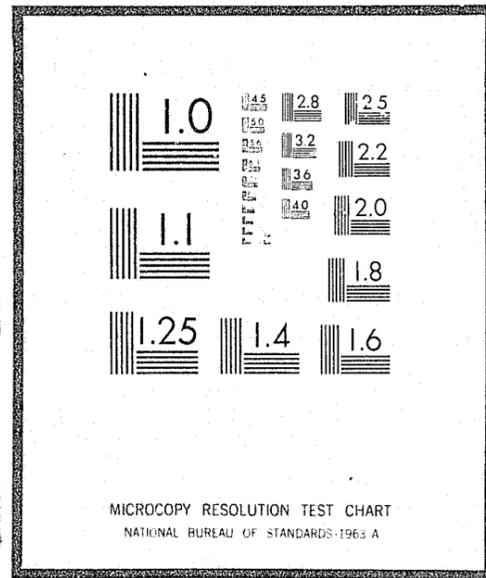


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U.S. DEPARTMENT OF JUSTICE
LAW ENFORCEMENT ASSISTANCE ADMINISTRATION
NATIONAL CRIMINAL JUSTICE REFERENCE SERVICE
WASHINGTON, D.C. 20531

5/12/77

Date filmed

INDIVIDUAL TECHNICAL ASSISTANCE REPORT

In Response to a Request for Technical Assistance

By the

Richland, Pasco, and Kennewick, Washington, Police Departments

November 14, 1973

NCJRS

NOV 30 1976

Prepared by:
Public Administration Service
1313 East 60th Street
Chicago, Illinois 60637

(Per Contract J-LEAA-015-72)

38781

I. PRELIMINARY INFORMATION

A. Consultant Assigned:

Sergeant Walter H. Trefry
Office of the Sheriff
Spokane County, Washington

B. Date Assignment Received:

August 27, 1973

C. Date of Contact with LEAA Regional Coordinator:

August 27, 1973

D. Dates of On-Site Consultation:

September 20-21, 1973
October 12-13, 1973

E. Individuals Contacted:

Sheriff R. Boyles
Franklin County

Chief A. M. Tebaldi
Pasco Police Department

Chief O. Lincoln
Kennewick Police Department

Captain Ray Connery
Seattle Police Department

Captain George Derrick
Richland Police Department

Lieutenant Carter
Records
Pasco Police Department

Sergeant Brush
Patrol
Pasco Police Department

Mr. Bruce Edwards
Data Processing
Richland Police Department

Ms. Janice Shields
Data Processing
Pasco Police Department

Ms. Stevens
Records
Kennewick Police Department

Mr. Jim Wilson
Data Processing
Richland Police Department

Franklin County Sheriff's Staff:
Undersheriff
Administrative Secretary
Communication Personnel
Patrol Deputies (2)

Richland Police Department Staff:
Sergeants 2
Patrolmen 2
Detective 1
Corporal 1
Dispatchers 2

II. STATEMENT OF THE PROBLEM

A. Problem as per Request for Technical Assistance:

Technical assistance needed to determine the feasibility of establishing a tri-city criminal justice data processing center for the cities of Richland, Pasco, and Kennewick, Washington.

B. Problems Actually Observed:

Same as above.

III. FACTS BEARING ON THE PROBLEM

See attached Consultant's Report.

IV. DISCUSSION OF POSSIBLE COURSES OF ACTION

See attached Consultant's Report.

V. RECOMMENDED COURSE OF ACTION

See attached Consultant's Report.

CONSULTANT'S REPORT

FACTS BEARING ON THE PROBLEM

The area being evaluated involves five major law enforcement agencies within two counties in the State of Washington. A major water barrier, the Columbia River, divides the two counties. The Pasco Police Department and the Franklin County Sheriff's Office are both located in a new Public Safety Building in Pasco, Washington. This facility utilizes central records-keeping facilities, central communications, and other joint usage support service units. The building has been occupied slightly over one year.

The Kennewick Police Department, Kennewick, Washington, the Richland Police Department, Richland, Washington, and the Benton County Sheriff's Office are all located on the west side of the Columbia River in Benton County. The common border of these two counties is the Columbia River. Two bridges slightly more than one mile apart furnish access to the two counties.

Although these five agencies serve slightly over 100,000 population, nearly 80,000 of this population are located in an area approximately 10 miles in diameter.

