

Bellevue Police Department

1998

Staff Support Section

Annual Report



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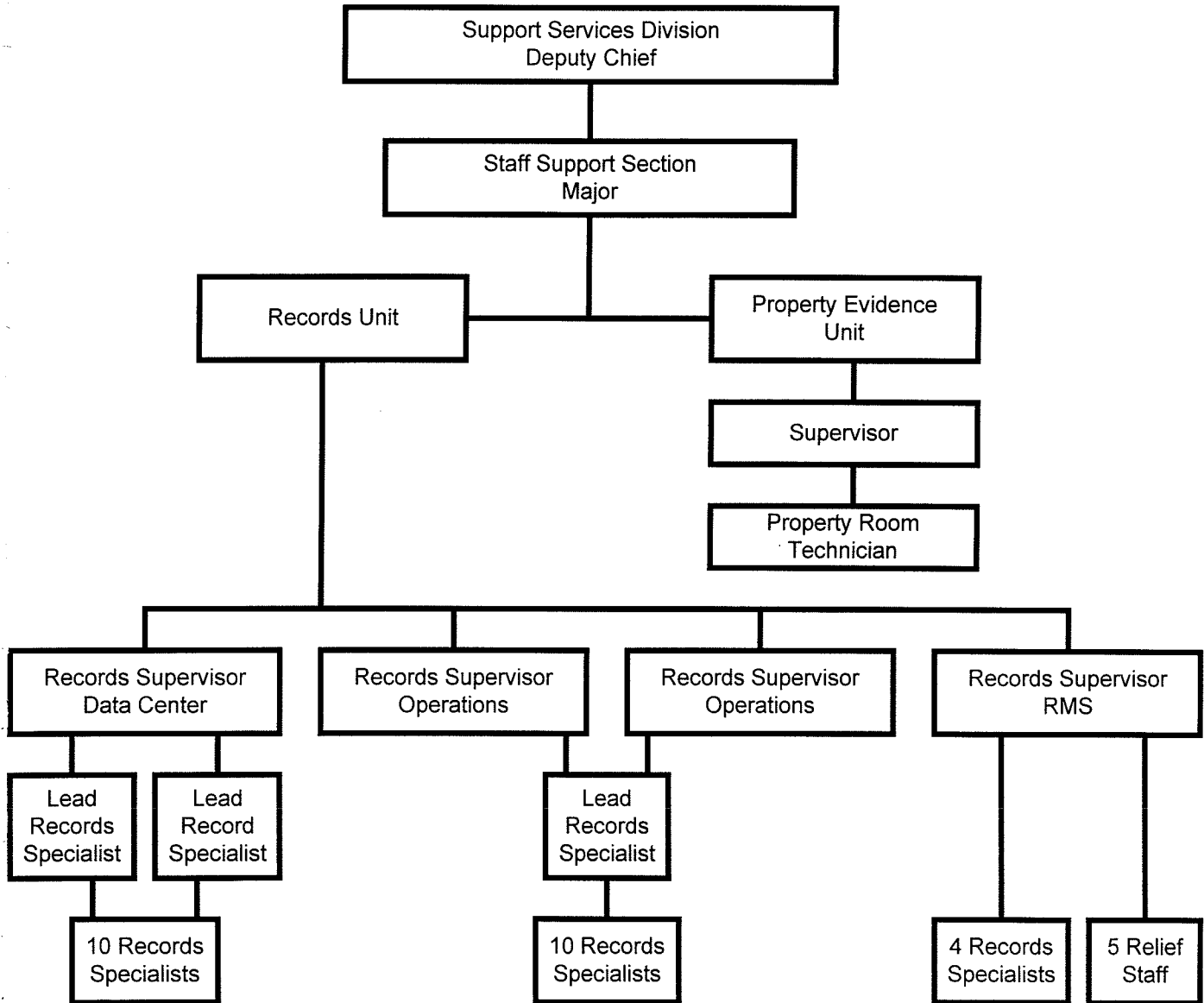
INTRODUCTION

The Staff Support Section is an integral part of the Bellevue Police Department. It is essentially the "heartbeat" of the organization. Support functions provided by this section impact every other unit and are critical to the effectiveness of the Department as a whole. Whether responding to the needs of the community at large, or to the every-changing demands of the Police Department, personnel assigned to the Staff Support Section recognize their unique responsibilities. They value the confidence and trust placed in them by the public they serve.

