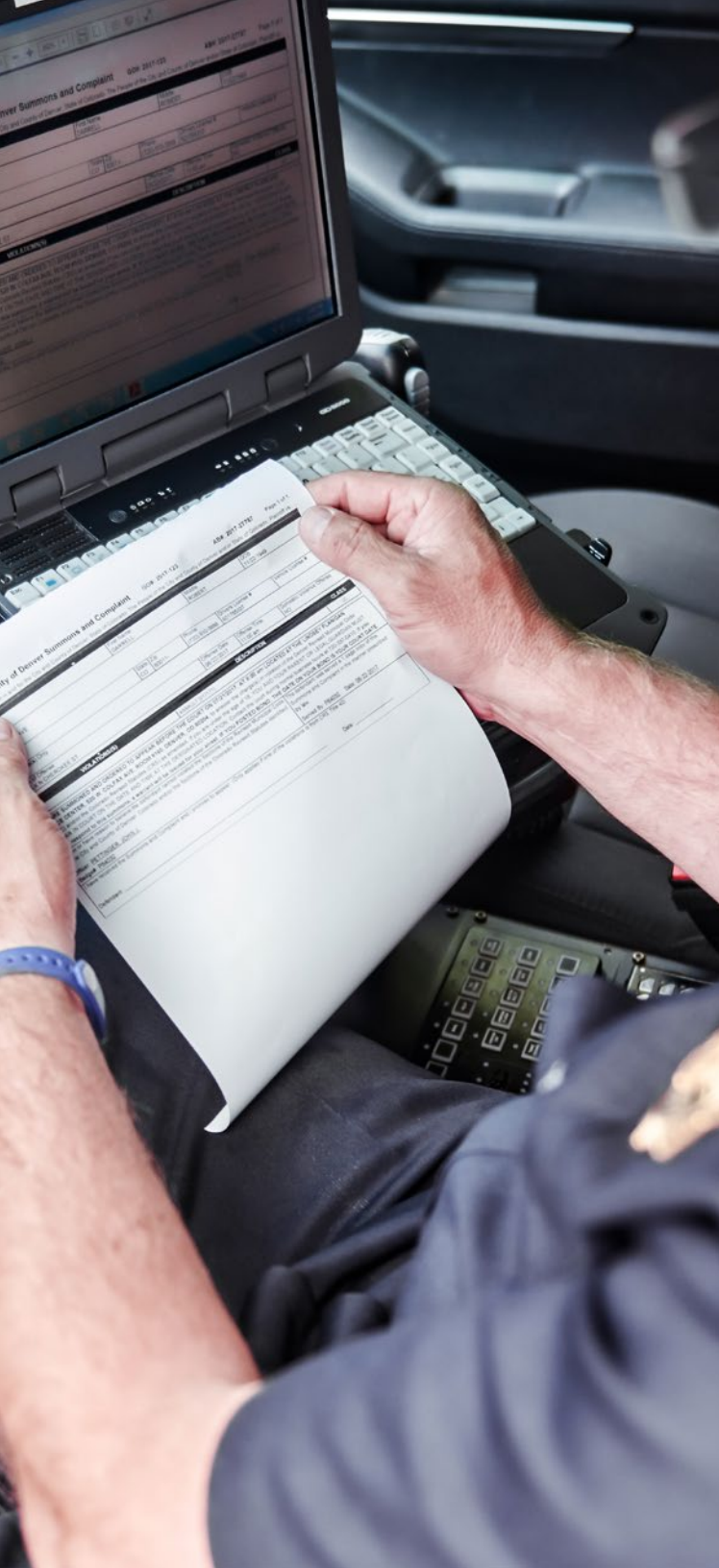


CASE STUDY:

**WAYNE COUNTY SHERIFF'S OFFICE  
LEVERAGES BROTHER THERMAL PAPER  
FOR TOP QUALITY IN MOBILE PRINTING**



*The department's deputies give high marks to Brother-branded thermal paper for delivering new levels of print quality for documents printed with the PocketJet full-page mobile printers.*

Serving more than 90,000 citizens in New York state, the Wayne County Sheriff's Office provides a wide range of services to the community. The department, a long-time user of the Brother PocketJet full-page Mobile Printers for its fleet of patrol cars, has switched to using Brother branded media including thermal paper. The move to Brother paper is delivering higher levels of print quality for documents printed by deputies in the field. The department is also realizing cost efficiencies, as officers working all across the county are able to print additional types of documents in the field and eliminating the need to drive long distances back to the station headquarters to print paperwork.