Two utilities service the telephone communications of these two counties. This is not a severe problem with an EDP evaluation; however, it may be a factor whenever teleprocessing is to be considered since each of these two vendors has his own transmission system.

Report Forms Evaluation

Prior to on-site evaluations a request was made to the Police Departments of Pasco, Richland, and Kennewick for copies of all forms utilized to capture data within their records-keeping facilities. Since the Franklin County Sheriff's Office and the Pasco Police Department both utilize the same records-keeping facility, their forms are nearly identical. The forms submitted were: Pasco Police Department — Franklin County Sheriff submitted 25 exhibits. These exhibits covered all legal participation of both departments: law enforcement, juvenile, criminal, and civil. This evaluation will only address those exhibits responding to the criminal justice system, excluding all civil applications.

The reports considered were:

1. Criminal History Card
2. Offense Report
3. Supplementary Offense Report
4. Complaint Report
5. Docket — Arrest Report
6. Recovery Report
7. Juvenile Contact Report
8. Parental Custody Agreement
9. Juvenile Court — Notice to Appear
10. Concealed Weapon Permit Application
11. Application for Admission for Emergency Detention
12. Permission to Search

Richland Police Department submitted 32 exhibits. These exhibits covered both law enforcement incident reports and personnel management reports. This evaluation will only address these exhibits responding to law enforcement incident involvement.

The reports considered were:

1. Complaint Report
2. Arrest Record
3. Report Follow-Up Notice
4. Case Report
5. Vehicle Report
6. Bad Check Report
7. Field Interrogation Report
8. Accident Information Exchange Form
9. Refusal to Submit to Breath Test
10. Alcohol Influence Report
11. Arrest Demand Report
12. Permission to Search
13. Test for Marijuana
14. Prosecution Report
15. "Runaway"
16. Constitutional Rights Waiver
17. Release Form
18. Warning Notice — Vehicle
19. Property Receipt — Jail
20. Prisoner Release Slip
21. Visitor Slip — Jail
22. Blotter Slip — Jail
23. Funds Release Slip — Prisoner
24. Parental Agreement — Juvenile
25. Voluntary Appearance — Rights

Kennewick Police Department submitted 25 exhibits. These exhibits covered both law enforcement incidents and departmental and/or personnel management reports.

The reports considered were:

1. Complaint Report
2. Criminal History
3. Juvenile Offense Card
4. Property Recovery Report
5. Offense Report
6. Supplementary Offense Report
7. Miscellaneous Report Form

8. Items Stolen in Burglaries
9. Vehicle Inventory
10. Progress Report
11. Accident Report
12. Letter — Checks
13. Fraudulent Check Complaint
14. Juvenile Contact Report
15. Follow-Up Request

Review

All of the present forms, listed above, were considered in light of a computer application for law enforcement. The first review to be considered is that of utilizing present forms for an EDP (Electronic Data Processing) system. The multiplicity of forms used by these agencies will complicate any form of data entry. Secondly, alpha reference for most data storage systems follows the requirements established by NCIC. The alpha reference on most of the report forms reviewed fails to address the basic information needs for either NCIC or WACIC (Washington Crime Information Center). Third, a uniform approach for numbering and maintaining numeric continuity throughout a given report is lacking. Most accepted systems depend upon both an alpha and numeric cross-indexing on reports.

The basic data necessary for law enforcement reports to be used in an EDP application is normally an alpha and numeric reference. The alpha reference must be on all entry forms, regardless of application, if it is to be used in a system. This is to insure that all data is entered into the right "person" file. The alpha reference is usually in the following sequence, as used by NCIC: last name, first name, middle name, sex, race, and date of birth. All forms indicating "people" should begin with these basic data elements.

Numeric references are necessary to group all data surrounding a particular report and to facilitate data storage. The numeric reference should be attached to each report and any further additions must carry this number. Technique of data storage provides increased efficiencies, both systemwise and financial, when numerics are used.

Records--Keeping Evaluation

The records-keeping facilities of all departments have been visited and evaluated with regard to an EDP application. None of the records systems visited lent themselves to direct input to a data system. This is mainly due to the variety of manual files maintained by each of the departments. This lack of consistency between the five departments practically prohibits any form of conversion from existing manual files to EDP files.

The primary area of deficiency within the present records is mainly in the data collected. There is a definite lack of uniform data such as middle initial instead of middle name. Many forms identifying people lack references to sex, race, or date of birth. Another lack is consistent definition of incidents and terminology to describe incidents.