Citizen assistance is available at the front counter 24 hours daily, seven days each week with non-emergency lines open to the public from 0700 hours to midnight. On many occasions, contact with the public begins and ends with the Records Specialists due to the variety of the services provided such as the dissemination of the closed case file and the release of property held in evidence.

In 1998, the Staff Support Section consisted of the Commander, four Records Supervisors, one Property Room Supervisor, three Lead Specialists, one Property Room Technician and 25 Records Specialists. This staffing is supplemented by five temporary specialists and three volunteers. Full-time employees work a ten hour shift, four days per week.

1998 Records Unit Organizational Chart



STAFF SUPPORT SECTION **1998 ANNUAL REPORT OVERVIEW**

In addition to the essential support functions provided by the employees in the Staff Support Section of the Police Department, 1998 proved to be a year of unique challenges. The units encountered major projects which critically impacted our workload throughout the year. The majority of these projects were labor intensive and driven by critical timelines. These projects included:

- * Comprehensive Property Room Inventory
& Purging of Backlog
- * RMS Vendor Selection Bid Process
- * Business Process Improvement Plan (BPIP)
For Timekeeping & RMS/CAD Upgrades
- * Infrastructure Reorganization Implementation

It is due to the credit of dedicated individuals and the combined efforts of those involved that the Staff Support Section was able to respond effectively to the additional challenges as well as efficiently manage their existing responsibilities. A notable 1998 highlight involved the transfer of the Police Support Officers from Records to the Patrol Division. In addition to our routine hiring processes, a new Records Supervisor, Ron Brothers, joined the leadership team from Issaquah Police Department. Ron replaced Lisa Finn who transferred to the administrative team. Appreciation is extended to all members of the Staff Support Section for their quality performance and service to the City of Bellevue in 1998.

PROPERTY/EVIDENCE UNIT

1998

Responding to a report by Evidence Control Systems published in February 1998, the Property/Evidence Unit faced considerable challenges during the year. The consultant made numerous recommendations and the vast majority have been completely addressed during the second half of 1998. The major goal was to purge the Property Room of a large backlog of property/evidence items that were no longer required to be held. In June, Detective Lieutenant Ed Mott was reassigned to facilitate the purging process and evaluate all Property/Evidence Unit processes.

The actual purging process was carried out by two personnel working full-time for nearly six months and was completed in December 1998. Items were purged from cases dating back as far as 1986 all the way through 1996. This effort resulted in an estimated 30,000+ individual items destroyed, released or auctioned from 11,468 cases, an 85% increase over 1997. By the end of December all cases containing property/evidence through 1996 had been purged. To date there are only 49 cases with open evidence files prior to 1997. These are open homicides or other cases that must be held due to the State criminal statute of limitations. Currently the Property/Evidence Unit personnel are focusing on disposal of items from 1997 and some 1998 cases. The continuing challenge of property/evidence received in the Property Room will be to ensure that we maintain a manageable inventory of only those items required for retention on open cases.

Along with the purging process Property/Evidence personnel processed 4,686 items booked into the Property Room, a 10% decrease from 1997. Three property auctions of unclaimed items were conducted during the year, which resulted in a total of \$29,522. Purging cases in the cash vault also produced another \$26,999 for the City General Fund. In addition to his regular duties, the Property Evidence Clerk produced 263 marijuana evidence examinations (20% increase) and responded to 60 court subpoenas to provide testimony.

