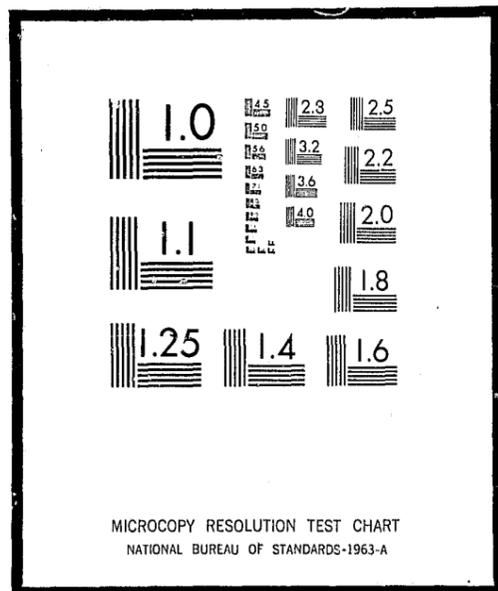


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POLICE RECORDS SYSTEMS

A PRACTICAL GUIDE TO POLICE INFORMATION MANAGEMENT

An Annotated Bibliography

Social Development Corporation
Hartford, Connecticut
March 1976

Valdis Lubans
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32690

- Books

Brandon, Dick H. Management Standards For Data Processing.
Princeton: Van Nostrand, 1963.

Although this is an early text, the philosophical discussion of data needs and management functions is still timely. Brandon describes the relationship of the increased data available from electronic technology and decision making. That systems are to be responsive to management needs is a basic precept.

Colton, Kent W. "Computers and the Police: Police Department and the New Information Technology." in Municipal Year Book.
Washington, D.C.: International City Management Association
42 (1975): 214.

The author discusses the state of the art of police computers and operations research. The report includes the results of a survey which determines the application of data processing in American police departments. Logical, specific applications (patrol, traffic, dispatch, criminal investigation, etc.) are enumerated. Also, difficulties and their varieties are specified in local systems. The cities and their applications are organized by city population. Over 200 police applications are briefly described.

Commission on Peace Officer Standards and Training. Records Management System. Sacramento: Commission on Peace Officer Standards and Training, 1975.

The document describes a comprehensive law enforcement records management system designed for use in California police and sheriff's departments.

_____, The Use of Law Enforcement Management Information. Sacramento: Commission on Peace Officer Standards and Training, 1974.

The report describes systems designed to generate basic management information and meet the fundamental needs of police administrators.

Gourley, G.D. Effective Police Organization and Management - Vol. 6 Police Reports and Records. Washington, D.C.: National Technical Information Service, 1966.

The publication describes, with detailed illustrations, police records and reports, and the information and services they can provide. Appendices contain sample forms and methods for analysis of police services.

This material was developed as part of a Prescriptive Package, funded by the National Institute of Law Enforcement and Criminal Justice.



Grindley, Kit and John Humble. The Effective Computer - A Management By Objectives Approach. New York: McGraw-Hill, 1973.

The authors provide a step-by-step management by objectives approach to the use of computers. Using MBO, the manager can achieve results and realize the place of the computer in his organization. The output of the computer can be systematically integrated with the organization's MBO program. The book contains numerous case studies, examples, forms and checklists which can be used to improve the effectiveness of a computer in an organization.

Hanna, Donald G. and John R. Kleberg. A Police Records System for the Small Department. Springfield, Illinois: Charles C. Thomas, 1974.

This second edition provides methods, forms and procedures which are designed to comprise a practical and manual police records system. Designed by the authors to be of use to departments of fewer than 200 personnel, the book is a complete handbook for the operation of a police records system.

Kenney, Donald P. Minicomputers: Low Cost Computer Power for Management. New York: AMACOM, 1973.

The selection and operation of a minicomputer system is described in great detail. After a comprehensive explanation of minicomputers, the book addresses techniques to identify activities in which "minis" can be useful, how the mini can be integrated with a larger system, and improved computer management procedures.

Larson, Richard C. Urban Police Patrol Analysis. Cambridge, Massachusetts: MIT Press, 1972.

The author, a well known operations researcher, describes patrol analysis techniques and the use of computers in police management and planning. The book describes generally the problems of police data needs, data models and then details technical data systems.