Most of the manual record-keeping systems visited lack consistency for tracking an incident throughout its involvement with the system.

It was also found that each department had a different definition as to what should be included within the records-keeping facility. One agency noted minor incidents on a log, while another recorded all incidents regardless of significance on a report form. The first department tends to aid in the inconsistency of tracking an incident throughout its involvement with law enforcement, while the second department tends to clutter the paper files of a manual system. Each department should reevaluate its definition of records-keeping needs and perhaps address the need of supplemental manual methods of maintaining departmental statistical records.

Evaluation of Data Processing Capability Within the Area Defined

An on-site review of the data processing capability of the City of Pasco disclosed a very limited capacity. The present hardware is totally limited to a card-oriented system. The small computer allows for only wire board operation and has limited programming potential. The present uses are limited to accounting and supports programs and procedures for the City.

There have been limited discussions in regards to adding to this capability, but the time frame of the possible expansion was not defined.

Considering the present capability of Pasco, only limited card-oriented processes of statistical nature could be developed for the law enforcement community. The data manipulation would be extremely limited. Perhaps such programs as dispatch statistics, officer activity from traffic tickets, or a simple accounting of incidents from reports could be developed.

Telephone interviews, questionnaires, and on-site evaluations were used during the investigation of the data processing capability of the City of Richland. Richland data processing presently has a small computer capable of expansion. The IBM System/3, Model 10, presently has 16K capacity supported by 9.2 million bytes of disk storage. It is proposed to add 8K to the computer and also high speed access. This configuration can support on-line capability.

All present uses are background in the punch card application; however, programs can be core resident. Richland does not have at this time an on-line operating system. Discussions have transpired regarding extending the capability to include law enforcement. When considering the present batch mode and hardware capability, this configuration has additional user capacity.

The personnel of this data center has sufficient degree of expertise to extend the present system to an on-line operating system. The staff is limited and somewhat restricted by policy; however, this does not appear to be a limiting problem.

Defined System Requirements

Following discussions with all of the departments requesting this evaluation, there was a fairly uniform definition on what was desired from an EDP system. This presentation will attempt to address all of the requests, considering the costs involved, location of EDP

capability, population base, and present records-keeping capability. The following list and accompanying descriptions are an attempt to identify the needs and present them in an order of importance as expressed by the departments to this evaluator:

1. Record Indexing System
 - a. Name search ability with accompanying records of incident data, arrest data, and warrant data. This would allow for identification of an individual and all records or warrant data pertinent to the individual.
2. Statistical Evaluations
 - a. Crime statistics indicating location, frequency, arrest data, and each category reported by each user agency.
 - b. Incident data including methods of receiving and handling incidents such as telephone requests for service, radio dispatches, personnel involved, response time by units, etc.
 - c. Statistical reports involving location of arrest, location of accidents, and location of incidents.
 - d. Required and management reports such as the Uniform Crime Report, National Safety Council, Officer Activity Report, etc.
 - e. M.O. file concerning crimes against persons and property. (Depending upon the individual contacted, this file is rated from most to least important.)

The problem encountered within this portion of defining system requirements was one of defining the need of each potential subscribing agency. One department placed major concern on information to the field level officer, while another wanted statistical information to support budgetary requests. It would be impossible to develop recommendations that would satisfy all of the users and then rate them in an order of importance that would satisfy everyone. The lack of knowledge on the part of the agencies as to what to expect from an EDP system complicated the evaluation. Other applications mentioned included court docket preparation, district and municipal court applications, and applications involving needs from the Prosecuting Attorney.

Interim Development Considerations

Many steps must be considered prior to the implementation of any computer system. These steps are varied; however, most have to be conducted by the individuals interested in having a computer system.

Many of these steps can be on-going at the same time. When possible, more than one function should be attempted to shorten the total overall time of involvement and to reach implementation as soon as logically possible. Each step must be completed with depth and accuracy regardless of the amount of time needed for completion. Should any major step be unfinished or poorly worked, severe problems will occur during later development.

Evaluation of present records-keeping practices and facilities, statistical evaluations needed, and general data maintenance and transmission is essential. This should be carried out by each individual participant and then coordinated to represent the total desired approach of all users. All present steps of record maintenance should be identified and documented. (*Caution:* Just because personnel have been working years in any portion of this area to be evaluated does not mean that they know everything about it.) Many supervisors delegate portions of the system to clerks and others and do not really understand the minute workings that must be considered in a systems evaluation. The clerk performing the tasks to complete the Uniform Crime Report undoubtedly knows of all the sources of information needed to complete the report. The supervisor usually does not know the individual data sources. The clerk must be included in the evaluation of that portion of the total records pertaining to the UCR.