The following are some of the other major tasks accomplished by the Property/Evidence Unit during 1998 in direct response to the Evidence Control systems report:

- Overall general cleaning/housekeeping accomplished for better space utilization
- Security upgrades including the alarm system and installation of high security locks
- Complete reorganization of storage of all property/evidence by year
- Redesign of firearms storage area within the Property Room for improved tracking

- Homicide evidence stored separately from all other evidence
- Special lockers for flammable items, fireworks and ammunition per Fire Department recommendations
- All unnecessary biological hazardous materials evidence has been destroyed
- New currency safe and new evidence lockers installed in the Evidence Entry Room
- Evidence Entry Room access switched to card key control for added security
- New Property/Evidence Procedure Manual (under construction)

RMS VENDOR SELECTION PROCESS 1998

The process to select Records Management System began in 1997 and continued into 1998. It was determined that a new Records Management Computer System would be necessary to upgrade the Police Department's technology from the original flat file system purchased thirteen years ago to a relational computer system. This upgrade in technology would allow the Police Department expanded opportunities. The door would be open to link to computer systems such as:

- Automated Mug Photo and Booking Systems
- Imaging and storage of documents
- Interface to the AFIS System
- Link between the proposed upgrade to the Computer Aided Dispatch System and the Records Management System
- Link for future Police Vehicle Mobile Digital Computers
- Allow for Year 2000 capabilities

An RMS Group from Records and a User Group with employees from both divisions were interviewed during the needs assessment process. With input from these employees and guidance from a skilled consultant, an RFP was developed and a bid proposal was sent to several vendors. Subsequent proposals were received from vendors and an extensive review process ensued involving all RMS personnel and other Department employees. Three vendors were initially invited to demonstrate their products as listed below:

- Spillman: Off the shelf product, modification limited the link capabilities required in the original RFP. Eliminated.
- Public Safety Systems: Capabilities too restrictive – unable to meet the needs of expanding technology. Eliminated.
- Motorola Tiburon: Highly approved product – cost was prohibitive and all yearly upgrades would require modifications involving additional cost.
User favorite by consensus.

All three bids were declined. It was determined that RMS would re-bid the process in 1999. In the interim, the Staff Support Section would facilitate an upgrade to the current RMS system through the current vendor to ensure Y2K compliancy. Preparations for the upgrade dominated the focus of RMS personnel through the close of 1998.

BPIP IN STAFF SUPPORT

1998 was the kickoff year for the City of Bellevue's **Business Process Improvement Plan**, commonly known by its acronym BPIP. The BPIP is basically a twelve step reengineering model that systematically reviews the manner in which we process our work, measures and evaluates the input and outputs, and finally blends the good of the existing systems with recommended improvements.

The Staff Support Section played a key role in the training and implementation of BPIP in the Police Department as we set out to determine the most suitable vendor to replace our current Records Management Computer System (RMS). All City automation projects were put on a fast track schedule because of the critical timelines driven by Y2K compliance.

Training on the model began in April of 1998 and selected staff members were brought into the first six steps of the process (Phase I) by May. Intensive weeks of detailed work ensued as participants identified task procedures of existing processes and produced flowcharts mapping the processes. Although the work was often difficult and time-consuming, the model forced participants to critically examine the current activities and identify dependencies among several divisions of relational work processes. One example would be a burglary crime report submitted by patrol, investigated by detectives, evidence submitted to property, processed by Records, entered into the computer by RMS and filed by volunteers.

By the end of June, sixteen BPIP processes with flowchart diagrams that graphically depicted the processes were submitted to assist the City in their deliberations regarding the purchase of a new RMS computer system. From July to September, Staff Support personnel worked through Phase II of the project which included measuring the delays in the processes, mapping the variances and updating the imaging document. Phase II steps were driven by those processes which would be most affected by technology, i.e.: mobile computer terminals in patrol vehicles.

