

POLICE RECORDS MANAGEMENT AND ANALYSIS

Service Description

Police Records Management collects maintains and analyzes police records using automated systems and manual processes. The program must provide timely, accurate, and complete records for police patrol and investigations; incomplete or inaccurate information can place law enforcement officers at risk. The program completes police reports, warrant entries and clearances, routes police reports to other criminal justice agencies, and confirms warrants. Accuracy is critical; the Records section is regularly audited by State and Federal agencies for accuracy and completeness.

For most of the community, Records represents the public reception counter for Police Services with counter and telephone contacts. Additionally, the section processes requests to release police and criminal justice records, disseminates police information, processes sex offender registrations, processes tow transactions and reports to the public, other city services, and public agencies. The section supports other City services outside traditional business hours by collecting base fine or security release fees, parking payments for Eugene's Municipal Court, and referrals to other public service agencies.

The Operations Analysis Unit enters stolen and pawned or property sold to secondhand dealers into local, State, and national computer systems; provides criminal and non-criminal justice information and compiles statistical information and data correlation for City of Eugene staff, regional governmental partners, and the public. The section has a growing responsibility of access security for police Information Technology (IT) systems and research, development, and maintenance of technology systems to enhance the productivity of the Police Department.

For FY07, the service had a budget of \$2,066,082 and utilized 28.66 FTE.

Historic Perspective

- 1993 Approval of the Area Information Records System (AIRS) Strategic Plan by the Technical Executive Group.
- 1994 Citizens Police Academy started.
- 1996 Began responding to non-emergency public safety calls and providing counter customers with referrals to other service providers.
- 1997 Public Safety deconsolidation - separate Police Department.
- 1999 Implement data verification through audit of 100% of all records.
- 2000 9-1-1/Public Safety Answering Point (PSAP) Call Center moved to 2nd and Chambers.

- 2000 Implemented point-of-sale system to allow credit card payment for counter transactions.
- 2000 Regional Area Information Records System (AIRS) Conversion Phase I began.
- 2002 The first AIRS conversion packages go live with Offendertrak jail records system and eAIRS.
- 2003 AIRS moved to State computer system.
- 2004 Operations Analysis section responsible for maintenance and management of new Mobile Data Computers installed in patrol vehicles.
- 2005 Used Merchandise Dealer's Ordinance amended to require electronic reporting of Used Merchandise and pawn records.
- 2005 AIRS – Phase 2 begins (records management system, court and integration of Phase I and 2 systems).
- 2005 Records Section begins use of new document imaging system (Laserfiche) for police report management.
- 2006 Operations Analysis section responsible for maintenance and management of new In-Car Video systems and Laserfiche document imaging system.

Citizen Involvement

The Police Commission serves in an advisory capacity to the Mayor and Council and the City Manager for policing issues and the periodic review of departmental policies and proposals. The Commission is also intended to improve two-way communications between the police and the community to reduce misunderstandings regarding the nature of adopted police policies, practices and approaches. The Budget Committee and the City Council review the entire annual Public Safety budget, including Records Management and Analysis.

Customer Input

City and EPD surveys are a primary source of customer input. The 2003 survey of customer satisfaction documented counter customers, phone contacts, and internal customers concerning their level of satisfaction. The survey will be conducted again in 2006. Allegations, inquiries and commendations received from customers about Records staff are tracked and receive follow-up.

Mission

Eugene Police Records and Operations Analysis contribute to the Eugene Police Department's mission: "To enhance the quality of life in our city by providing quality police services. We work in partnership with the community

to promote safety and security, enforce laws, prevent crime, and safeguard the constitutional rights of all people.”

Outcomes

- Year-round, 24-hours a day access to public safety services for police operations, the public, and the broader criminal justice community.
- Law enforcement records that are accurate and promptly available for use in the justice system are maintained.
- The integrity of the Eugene Police Department’s law enforcement data systems is assured.
- A high level of customer satisfaction when interacting with the public and employees is provided.
- All police hardware and software programs are maintained and available for use.