Questions such as "What is a computer?" "What is computer theory and what can a computer do for the user?" must be answered prior to successful system design. Key personnel who will be involved throughout the development of the project should have adequate knowledge to be able to understand computer capability. This can establish the ground rules of development. This training may be general to start with, but it will become more technical as development progresses. Portions of this computer information should be conveyed to all levels of the agencies during the development stages. Line level officers should be informed of all possible computer applications that may affect them. This tends to reduce the "fear factor" that goes with the development of a new and unknown approach to an everyday task. The simple administrative statement that a change is needed "because the computer needs it" will only reenforce the "fear factor" and develop strains of credibility.

Sources of training and education are varied and for most areas readily available. Hardware vendors offer valuable assistance. Line personnel can be informed by use of training bulletins and roll-call training. They can be kept abreast of the development of the system. Assignment of personnel to portions of the development team will allow each member of the department to become involved. Other sources of training are community colleges, governmental units of data processing, and any other agency with expertise or interest in the project. Other agencies having similar systems can offer printed matter and other aids during this educational period. System manuals from operating systems can be read and thus develop a better understanding of the proposed project.

During the period of time between initial definition of a system and implementation of the system, many forms of evaluation and determinations must be conducted. "Blue Sky" sessions are a form of evaluation in which all personnel can participate and express their wants from the system. The development of "Blue Sky" plans are simply methods of developing a shopping list of anything that is wanted from an automated records-keeping system. There should not be any consideration of costs, hardware, or any form of personnel capability. The only rule is that all or none of the developed wants could become a portion of the final system. This list of wants should be considered throughout the total development of the system design. Some wants that may seem impossible during early developmental stages may be logical and practical during later developmental periods. All wants should be evaluated and categorized and only very obvious duplicates eliminated. Nothing should be considered impossible or ridiculous.

During the interim period it is essential to identify specific personnel who will become involved in the definition of the system. In order to maintain a smooth development program, each agency must be considered as a separate but equal partner of the development. The system demands an attitude of oneness that must be accepted by all agencies involved. As an example, input forms must contain the same data for minimum entry regardless of who initiates the form. This necessitates that all agencies agree in principle to common input data and how this data is reduced to paper form. All similar activities must be reduced in the same paper form to develop data base.

Personnel involvement must also be of mutual concern. All participating agencies should designate personnel to the project. Each agency should not expect to have equal impact on the system if it has not participated during the evaluative and definitive stages. Those agencies who do not participate must accept what is decided upon or not participate in the developed system. During this portion of development those participating must have the support of collective top management. Decisions are frequently made during the course of an informal meeting, and these decisions can become permanent; therefore, the participants must have limited power to make management decisions when needed without prior consultation.

These interim development areas can be developed simultaneously if there are sufficient personnel involved. Even though they can be developed in a concurrent approach, total coordination must be maintained at all times.

Evaluation of Existing Systems

The National Law and Justice Information Service maintains a large directory which describes all known criminal justice systems and briefly describes each system. This resource book should be reviewed, considering those systems that have portions of their systems that are of interest or meet the hardware, population, or other limitations of the development under consideration. Computer systems responding to law enforcement needs within the general area should be identified, evaluated, and visited. There are several good criminal justice systems currently operating in the Pacific Northwest. SEA-KING ALERT, the Seattle-King County system, can be discussed with Lieutenant Paul Knapp, Seattle

Police Department, Public Safety Building, Seattle, Washington. CRISS is a regional criminal justice system involving the Portland, Oregon, area and one county in Washington. The CRISS coordinator is Sergeant Penny Orazetti, Portland Police Department, Portland, Oregon. TIE PIN is an in-house system, soon to go teleprocessing, addressing the needs of law enforcement. Shortly this system will include the Prosecuting Attorney and District Courts. This system has an efficient jail booking and management system all on-line. Contact for this system is with Sergeant Walt Trefry, Spokane County Sheriff's Office, County-City Public Safety Building, Spokane, Washington. Snohomish County has one of the first Prosecuting Attorneys systems in the Northwest. This system involves case tracking and accounting. Contact can be made with Mr. Richard Smith, Snohomish County Data Processing Services, Snohomish County Courthouse, Everett, Washington. A warrant generating system, and partial court management system, is in operation in Thurston County. Contact with the District Court Clerk, Systems Analyst, Thurston County Courthouse, Tacoma, Washington, will obtain information for this system. It should be noted that the expertise of systems development and design of the Pacific Northwest is as sophisticated as any part of the United States. It is current and extremely aware of cost restrictions upon most smaller population bases currently considering data processing approaches to law enforcement and other areas of the criminal justice system.