BPIP was a model that set us on the road the City was taking... a reengineering of work processes geared at eliminating unnecessary steps and unloading activities that do not contribute enough to the organization's current and future goals. The process demanded a high level of adaptability on the part of the personnel involved and Staff Support did their best to accommodate and align with this goal.

INFRASTRUCTURE REORGANIZATION

IMPLEMENTATION

1998

The Records Leadership Team consisting of the Staff Support Commander, Records Supervisors and Lead Specialists has steadily moved through the implementation phase of the goal established in 1997 to reorganize the Records Unit from a singular unit to a multi-unit comprised of three separate but interrelated work groups. This reorganization continues to be a work-in-progress as technological advancements, specialized projects and personnel staffing are integrated into the existing implementation timeline.

Two distinct components made up the Records Unit in 1998: **Data Center** (Access/Radio Traffic Dispatch) and **Operations** (front counter, phones and clerical). The automated Records Management System (RMS) has established itself as a independent component; however, staffing designated to the RMS Unit was shared with Operations personnel to provide coverage to the floor service personnel.

- **Operations**

As the baseline of the Records Unit, the task responsibilities of this work group are the most diverse. Public phone lines equipped with a phone tree of helpful information options are open seven days a week from 0700 to midnight. The front counter service desk is staffed during these hours, also. The Operations unit provides non-emergency automated dispatch service to Eastside 911 Communications as well as the following public services and clerical tasks: fingerprinting, police report processing, case copies and recap for the media, concealed pistol license applications and issuance, bail collection, dissemination, records checks, expungements, clearance letters, issuance and audits of traffic citation books, sound permits, departmental forms, mail distribution, firearms transfers and dealer licenses, issuance of vouchers, mugshot process filing, processing of certified driver's records, filing, petty cash disbursements and after-hours building access to city employees.

- **Data Center**

This Records Unit work group is responsible for Access operations, police non-emergency radio traffic, video prisoner monitoring, vehicle tows and impounds, processing of warrants and domestic violence court orders, monitoring of alarms, card key issuance and maintenance and around-the-clock officer assistance. Computer interface with the court systems of Scomis and Discis allows Data Center personnel to track dispositions in the dissemination of criminal history records as well as to determine the eligibility of concealed pistol license and gun purchases applicants. Data Center Lead Specialists Julie Erdmann and Debbie Brennan are State Trainers who train and certify the Bellevue Police Department and interagency personnel in the use of the State Access computer system. This unit provided significant assistance to the RMS vendor bid process as well as technical expertise to departmental computerized operations by Data Center Specialist Lee Butler.

* Phones * Front Counter Assistance * Concealed Pistol Licenses * Recap *
* Issue Citation Books * Non-Emergency Dispatching (CAD) * EDVP Liaison
* Traffic Service Requests * Shoplift Diversions * Dissemination * Recap *
* Clearance Letters * Records Checks * Voucher Program * Fingerprinting *
* Case Processing * Expungements * After Hours Sign-In * Training *
* Mail Distribution * Dissemination * Sound Permits * * Subpoenas *
* Case Copy Requests * Firearms Dealer Licenses * Timekeeping * BPIP *
* Timekeeping * Bail Collection * Petty Cash Disbursements * Archives *
* Arrest Report Processing * Supplementary Report Writing * Tip Sheets *

* Imaging Project * Dispositions * Trespass Notices * Filing * Mug Photos
* UCR Tables * Arrest/Case Report Entry * Purges * Stat Reports * MCI *
* Quality Control * Cancelled Cases * Research * Firs * Statistics *
Verification of Identity * MCI * ICN * Datatrieve Searches * BPIP
Processes * Alert Comments * Traffic Citation Entry * Expungements *
*Missing Cases *

