



2010 Case Study | Chico PD

Reduced costs, improved efficiency and integrity



"With our old system at least half of our day, every Monday, was spent bringing in property. Now we get it done in an hour..."

"EvidenceOnQ has saved us over 30 staff hours every week."

Joe Moralli
Property Section Manager

Contact Us...
1.800.603.6802
sales@fileonq.com
www.fileonq.com

Chico Police Department - Struggles | Solutions

PROBLEM Inability to easily change locations: The limitations of their evidence system forced them to keep track of open bins and locations on a dry erase board. It became too cumbersome to reprint barcode labels time after time when locations changed.

- **SOLUTION:** EvidenceOnQ allowed them to create new locations at any time and change the location of evidence by simply scanning a barcode. They could instantly know the contents of a location and didn't have to reprint labels any longer.

PROBLEM Duplicate work effort: The officers were required to use paper property sheets to submit their evidence. The property room personnel would then enter the data from the property sheet into the system. The property sheets and paper cards were maintained as a paper record for chain of custody.

- **SOLUTION:** EvidenceOnQ allowed the officers to enter evidence directly into the system, saving them hundreds of hours per year by eliminating handwritten, repetitive paperwork and duplicate entry by the property room personnel.
- **QUOTE:** *"EvidenceOnQ has saved us over 30 staff hours every week."* - **Joe Moralli**

PROBLEM Locating and managing records: All property and evidence records were maintained by paper, making it time consuming and often difficult to find the record for the associated evidence. Managing the large inventory was also a challenge and they did not have time to purge property that was available for disposal.

- **SOLUTION:** The EvidenceOnQ system provided the ability to electronically search and find information within seconds. Single items or multiple items could be found, transferred, or signed for within seconds. It eliminated the need to search through paper records and collect multiple signatures. It also provided the ability to set retention dates, review items systematically, and easily perform purge projects..
- **QUOTE 1:** *"With a paper system, our files would get misfiled, out of order, and put into the wrong piles. It was just difficult to find what you needed quickly. With EvidenceOnQ, it is always right there in front of you and you can pull items up instantly."* - **Ed Nelson**
- **QUOTE 2:** *"We used to be years behind in purging, but now we are up to date. With just two clicks of the mouse we can find all the items that are currently available to purge or auction. Last year alone we purged 25,000 items."* - **Joe Moralli**

PROBLEM Cookie-cutter system that was hard to use: Their current RMS system was cumbersome and difficult to use and did not allow for any customization to fit their needs or work processes.

- **SOLUTION:** EvidenceOnQ was not only easy to use, but was easier to view. It allowed them to completely customize the screen to meet their department's specific needs.
- **QUOTE:** *"After looking at other systems, we found EvidenceOnQ to be the most user friendly and the most flexible. Most of the other systems out there are canned systems that are very limited."* - **Joe Moralli**

PROBLEM Paper based: Their current RMS system required card stock copies of all their property receipts to be maintained. This caused a tremendous amount of overhead along with potential liability in the chain of custody.

- **SOLUTION:** EvidenceOnQ eliminated the need for the card based system and allowed Chico PD the ability to become completely paperless.
- **QUOTE:** *"With our old system there was no way of tracking something electronically... Now we know where all our items are, all the time... They are there electronically with signatures and everything."* - **Joe Moralli**

Summary

The Chico Police Department was using a system that required extensive manual entry procedures and duplication of work effort to accomplish routine evidence management tasks. It did not allow them the flexibility and customization options to fit current and future processes, nor did it provide the strict chain-of-custody required. They were investing hundreds of staff hours per year to accomplish routine tasks and were unable to effectively manage the flow of evidence in their property room.

The EvidenceOnQ system provided by FileOnQ gave Chico PD a fully customizable evidence management system that fit their process and procedures, eliminated paper records and duplication of work effort, and dramatically improved their ability to locate, track and purge evidence. Ultimately saving the department hundreds of staff hours per year along with increasing the department's, efficiency and integrity.

Key Benefits

Today, Chico PD is saving more than 30 hours per week by using the EvidenceOnQ system to manage their property and evidence. They were able to purge more than 25,000 items from their property room in the first year alone and continue to purge on a monthly basis. It has provided a reliable and secure environment for managing their evidence along with an air-tight chain of custody for court.

Contact us...

1.800.603.6802 | sales@fileonq.com | www.fileonq.com