When evaluating existing systems, their input forms should be requested. The difference between currently used report forms and those needed as input forms for an EDP application can be great. Most systems address the needs of basic data entry for NCIC and WACIC on their input forms. With this in mind, a careful evaluation must be made of all present input forms in light of possible changes that must be made to accommodate future input requirements.

Multiplicity of forms used complicate data entry. A goal of combining existing form applications to finally ending up with as few documents as possible must be a major consideration. Efficient development of entry forms that respond both to field level data collection and EDP entry will create monetary savings at later stages. A multiple use form meeting data requirements of entry to local, state, and federal systems must be the goal. If possible, it should also meet as many other requirements as possible. This should include data collection for the Uniform Crime Report, local statistical requirements, and any other logical function of data collection.

System size and definition must be initiated prior to financial determinations. It is necessary to determine the probable system size and define what is expected from the computer support agency before financial determinations can be made. The sum of these prior considerations must be evaluated, plus expected expansion, to prepare budgets for the anticipated users. System size and system definition as developed by the users are brought together for the data processing people to interpret into machine needs, peripheral hardware requirements, system design support, software, personnel requirements for software development, and personnel requirements for sustained support of the system.

Once these considerations have been made, changes become more significant and definition becomes more positive. It is at this point of development that the data processing personnel become vital and the balance of the development must become more dependent upon these people. It is for this reason that proper relationships be developed throughout the entire developmental stages.

Part of determining a system size and definition is consideration of existing applications of on-going systems. This evaluation may lead to a decision to change the original specifications to obtain an existing system economically. A consideration of another system could involve either the total system or just the logic of the system, software or specific applications. When key personnel are working with other on-going systems, it is vital to have a well-defined understanding of what is wanted. This will make effective communications between the two systems easier and the transfer of system logic and programs more efficient. Simply stated, if you don't know what to ask for, don't expect to get exactly what you want.

Agreements and implementation are the next phases of development. Once the operating system and estimates of volume have been defined, the financial requirements can be considered. Contractual agreements should be developed to pay to the system. The most common method of costing out a system is by considering the hardware and support personnel costs which are then divided by the use percentage of each agency user. If any department furnishes specific support, that must be considered in the contract. If a central warrant control section is developed and it is under the control of agency X, then this agency's financial involvement must be considered both as a user of the system and as a cost to the operation of the system. Agency X should receive a billing for use, less costs involved for support of the central warrant system for all other agencies, but not for that portion of the central warrant system supporting agency X's warrants. These factors should be addressed in the formal agreement between all user agencies. The agreement should be developed prior to implementation; however, it can be modified at any time if costs increase or additional users are included on the system.

In addition to the operating costs, the expectations and output of the system should be generally defined by formal agreement. The agreement cannot be definitive like the operating cost agreement; however, it should spell out change of policy, management agreements, or any other pertinent definition jointly decided upon.

The final phase, prior to having the system available to use, is the writing of the operating system or modification of an acquired operating system. Regardless of the source of the working system, *final writing* prior to implementation is necessary to fit the system into the hardware to be used. Other background programs which meet specific needs of the joint user group will have to be written. This is the final stage of design, writing, and testing prior to implementation of the system. During this period, there is a reduction of involvement by the law enforcement personnel, and precautions must be taken so interest will not be lost by those who have worked on the development of the system. During this period of involvement by the data processing personnel, the time can be well spent for training all user personnel in any new techniques, forms, policies, and procedures.

Implementation of the system, day one, is the final day before the system is available for the users. All steps must have been done properly or implementation will be hampered. Following implementation, the management of the system must be an everyday project. The use of the system should be measured and managed continually from implementation date. This will include improvements, redefinitions, or any other consideration such as new hardware, additional support programs, or changes in the general definition of the system.