Law Enforcement Assistance Administration. National Symposium on Criminal Justice Information and Statistics Systems - Project Search. Washington, D.C.: Law Enforcement Assistance Administration, 1970.

The publication is a report of a national symposium on Project Search. Project Search is an 18 month multi-state effort to produce a model computerized criminal justice information system. The presentations and definitions are of interest to the reader.



National Advisory Commission on Criminal Justice Standards and Goals. Criminal Justice System. Washington, D.C.: Government Printing Office, 1973. Chapter 4.

Chapter 4 describes the eight standards for Police Information Systems which were developed by the National Commission. The standards encourage police agencies to develop well defined information and records management systems and use these systems to improve their operations, crime data analysis and resource allocation.

Note: See also National Advisory Commission on Criminal Justice Standards and Goals. Police. Washington, D.C.: Government Printing Office, 1973. Chapter 24.

Nelson, John G. Preliminary Investigation and Police Reporting. Beverly Hills, California: Glencoe Press, 1970.

The book is intended to serve as an instructional text for report writing. However, in discussing report writing techniques, the author describes report forms and elements of reporting which are crucial to the operational ends of a police records system.

North American Rockwell. Police Information Management Systems in Moderate Sized Cities. Anaheim, California: North American Rockwell, 1968.

This is a report of an analysis and design of a records and data system for a medium sized police department. The subject department is Redondo Beach, California.

Post, Richard S. "Conversion From a Manual Records System to an Automated Records System in Municipal Police Departments." in Training Bulletins for Planning and Research Units in Medium Sized Police Departments. Washington, D.C.: U.S. Department of Justice, Law Enforcement Assistance Administration, 1968; selected reprints; Law Enforcement Planning edition.

The author describes the concept of automated records keeping; what it is and why and when to use it. The steps to take in a conversion from manual to automated systems are enumerated: 1) Preliminary survey 2) Establishment of needs 3) Establishment of new paperwork flow 4) Equipment determination 5) Development of a recommended program 6) testing systems and equipment 7) Installing and training 8) Debugging and integration.



Shanahan, Donald T. Patrol Administration: Management by Objectives. Boston: Holbrook Press, Inc., 1975.

Although the book has as its focus patrol administration and managing by objectives, Chapters 6, 7 and 9 address police reporting systems, report forms, command and control and police manpower distribution. Samples of systems and forms are included for purposes of illustration and use by departments which may choose to adopt the concepts.

Social Development Corporation. A Plan to Increase Police Productivity. Hartford, Connecticut: Social Development Corporation, 1974.

The publication is a report on the functional reorganization of a medium sized police department. The report includes specific procedures, forms and designs for a comprehensive records and management information system.

_____, Police Records and Management Information Systems for Small Police Departments. Hartford, Connecticut: Social Development Corporation, 1976.

The publication describes a system designed to be operated manually and to generate management data for resource allocation.

Whisenand, Paul M. and Tug T. Tamaru. Automated Police Information Systems. New York: John Wiley and Sons, Inc., 1970.

The authors, one, a well known criminal justice educator and the other, a skilled data processing practitioner and teacher, have prepared a significant book which analyzes police activities and data needs and designs and develops an automated data processing system to complement and support these activities. The volume includes detailed flow charts and data matrices which prescribe information flows and basic system designs.

Whisenand, Paul M. and R. Fred Ferguson. The Managing of Police Organizations. Englewood Cliffs, New Jersey: Prentice-Hall, Inc., 1973.

Basically a management text, the book does address information systems. The thesis of the discussion is that different levels of an organization require different kinds and amounts of information for job performance. The authors point that the failure to recognize this is a significant problem for police information systems.

- Periodicals

Blubaum, Paul E. and Albert L. Pasquan. "Phoenix Applies Modern Technology to Police Records Management", Western City 43 (July 1967).

This early article describes early applications of data processing to the problem of records management. It is of interest to growing departments in which records are increasingly difficult to store and retrieve and which are exploring new ways in which to approach the problem. The authors examine the process which the Phoenix, Arizona Police Department followed to make decisions concerning data needs and possible solutions.