Operating Principles

- **INTEGRITY**-- We act consistently with our values and our Code of Ethics.
- **HONESTY**-- We are truthful in character and behavior.
- **ACCOUNTABILITY**-- We are answerable to the public and each other for our actions and take responsibility for them.
- **TRUSTWORTHINESS**-- We honor our word and keep our commitments.
- **FAIRNESS**-- Our actions and decisions are based on reason and law, equally applied to all.
- **SERVICE**-- We provide meaningful work for the betterment of our community.
- **TEAMWORK**-- We recognize we can accomplish more and achieve better results by working in groups to take advantage of our diverse skills, abilities, and perspectives.
- **PROFESSIONALISM**-- We understand the importance of individual excellence in our many roles and adhere to the standards and expectations of our profession.
- **RESPECT**-- We treat all persons with dignity and honor their rights under law.
- **INNOVATION**-- We are open to new ideas to improve the quality and productivity of our work.

Current Operating Environment

External Trends

Compliance with Laws, Mandates, Regulations, and Policies

State and federal laws require a timely presentation of monthly data entry for the Law Enforcement Data Systems (LEDS) and the National Crimes Information Center (NCIC). In a service environment driven by growing (both external and internal) customer demand and dependence on use of outdated

technology, the addition of newer client-server and web-based technologies, although welcome, creates confusion and complicates compliance with state and federal requirements. These systems require increasingly more staff time and technology resources. Because non-compliance could lead to significant liability costs to the City, a 100% accuracy standard must be maintained.

Overall Workload Increase

The work of this section is labor intensive and time-consuming due to several manual processes. As AIRS conversion progresses, some new data systems actually require more staff time to reduce work by other police employees and to meet new requirements. The conversion of existing electronic records systems and the deployment of several new technologies have substantially increased service responsibilities in this section. Examples include the conversion to a server based AIRS-Computer Aided Dispatch (CAD); conversion in AIRS – Phase 2 from off-the-shelf software to building the system in-house; Laserfiche document imaging and In-car Mobile Data Computers and video cameras. Without more staff resources or further technology enhancements, workload increases will create significant delays in providing services to internal and external customers.

Community Expectations

Widespread use of the internet has increased customer expectations about the availability of documents and the City’s ability to quickly meet requests for materials. Records resources have not increased to keep pace with population growth, technological advances and or the public’s expectation. In addition, the criminal justice system is complex and involves multiple jurisdictions which can result in delays. Often customers at the Records front counter must be referred to partner agencies that provide the requested service. These agencies have additional budgetary limitations which can also slow responses to requests for records and information.

Public Record Law

Many records managed by the Records Management and Analysis sections are considered criminal justice records and are exempt from release according to Public Records laws. The release of criminal justice records must be carefully balanced with individuals’ right to know. Interpretation of public records laws surrounding release of criminal justice records are often difficult to understand and individuals are at times dissatisfied with service when access to criminal justice records are denied or referrals are made to other agencies which have the ability to release the records.

RIS and AIRS Dependency

AIRS has been vital to the management of public safety information since the early 1970’s. The mainframe-based AIRS system continues to suffer

significant outages and is costly to maintain and upgrade. Conversion of AIRS has been and will continue to be, incremental with the development and implementation of a web-based law enforcement records management system, field-based reporting and integrated solutions occurring during the next phase. During this time, some legacy components will continue to operate on the mainframe while other components will operate on servers. As each new component becomes operational, new procedures and training will be required. This will present significant service continuity challenges for Police Records and Operations Analysis.

Internal Conditions

Space Needs

In 2006, the existing lobby space used by Records staff for serving the public was enlarged and two soft interview rooms were added to improve customer service. However, budget limitations eliminated remodel plans for the existing front counter. Records staff continue to have only one workspace available to help multiple customers, and often have difficulty communicating with customers due to limitation of the safety features in the existing front counter. In addition, the police archived records storage room at City Hall has become dangerous to the integrity of stored records due to the leakage of water pipes located above the room. Plans to relocate police archived records in a secure area are included in the exploration of overall facility needs.