RECOMMENDATIONS

Summary

1. Evaluate present records-keeping facilities and work toward agreeing upon a uniform method of collecting and storing data. Common methods of data collection will allow for an early development of system definition and early implementation of the system when data processing facilities are available.
2. Background statistical approaches should be developed using present EDP capability and should accommodate those identified needs of management at this time. This would necessitate changing present records-keeping methods, dispatch center incident recording procedures, and field level data collection. It would include using present EDP capability to generate such reports as the Uniform Crime Report, Officer Activity Report, Radio Statistics Report, Incident Statistical Report, and any other background programming that would support the identified needs of the users.
3. A full capability on-line criminal justice information system, with minimum criteria of name indexing and providing that data necessary to support the officer in the field, should be developed. This system must also have the ability to be built upon to eventually develop into a total criminal justice information system addressing all user needs.

Discussion

Recommendation No. 1

In order to develop any form of data processing representing several disciplines, there must be a strong uniformity of those processes contributing to the total envisioned system. This need becomes very basic including nearly all development phases from definitions to system implementation.

Definition may be a term, form title, subsystem to be developed, or the ultimate definition and implementation of the total system. When assigning the working committee personnel, there should be serious consideration as to the specific personnel assigned to the task. It is equally important to consider and develop a set of guidelines that the working group should work within.

The group should be chartered to be the voice of management and rank in file alike. They should also be able to represent their own department at any moment so decisions and policy can be formulated without constant delays due to top management consultation. Major decisions involving financial obligations must be returned to the top departmental management; however, design and definition should be developed within this group (working group).

This group should be composed of personnel who are knowledgeable in most aspects of the department's operations. Personnel should be an integral part of his department and must generally have the respect of the various divisions within the department. These persons should also be able to work comfortably within a multijurisdiction approach to planning. He or she should also be available for all group sessions and for the total development time of the system. This degree of availability is vital to insure consistence of development and representation of all departments and these departments' needs.

The responsibility of this group should include but not be limited to:

1. Review of departmental evaluations pertinent to the system development.
2. Data collection forms review and consolidation.
3. Data collection forms development to support a systems development.
4. In-house modifications to support all phases of a system development.
5. Coordination between departmental personnel and a system development.
6. Education of all personnel in the necessary changes to support the forthcoming system.

Recommendation No. 2

Development of background statistical programs could answer some of the immediate problems within the tri-city law enforcement community. Since there is a strong indication of a parochial approach to law enforcement within the total area, this phase could create uniformity within the law enforcement community. These types of programs are small and tend to meet the immediate needs of an agency as well as acting as an introduction to the world of data processing.

There are three primary sources of programs that fall into the background programming approach. First, vendor-supported programs are available for specific hardware configurations. As an example, IBM supports System/3 with a program entitled "System/3 Citation Processing PDM Program." This program supports local government in managing the handling of both moving and parking citations. The vendor-supported program includes such capabilities as ticket accounting reports, delinquent notices, warrants, warrant indexes, disposition reports, court dockets, juvenile listings, revenue-accounting reports, and other evaluations of data received from tickets.

The second source is to use programs or program logic presently used by another system. There are many currently on-going systems which support this type of statistical and management programming. The listings provided by the Criminal Justice Information Systems Directory distributed by the National Criminal Justice Information Service, LEAA, should provide a reference for evaluations. All of the present operational systems of the Pacific Northwest have background programs supporting certain management and statistical projects involving the Uniform Crime Report, aspects of the officer activity-type of reports, radio dispatch reports which evaluate incidents handled, and other aspects of response given the public from requests received. Most of these local systems that support law enforcement will offer documentation of their programs. These then will have to be evaluated as to whether the particular program meets the local management need and if it will meet the hardware demands of the local data processing section. The project directors of the local northwest systems are identified in a prior portion of this report. The project director of the tri-cities endeavor should contact each of these people to determine what is available from each system and solicit documentation from them.

The third method is usually more expensive; however, since it can meet the needs of the local user more directly, it could be best in the long run. This is to develop the programs locally with local data processing staff versed in the needs of local law enforcement. This approach usually necessitates close involvement and explicit definition of the needs from local law enforcement to local data processing staff. A combination of the last two methods are far more common. This is to obtain the programs or logic from an existing system and evaluate it by law enforcement and then have local data processing staff polish the program or alter it to fit the local hardware requirements.

