

CUSTOMER SUCCESS STORY

CHATHAM UNIVERSITY LEAVES PAPER PERMITS AND OUTDATED REPORTS BEHIND WITH ARMS

Pittsburgh, Pennsylvania · University Public Safety



OVERVIEW

Chatham University Public Safety serves a Pittsburgh campus of close to 3,000 students with 10 full-time officers. Its old report system was badly outdated. Names and vehicles were typed into the body of each report, so there was no way to look up how many calls involved the same person. Parking permits, a job the department has always handled, ran on paper applications.

In 2024, Chatham moved to ARMS, starting with ARMS Parking and later adding ARMS CAD and RMS. The chief at the time wanted reporting that would support the department's accreditation work, and ARMS covered parking in the same system. Today, dispatch sets up each call and **the officer only has to write the narrative.**

BENEFITS

01

Reports Start at Dispatch

As the call comes in, dispatch fills in the incident type, location, times, names and vehicles. Officers open a report that's already set up and add what happened.

02

Names and Vehicles You Can Search

Names and vehicles are saved as their own records, so staff can pull up every call involving the same person.

03

Parking Off Paper

Students, faculty and staff apply for permits online, and enforcement, citations and appeals run in ARMS Parking.

04

Same-Day Support

The ARMS support team usually responds within an hour or two and follows up on anything sent to development.

QUICK FOR OFFICERS

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The officer only has to go in and type up a narrative and send it through for approval. It's very quick. It's time-saving.

— SHAREE O'NEIL, PUBLIC SAFETY COORDINATOR AND LEAD DISPATCHER, CHATHAM UNIVERSITY

— ONE SYSTEM FOR THE WHOLE DEPARTMENT

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I love ARMS, the CAD, the report writing, the parking. I think it's very user-friendly. I would highly recommend it.

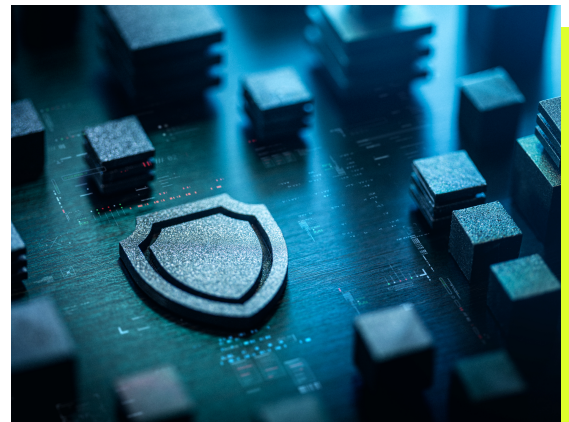
— SHAREE O'NEIL,
CHATHAM UNIVERSITY PUBLIC SAFETY



— THE OUTCOME

RESULTS

- ✓ **Calls, reports and parking** in one system
- ✓ **Names and vehicles searchable** across every call
- ✓ **Paper-free parking permits** for a campus of nearly 3,000 students



BUILDING PUBLIC TRUST.

For Chatham University Public Safety, ARMS means officers spend their time on the narrative instead of data entry, records the department can actually search, and a parking program the whole campus uses online. Sharee O'Neil says she would highly recommend it.



Find out why campus public safety departments trust ARMS

SCAN TO EXPLORE ARMS

— LEARN MORE & SCHEDULE A DEMO

arms.com