Electronic Field Reporting and Records Management System

The Police Department is committed to implementation of an integrated records management and field-based reporting system that will directly impact service efforts. System changes allowing officers to capture real-time data in the field will enhance officers' ability to identify current crime trends and allow the public access to current and accurate releasable data. Continued development of the Department's internet site to create on-line reporting forms for the community will additionally enhance service capability.

Staffing Issues

Records staffing is relatively stable, however, workload continues to increase faster than staff. It is increasingly important for staff to have the flexibility and necessary skill-sets to meet technological advances. Managing job stress and minimizing employee turnover during a period when multiple new systems are implemented will be a significant challenge. Staff performance is good and accuracy rates remain high. Finding the resources to provide retraining and development of high proficiency skills with new systems has emerged as the main staff challenge.

Performance Measures

Core Processes

Manage Data and Information

- Average time for data entry by category.
- Percent of data entry and corrections that are completed to meet Oregon Uniform Crime Reporting (OUCR) and U.S. Dept. of Justice requirements.
- Number of accuracy and legal compliance discrepancies identified in performance reports from state and federal audits.

Provide Analysis and Information

- Percent of requests which meet City standards for release of information.
- Dollar value of stolen property identified by used merchandise electronic reporting system.

Total System

Effectiveness

- Percent of error-free data entries.

Efficiency

- Percent of circuit court (criminal) warrants that are entered in AIRS within 24 hours from time of receipt.
- Percent of critical mobile data and video equipment that is repaired within five days of receipt of error report.

Customer Satisfaction

- Percent of customers surveyed who report they are satisfied or very satisfied with the service they receive.

Strategy 1: Provide 24-hours a day access to public safety services for police operations, the public, and the broader criminal justice community.

Objective: Staff the Police Records office so that it is open to the public and criminal justice community 24 hours daily, 7 days a week.

Work Activities:

- Develop and maintain scheduling program to provide adequate staffing levels for each shift.
- Provide public access to records and Records services through the internet portal.

Strategy 2: Maintain law enforcement records that are accurate and promptly available for use in the justice system.

Objective: Priority entries are entered into AIRS within 24 hours from time of receipt.

Police reports are entered within 14 days from the receipt. 80% of all serialized property transactions from secondhand dealers are entered into data system within five days of receipt of transaction form.

90% of specialized reports are completed within requested deadlines.

Work Activities:

- Data entry is prioritized during each shift of each day.
- Supervisors monitor workload and staffing to meet department, state and federal deadlines.
- Monitor and prioritize work to meet City standards for release of information.
- Utilize Used Merchandise Dealer electronic reporting system to automate entry of serialized property transactions from Used Merchandise Dealers.
- Train Used Merchandise dealers in use of Used Merchandise Dealer software.
- Train and utilize backup personnel to keep up stolen, serialized, and non-serialized property systems.

Strategy 3: Assure the integrity of the Eugene Police Department's law enforcement data systems.

Objective: Maintain Records with a 95% accuracy/completeness rate as determined by the annual audit from the National Crime Information Center (NCIC) and/or the Law Enforcement Data System (LEDS).

Work Activities:

- Conduct State and Federal audits and review audits for updates to Records policy or procedures to meet State and Federal standards.
- Provide on-going staff training to maintain system knowledge of all law enforcement databases.

Strategy 4: Provide a high level of customer satisfaction when interacting with the public and employees.

Objective: Achieve a satisfaction rate of 94% or more in the annual survey report of internal and external customers.

Work Activities:

- Conduct customer service surveys quarterly, analyze data and respond appropriately.

Strategy 5: Insure that police hardware and software programs are maintained and available for use.

Objective: All critical failures of mobile data computer and in-car video hardware and software (applications that are unable to be used) repaired within two business days from the date of notification.

Work Activities:

- Research and implement latest technologies to enhance officer's access to information in the field.
- Provide timely and effective responses to department hardware and software needs including mobile data computers, in-car video system, Laserfiche document imaging software, and AIRS conversion project.