Regardless of the approach, the important thing is the close working relationships that must be developed between the law enforcement agency and the data processing support staff. It should be apparent that the law enforcement agency must know enough about data processing to converse with the data processing staff, and the data processing staff must know enough about law enforcement to interpret the needs of the law enforcement staff. This language barrier can be the most bothersome part of any development program of this nature.

Recommendation No. 3

Present data processing capability in the tri-cities area will not support an on-line criminal justice information system. There is not enough hardware to support anything except a background approach to law enforcement needs. However, the hardware currently in-house at the City of Richland does have the capability to be added to so that an on-line system could eventually be supported. Before this degree of development could be reached, there will have to be a detailed evaluation of how much of a system is desired, how much each user is willing to pay to support such a system, and will the local government unit issue a commitment to purchase and support the system hardware and software staff.

When considering the geographic boundaries of the tri-cities area, the present data processing capability, and the expressed needs of the potential users, this recommendation will be expressed on three levels from a total criminal justice system approach to the least support and still be an on-line system.

The highest level of support would be a totally responsive criminal justice information system addressing the law enforcement system prosecuting attorney, courts, and any other member of the total concept of criminal justice. It would also allow for data entry from any location. This means a total information system with total telecommunications capability. Simply expressed, if an incident is to be recorded on the computer system, the originating agency would enter the report on a device located within that agency's building. This type of system would meet most of the defined needs of all users and would not be limited by very many restrictions. This allows for nearly total data response from field level personnel, evaluative technique to support the investigative personnel, and evaluative technique to support management and statistical requests. This type of system is the most expensive of any suggested. It is impossible to establish cost factors without total system and hardware definition to support the specific desired system. The TIE PIN system supporting law enforcement in Spokane County costs approximately \$12,000 per month. A total system for the tri-cities could cost the same as Spokane or even more depending on the user's requests.

The second approach would address data entry from each of the user agencies but the system would be limited to the law enforcement user only. This approach would be less expensive to support since a minimum amount of files would be developed; however, the cost between this type of a system and a total criminal justice information system is relatively small. There will still be the need for core supported programs for the on-line and teleprocessing systems. This also points out that once the initial system definition is developed and implementation has occurred, the additional subsystems become less expensive to develop and support.

The last recommendation and perhaps the best way for an area the size of the tri-cities is a total in-house system that supports the law enforcement needs of the tri-city law enforcement community. An in-house system is one which allows for data entry from devices located within the same building that the computer is housed in. Most computers are limited to having support devices, terminals, located within 1,000 feet without expensive controller devices and telecommunication programs. This lack or reduction of telecommunications hardware and programming greatly reduces the cost of a system.

An in-house, on-line system could be developed to respond to the total law enforcement needs of the tri-city law enforcement community. The entire approach depended on a totally cooperative and uniform approach to data collection. It would provide adequate and economical data support for the field level personnel. First, total uniformity of data collection would have to be used by all user agencies. This will allow for efficient data entry to the system and adequate response to the user. Second, agreement would have to be developed designating one agency to act as the central data entry point. This would not necessarily mean central records keeping; however, central records keeping

would simplify the entire process. Each agency could retain its own records-keeping facility providing the procedures were compatible with the system being developed. Each agency would be required to forward to the central entry point all entries several times a day. Third, one frequency of radio communications would have to be established to address data requests, and this frequency would have to be common to all of the user law enforcement agencies and vehicles in the area.

Data will be collected by each agency and forwarded to a central data collection point daily or on any schedule determined to meet the user's demands. The central data collection point would have the computer in its location and would handle all data entry. This same data center would furnish all software, hardware, and entry support. This will allow for the system to respond to need, yet stay within the 1,000 feet restriction of an in-house system.

By using a radio frequency common to all user vehicles and communication centers, data inquiry can be provided. The realm of data inquiry will also have to include the secondary support of the statewide teletype system ACCESS. By using this approach, both local and state/national data can be provided to the field level personnel. This method of data collection and dissemination is the least expensive and still allows for the responses defined by the users. This approach should provide the best of everything for the least amount of expenditures.

As previously mentioned, it is not possible to estimate costs from this evaluation. It is possible to state that the present hardware will allow for expansion to that degree of capability as defined by the users visited. The capability is located within the Richland data processing section. Visits with the director of data processing and his staff indicate that that degree of expertise is available to develop and implement an acceptable system, provided additional hardware can be obtained. Based on these factors, it is recommended that a total in-house approach be considered by the law enforcement community of the tri-cities when deciding to enter into a data processing system of data collection.

END

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