Wayne County is located approximately 50 miles west of Syracuse and lies at the south shore of Lake Ontario. Considered part of the Rochester metro area, the community forms part of the northern border of the US and Canada. The county is large – 44 miles wide and 22 miles north-to-south – and spans nearly 620 square miles. The Sheriff's office has a full and part-time staff of approximately 166 people, including 77 officers of all ranks such as deputy sheriffs, sergeants, criminal investigators and lieutenants. Each of the department's 77 patrol vehicles are equipped with a Brother PocketJet mobile printer, which is used by officers to print many types of documents while in the field. The Sheriff's Office also operates a 'take-home' car program allowing deputies to take their vehicles home each night and start their new shift from home each day.

*...with the move to the Brother paper, our deputies are more productive in the field and they don't have to spend additional time driving back to the station to complete paperwork.*

According to Barry Virts, Sheriff of Wayne County, the Brother mobile printers have been installed in the vehicles and working successfully for more than 10 years. Recently, there were a rising number of complaints with the thermal paper the department was using, which was not Brother branded paper. "When our deputies issue a summons or a supporting deposition for a traffic ticket, the images on the printed document would often wash out, fade or even disappear. Or, if citations were left in the sun, the image quality would suffer.

This situation caused frustration among the deputies and community members alike, as the images on the documents became illegible."

He continued, "for example, if a motorist left a ticket on the car dashboard in the sun, the washed-out image made it difficult to read things like the deputies name or specific violation. Or, when documents were printed and stored within case files for use in the future, the paper was often unreadable when the file was accessed."



## DEPARTMENTS NATIONWIDE TRUST GENUINE BROTHER SUPPLIES



### Premium Perforated Roll Paper

- Full-page 8.5 X 11inch print
- Top-coat adds an extra layer of protection with a 20-year archive life.
- High quality print with crisp images and text to help ensure legibility



### Standard Continuous Roll Paper

- Full-page 8.5 X11inch print
- Excellent print quality with a 7-year archive life
- Superior print quality at a lower price

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## Brother Thermal Paper Demo Gets High Marks

In search of a more effective solution, Sheriff Virts attended the National Sheriff's Association (NSA) convention, he visited the booth of Brother Mobile Solutions (BMS). While at the booth, he brought his concerns about thermal paper to the attention of the BMS team, who responded, "you're having the print quality issues because you are NOT using Brother paper!" The Brother team proceeded to demo the Brother paper first-hand: crumpling the printed paper up and pouring water all over it to demonstrate that the image quality would not suffer – even when the thermal paper was doused with water. "I could not believe my eyes -- the print quality of the Brother paper was phenomenal. Even soaking wet, there were no smears on the paper and the images were completely legible," added Virts.

Following the convention, Wayne County moved to Brother's premium perforated letter size thermal paper and the results have been positive ever since. "As a result, the move to the Brother paper our deputies are more productive in the field and they don't have to spend additional time driving back to the station to complete paperwork." According to Sheriff Virts, this has delivered significant savings in both fuel and time, enabling deputies to spend more time in the community. "As our station is in the southern part of the county, if one of our deputies is located in the northern part of the county, it can easily be a 35-40-mile drive, just to get back to the station to do paperwork."

Thanks to the new higher quality paper, deputies are now able to do more paperwork in the car and they can print a much wider number of documents such as printing depositions, legal paperwork, court paperwork or statements for case files, without the concern that images will fade. "Our patrol cars have turned into even more efficient mobile offices," added Virts.

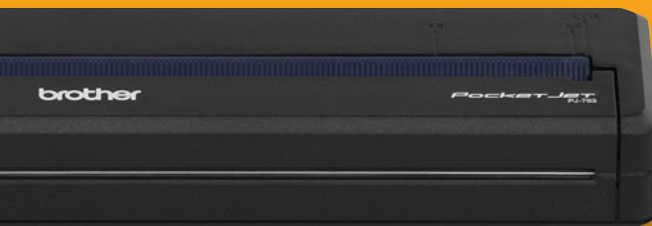
Brother Mobile Solutions offers genuine paper supplies to provide optimum compatibility, so you get consistent and reliable results with every print.

Enhanced image quality to help ensure document legibility

7 or 20-year archive life paper options

Custom full-page printing available - add your logo or watermark to promote your brand.

Supports superior printer performance with minimal jamming or malfunctioning



POCKETJET 7

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\*Images are for illustrative purposes only