

A COMPLETE CASE STUDY

SAWYER COUNTY SHERIFF'S DEPARTMENT

HAYWARD, WISCONSIN

"With TISCOR's PROTRAC Security system, I'm able to print out daily activity reports that clearly describe recorded activities related to each hourly inspection. I know for sure that each inspection is accurately conducted and documented and I have access to this information 24-hour a day."

-Lt. Kurt Barthel, Sawyer County Sheriff's Jail Administrator

THE SAWYER COUNTY

SHERIFF'S DEPARTMENT

USES PROTRAC

SECURITY TO CARE FOR

PRISONERS

Most guard-tour security inspections are associated with keeping facilities safe and free from unwanted offenders. However, the Sawyer County Sheriff's Department in Hayward, Wisconsin, uses its automated guard tour system to care for the captured offenders in its jail cells, and to provide accountability for its staff. The 30-bed jail has 24 employees who are continuously kept busy with the demands of a facility that is usually filled to maximum capacity.

Jailers at the Hayward site use small hand-held computerized devices to conduct hourly inspections of the cells. The system verifies that all food and required medications are delivered to the inmates at the appropriate time.

"Electronic documentation of our cell inspections helps us to maintain records that are difficult to contest in a courtroom," says Sawyer County Sheriff's Department Jail Administrator Lt. Kurt Barthel. "The system also reassures us that our jailers are performing thorough cell inspections, arming us with the confidence that each and every inmate is accounted for at all times."

Undeniable Proof

Since 1996, when the department implemented TISCOR's PROTRAC Security guard tour system, inmates have occasionally filed complaints stating that they were not fed or that they did not receive their medication on specific dates. With the concise date-and-time stamp logs that are automatically compiled using the guard tour system, these complaints are immediately discounted. Each time the jailers conduct hourly tours, they carry the lightweight ProTouch hand-held computer devices with them. These five ounce computer scanners fit into flashlight holders that are worn by each jailer. While small in size, the scanners have aluminum protective covers that shield the devices from the elements and protect them from daily handling by the jailers. When a jailer approaches an inspection point, he looks for the aluminum buttons placed near the various sites. These buttons are automatically scanned by the ProTouch reader, providing a verifiable accounting method for staff members reviewing the reports.

"Prior to installing this system, we used a key-based system that was connected to our phone lines," comments Lt. Barthel. "With that system, we were only able to receive reports on a monthly basis. There was no way of getting immediate feedback on our activities and there was very little flexibility in the format of the reports. Today, I'm able to print out daily activity reports that clearly describe recorded activities related to each hourly inspection. I know for sure that each inspection is accurately conducted and documented, and I have access to this information 24-hours a day."

PROTRAC SECURITY



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The automated security inspection system includes a variety of standard report formats in addition to a feature that allows the creation of custom reports.

Lt. Barthel acknowledged that the jailers at the Sawyer County Sheriff's Department enjoy using the system.

"They no longer have to worry about false accusations from the inmates and it makes for easier shift inspections and transitions," he adds.

When the system was initially installed, the jailers learned how to use it very quickly. Buttons are placed outside of each cell, in the interview room, near the security doors on the perimeter of the jail, and in the visiting booths. Small cards with additional information are carried along with the hand-held computers. When a discrepancy is noted at a sight, the jailer easily records the incident by scanning the button that correlates to the particular discrepancy. For instance, if an inmate is known to intentionally discard his food and/or medication immediately after receiving them, the jailers may scan a corresponding button that denotes this activity. Then, if an inmate files a complaint in the future, the records show that the jailer witnessed his action of disposing of the food and/or medication after it was administered.

Simplifying State Regulatory Audits

Periodically, the state agencies conduct inspections at the Sawyer County Sheriff's Department to make sure that the jail is operating efficiently according to established regulations. Those conducting the inspections have expressed complete satisfaction with the detailed reports that are maintained through the guard tour system. The combination of glowing reviews from the state agencies and meticulous daily inspection reports have given the jail administrator greater peace of mind concerning the day-to-day operations of his facility.

Hayward, Wisconsin is located approximately six hours from Milwaukee, five hours from Madison, and two-and-a-half hours from Minneapolis/St. Paul, Minnesota. Sawyer County's 2,700-square-foot Hayward facility is small compared to similar jails in these larger surrounding cities; however, its operational procedures and inspections are equivalent and often superior to many of the more sizable facilities. This may be attributed to both staff dedication and their consistent use of the PROTRAC computerized security inspection system.

TISCOR is a pioneer and industry leader of mobile workforce automation solutions for Global 1000 and mid-market companies and government organizations. TISCOR develops mobile, wireless and internet-enabled mobile workforce automation solutions that help organizations and mobile workers to significantly improve daily business processes. Since its founding in 1982, TISCOR has emerged as an industry leader in site-specific and equipment inspection software for hand-held computers by addressing the ongoing challenges and demands of today's remote and mobile workers.

In January 2003, TISCOR was acquired by Brady Corporation and became a subsidiary of the 90-year-old publicly traded company. Based in Milwaukee, Wis., Brady develops products that help companies improve productivity, performance, safety and security. From Brady's labels, signs and automation identification systems to TISCOR's inspection and maintenance management systems, both companies are dedicated to providing innovative products that improve productivity, performance and safety. Additional information is available at www.TISCOR.com and www.BRADYCORP.com.