Bottoms, Albert H. and Ernest K. Nilsson, Ph.D. "Operations Research", Police Chief 37 (May 1970): 22-26.

"Operations Research" examines the benefits available to law enforcement agencies through the use of analytical and computer simulation models, revealed in a field experiment conducted by the Operations Research Task Force in the Chicago Police Department. The development and results of analysis done on resource allocation and police service demands (to determine workforce requirements) are discussed along with the use of computer simulation models in several areas of police planning to evaluate potential benefits of new programs prior to initiation and determine the most productive plans of action. The authors see systems analysis and the computer sciences as tools which can effect the necessary improvements in the law enforcement system and provide assistance to the police administrator at every level of command.

Brown, Donna. "The UCR Program - Development of a Standardized Audit", Police Chief 61 (December 1974): 34-38.

The article is a synopsis of work on an LEAA grant, "Development of a Standardized System for UCR Audits". The purpose of the project is to assess the quality of the current UCR program and recommend procedures to ensure high quality and accuracy and the so called "audit trail". This project will directly affect all police agency records management systems.

Columbus, E.G. "Automated Data Processing - A Practical Police Tool", Police Chief (January through September 1967).

Each of the nine issues includes an article which considers the "how to" aspects of planning, developing and using information systems in police work. The author, a former police command officer, explains in concise form the various elements of informa-

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tion systems and suggests uses for these systems within the context of police work.

Daniel, Ronald D. "Management Information Crisis", Harvard Business Review - Management Information Series 2;:5: 91-101.

The management information crisis (lack of appropriate information for planning) is described, and prescriptive measures are discussed. The author defines planning needs and identifies nine questions to ask to determine the quality of the data which is being collected and assess the improvement needs of the system.

Dearden, John. "How to Organize Information Systems", Harvard Business Review - Management Information Series 21115: 19-27.

The focus of the article is that information systems are not used effectively to provide information for decision making. Also, the total hierarchical computer system, which is the current state in many large organizations (including police departments) may, in fact, be the wrong system. After examining these problems and others, the author proposes an information system which is tailored to user needs and combines vertical and horizontal (hierarchical) systems for information delivery.

DiDonato, J. and S. Zweifel. "Microfilm Retrieval System Reveals Crime, Traffic Accident Patterns", Law and Order 21 (April 1973): 76-82.

The Miracode system and its operation in the Bethlehem, Pennsylvania Police Department are described. The system allows quick research of crime and accident files and is thought to be an effective records management system.

Dyba, J.E. "Integrating Police Dispatching, Incident Reporting, Records Retrieval, Manpower Reporting", Police Chief (January 1969): 30-31.

The article is a comprehensive discussion of the dispatch and records management systems of a medium sized police department. The purpose and problems of system integration are presented in a real setting.

Evans, Marshall K. and Lou R. Hague. "Master Plan for Information Systems", Harvard Business Review - Management Information Series 21115: 102-113.

The authors suggest that increased and better information will help the manager improve his job and output. To provide the information,

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the authors suggest a master plan which includes establishing long range goals, defining the current system, making short range improvements and determining time and responsibility. Each of the elements of the plan is carefully examined. Helpful forms and other types of information are provided to assist in developing an information master plan.

Hammond, John S. III. "Do's and Don'ts of Computer Models for Planning", Harvard Business Review (March - April 1974): 110-123.

Computer models provide improved ability to perceive and manipulate a corporations internal and external variables, but are successful only if managers are capable of incorporating models into the planning process in a fashion appropriate to the organizational climate and existing technology. After defining several types of computer models, Hammond presents a 10 stage process for the development and use of models, outlining the decisions and actions planners must undertake. Several organizational conditions which are most conducive to successful application are given: the specific areas of implementation, as well as basic internal systems (budget, planning, control) must be understood and quantified; data must be ample and readily accessible; management should support and accept responsibility for models and encourage innovation and a close working relationship must be encouraged between the planning modeler and manager. While basic working conditions are not always controllable, factors which the manager and modeler can affect are discussed. A case study is presented in conclusion to relate these concepts to reality.

Harnett, Joel W., ed. "Five Texas Government Agencies Share Generalized Data Base Management Systems", Government Data Systems 4 (December 1975 - January 1976): 28-29, 32.