National & State Criminal History * Non-Emergency Radio Traffic * Domestic
Violence Court Orders * Warrants * Teletypes * Alarms * Book of Arrests * Tows
* Impounds * Repossessions * Motor Vehicle Theft & Recoveries * Pawns *
Bellevue District Court Liaison Dispositions * Card Key Issuance & Maintenance
* Contractor Clearances * Missing Persons * Validations * Certified Copies of
Drivers Licenses * Vehicle Registrations * Security Cameras * Data Entry *
Stolen/Recovered Items * Monitoring of Prisoners * 911 Emergency Back-up
Phones * Discis * Scomis * State Audits * State Certified Access Trainers *

1998 Data Center Statistics

Month	Warrants		Warrant Recalls		Court Orders	
	MTD	YTD	MTD	YTD	MTD	YTD
January	175	175	47	47	71	71
February	223	398	47	94	74	145
March	195	593	60	154	66	211
April	320	813	55	204	46	257
May	148	961	40	244	64	321
June	213	1,174	45	291	57	378
July	335	1,509	61	352	79	457
August	198	1,707	66	418	73	530
September	207	1,914	52	570	63	593
October	259	2,173	57	627	76	669
November	188	2,361	40	667	75	744
December	259	2,620	46	711	84	828
Annual Total	2,620		711		828	
Monthly Average	218		59		69	
Deviation from previous year	-84		+25		-86	

Records Specialized Tasks

Currently there are over 150 identified tasks performed by the Records Unit personnel which makes this unit one of the most diverse work groups in the Department. Some of these specialized functions include:

Cardkey

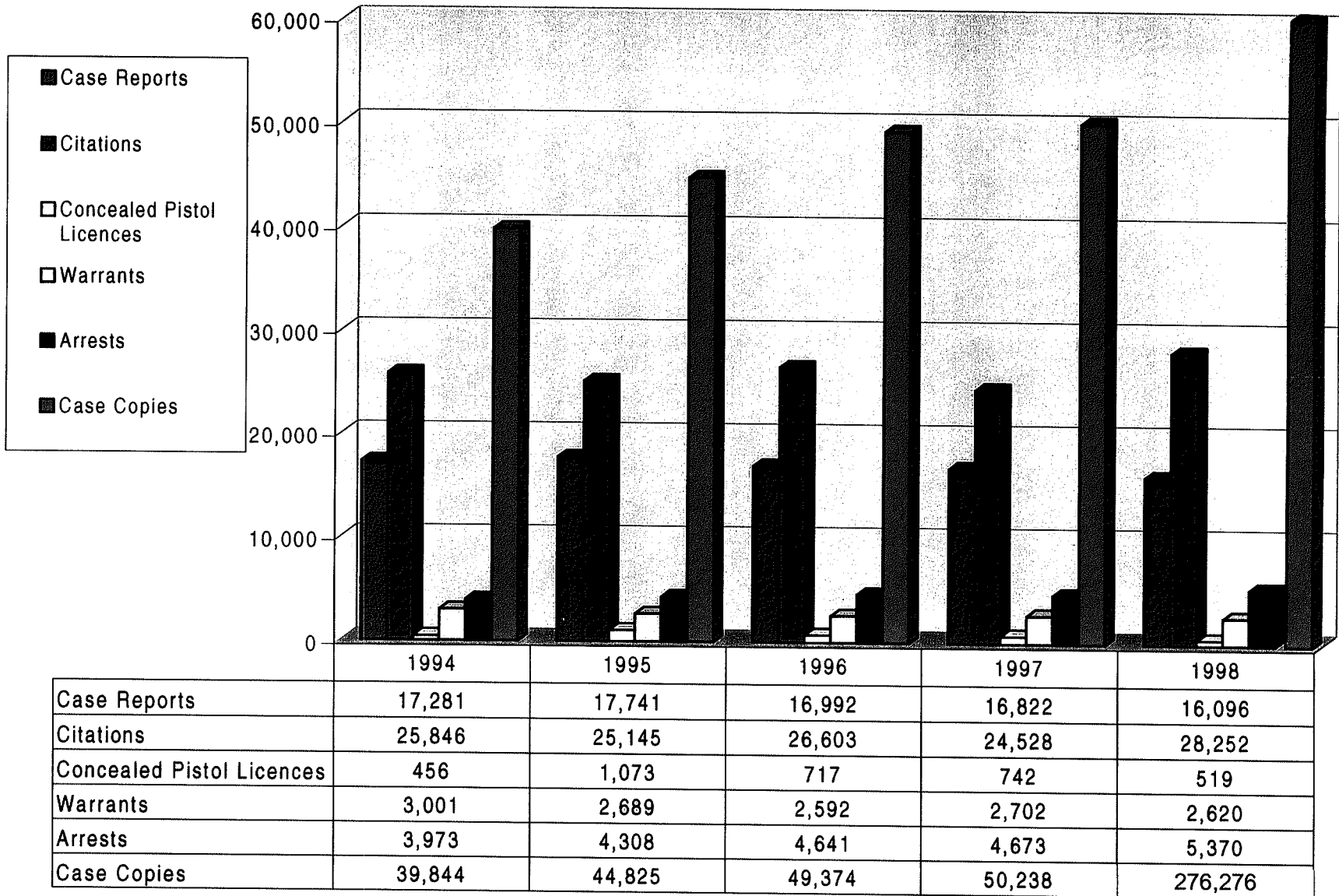
Few people realize the role the Records Unit plays in maintaining cardkey security for all the buildings on the City of Bellevue campuses, providing access to city employees and modifying automated times for opening and closing doors to the facilities. In 1998 we saw the replacement of the Pegasys Server that controls the cardkey system. The previous server did not have many of the additional features needed to continue with the anticipated growth of this system and was not Y2K compliant. This year we began Y2K testing, to be completed in 1999, and the entire cardkey system will be tested for its ability to operate after January 1, 2000 under both normal and emergency operational modes.

