles and 19,300 people. That figure rises considerably during the academic school year.

Interstate 81 winds north-south on the city's east side, carrying 25,000-plus vehicles daily. The road serves as a major trucking corridor and link from the Tennessee Valley northward to the Northeastern Megalopolis.

Cortland PD's most recent annual report highlights a wide range of activity: 4,400+ 911 calls, 520 motor vehicle accidents, 475 domestics, 1049 people jailed for alleged crimes ranging from meth manufacturing and armed robbery to graffiti offenses and underage consumption. On the prevention side, the department includes both a school resource and community service officer, a Junior Police Academy, and internal training division.

The City of Cortland PD was using an "archaic paper roster, paper time off request forms, and paper timesheets" before launching a search for a digital employee scheduling solution, said Uniform Lieutenant David Guerrero via an email exchange.

"One of our firearm training officers was at our regional police academy instructing with firearm instructors from other agencies. One of the agencies



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— David Guerrero, Lieutenant Cortland Police Dept.



DEPARTMENT INFO

ROSTER

21 sworn officers

CALLS

12,163 in 2018, including 320 criminal incidents

SERVICE AREA

Entire SUNY campus

APPARATUS

Six squads, bicycles, K-9 'Red' (in-training as bomb-sniffing and missing person canine)

CHALLENGES

Daytime census on the 191-acre campus can exceed 7,000 students and faculty. Regular large assembly events

SPECIAL SKILLS

Core mission is to protect lives and property of students, employees, and visitors at State University of New York College at Cortland

Aladtec users since 2018



DEPARTMENT INFO

ROSTER

44 sworn officers, 3 FT civilian employees

CALLS

21,483 in 2017

SPECIAL SKILLS

13 officers certified by NY Division of Criminal Justice Services as instructors in areas including CPR/AED, firearms, defensive tactics, NARCAN, mental health, tasers, active shooter, rescue task force, and fitness. Two K-9's

Aladtec users since 2017





Neighboring agencies also using Aladtec

SAVES Ambulance, Skaneateles; MAVES Ambulance, Marcellus; Onondaga County Department of Correction, Jamesville; Manlius Fire Dept., Manlius; Fayetteville Fire / EMS, Fayetteville; City of Norwich Fire Dept., Norwich; Seneca Falls Town Police Dept., Seneca Falls; Baldwinsville Ambulance, Baldwinsville; Vineall Ambulance, Oneida; Air Methods - Northeast Region (NY, PA, MD, NC), Sidney.

was using one of your competitor's scheduling software.

Our officer observed him check his schedule and submit a time off request. The officer suggested we transition to scheduling software when he submitted his goals for the year 2015. We did research and chose your company," Guerrero wrote.

The old processes lacked transparency and were inefficient.

"An officer had to call a supervisor to request time off, obtain his shift assignment, or to obtain his time off balances," Guerrero noted. "Command staff had to view the one roster to see what officers were working and their assignments."

The Aladtec support team has become familiar with Cortland PD as leaders there sometime seek coaching to properly configure their unique schedule, which cycles officers through days, evenings, and nights on a 12-week rotation. Setting it up properly can be challenging, especially at the beginning of the year when personnel start moving shifts and days off.

Guerrera, serving as top level administrator for the department, says, "Aladtec has saved us (me in particular), countless hours in order to manage our time off, scheduling open shifts, and assignments.

"Our officers absolutely love the software. They can access their schedule, see their time off balances, request time off, sign up for open shifts. Our command staff loves being able to access the software remotely. Our payroll personnel is better able to complete our biweekly payroll," he wrote. "And I should add that the Aladtec software was less than half cost of the other two vendors that we tested and considered," said Guerrero.

University Police Officers receive their official powers through the Education Law and the Criminal Procedure law. These authorize a University Police Officer to make warrantless arrests based on probable cause; to use appropriate force in making an arrest; to issue uniform appearance tickets and traffic summonses and to execute arrest and bench warrants.

The SUNY Cortland University Police force provides 24/7/365 protection to campus occupants, buildings, and byways with a strong emphasis on community policing — an approach that allows officers to continuously operate in the same area to create a stronger bond with the students living and working in that area.



Want to learn more? Let's talk.

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SUNY Cortland Assistant Chief of Police Eric Rabusin described their pre-Aladtec scheduling method as a “hard-copy, fill-in-the-blanks type process.”

“It was in use for too many years, and our scheduling became more complicated to where the old method didn’t keep up. It wasn’t easy to read as our shift hours changed over the years,” Rabusin wrote in an email exchange. “We (utilize) a complicated eight-, ten- and twelve-hour overlapping schedule.”

Rabusin first heard about Aladtec while visiting with a fellow officer from the City of Cortland PD.

“Their training officer liked it and stated it was saving him money with overtime. I followed up with some other of their officers who also liked it.”

“(Aladtec) has reconfigured all our scheduling issues. From normal shifts to additional events, to overtime.



The customer service has been fast and effective in helping us set up and also understanding everything Aladtec has to offer.

— Eric Rabusin, Assistant Chief of Police

It has been tailored for our needs and is specific to our department,” said Rabusin.

“And I should add that the Aladtec software was less than half cost of the other two vendors that we tested and considered,” said Guerrero.

Rabusin particularly appreciates the Aladtec function that notifies administrators if any given shift doesn’t meet minimum staffing levels. “It keeps me in check to make sure we have the right number of people scheduled,” he said.

And as for his officers?

“The main point I’ve heard is the easy-to-read the daily schedule. They know who is in, what time, and how many personnel,” said Rabusin.



Asst. Chief Eric Rabusin

Eric Rabusin became Assistant Chief of Police in 2017. He has been a sworn officer since 1989, working at different SUNY campuses. He has a Criminal Justice degree from Mercy College, NY.



Lt. David Guerrero

David Guerrero is a Lieutenant at Cortland Police Dept. since 2007. He joined the department in 1993. He has a Criminal Justice degree from Mansfield University.



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