In 1972, the Texas Water Development Board Expanded its electronic data processing system to include four other government agencies, as a solution to economic pressures. The Governor's Office of Planning Services, Criminal Justice Commission, Department of Community Affairs and Texas Youth Council share a generalized data base management system - SYSTEM 2000 - which is available in the TWDB's UNIVAC 1106 computer. Users have their own removable data bases which employ a user-oriented "natural" language allowing non-data processing personnel to make use of the facilities. This article discusses functions for which the SYSTEM 2000 is used, areas of shared resources and includes a flow chart of the computer's system.

Hertz, Vivienne and Donald H. Cunningham. "Bibliography on Police Report Writing", Police Chief 58 (August 1971): 44,49-50.

The authors have compiled a comprehensive bibliography of books, parts of books, manuals and articles which address police reports.



McFarlan, Warren F. "Problems in Planning the Information System", Harvard Business Review - Planning Series III 21157: 87-99.

The author identifies the factors which must be considered in planning an information system. Furthermore, he presents organizational structures which have complemented the planning process. The article is based on experiences which the author has had in developing information systems.

Murdick, Robert G. "MIS Development Procedures", Journal of Systems Management 21 (December 1970) 22-26.

The views of fourteen different authors in MIS development procedures are presented in a taxonomy. The article also includes an excellent system description and a useful bibliography.

Peters, Lawrence. "Managing the Transition to Structured Programming" Datamation 21 (May 1975): 88-96.

The transition to a top-down structured programming system can be a risky step if an effort is not made to create an appropriate operating environment. Once the decision is made to implement structured programming, administrators must determine what specifically will be adopted and how it will be phased into the organization. It is an important factor to recognize the need for education, training and "public relations" programs to promote subordinate understanding and acceptance. The author suggests several management considerations which should accompany implementation: personnel selection, evaluation and motivation; program coordination, monitoring, reporting, evaluation; costing and scheduling estimates; etc., and asks questions that administrators can answer to determine their actual needs. Also included is a list of activities which can be pursued to facilitate acceptance and reduce the hazards of a transition.

Police Management Review 3 (October 1965).

The entire issue is devoted to a consideration of the state of police records and management information systems. The various articles include a survey of the New York City Police Department and the state of its system's development at that time. The articles are significant because they examine the philosophy and process of police records and the trends and pressures of the future.



Reiner, G. Hobart and Colonel Robert M. Ingleburger. "Information Technology", Police Chief 37 (May 1970): 28-31.

This article explores the police administrator's function in the light of the rapid technical advances which have taken place in the law enforcement process. Traditional "intuitive" methods of decision making are no longer appropriate to the increased demands placed on police. Systems Analysis, Program-Performance Budget, Management by Exception and Command and Control are new management information techniques which provide improved police effectiveness and at the same time notably alter the role of police administrator. Reiner and Ingleburger explore these new areas of concern and responsibility facing administrators, stressing the need to maintain an attitude of participation and accountability.

Thurston, Philip H. "Who Should Control Information Systems?", Harvard Business Review - Management Information Series 21115: 7-11.

The problem is that information is used by managers to make decisions but data specialists organize and present it. The question becomes, "who should control it?". The author takes the position that the operating manager should, and presents a comprehensive case to support that position. He points out that the influence of data specialists has been significant in large part because managers have not taken an interest in the field, and thinks that the situation ought to be reversed.

Whinston, Andrew B. and William D. Haseman. "A Data Base For Non-Programmers", Datamation 21 (May 1975): 101-107.

Despite numerous advantages offered by information storage and retrieval systems in the handling and analysis of large quantities of data, managers and planners are still burdened with manual formulation, editing and manipulation of data and programs, and in the end must do the actual decision making. Using the example of the Indiana Stream Pollution Control Board, Whinston and Haseman illustrate problems encountered in current planning processes and introduce the Generalized Planning System (GPLAN) - a system which is capable of selecting, loading, running and formatting results automatically - as a potential solution.

Zani, William M. "Blueprint for MIS", Harvard Business Review - Management Information Series 21115: 85-90.

Because little consideration of the intended uses of data goes into developing the data system, the result is often disappointment with, or misuse of the system. The author proposes a process with which to design the system to fulfill both its purpose and management's expectations.

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