With the addition of the new server and new security system put into place by the Facilities Department, the entire database of the cardkey system was reviewed by Records personnel. This process involved viewing over 1200 records, comparing them with new user information forms for completeness, then issuing cardkeys to most of the remaining city employees. In addition, Records personnel issued, modified or deleted almost 400 cardkeys.

Domestic Violence Orders

The Bellevue Police Department has long been recognized as a leader in its proactive approach to the problem of domestic violence. All domestic violence orders received for service and/or entry into the WACIC computer are processed by Data Center personnel with a specific intent to clarify all service requirements for the officers and provide pertinent background information for their safety when contacting the respondent. An extensive training manual was developed by the Records Unit to instruct personnel in the step-by-step process of deciphering, researching and preparing the often complicated court orders for service. Domestic violence orders include orders of protection, no contact orders, restraining and anti-harassment orders primarily issued by Bellevue District and King County Superior Courts. A total of 828 court orders were processed by Records in 1998, reflecting a 9.5% decrease from the previous year.

Police Records Unit Comparative Statistics



Concealed Pistol Licenses

Public interest in gun ownership and the privilege of carrying a concealed weapon remains high, and the Records Unit Operations staff fields numerous questions on a daily basis. However, the passage of State laws requiring citizens to apply for concealed pistol licenses at the city or county in which they reside has resulted in a decrease of applicants. In 1998, **519** concealed pistol licenses were issued by our agency, with only three applications being denied. This represents a 31% decrease in issuances from 1997. Gun purchases in the City of Bellevue were also significantly lower. 1998 totals were 772.

Vouchers

In July of 1992, the Human Resources Department established a voucher program with funds allocated by the Salvation Army as a means for police personnel to provide emergency assistance to stranded or homeless citizens in the City of Bellevue after regular business hours. Records personnel are authorized to issue vouchers for lodging, bus transportation, food, and limited hygiene products on a one-time emergency basis after business hours and on weekends when other social services are unavailable.

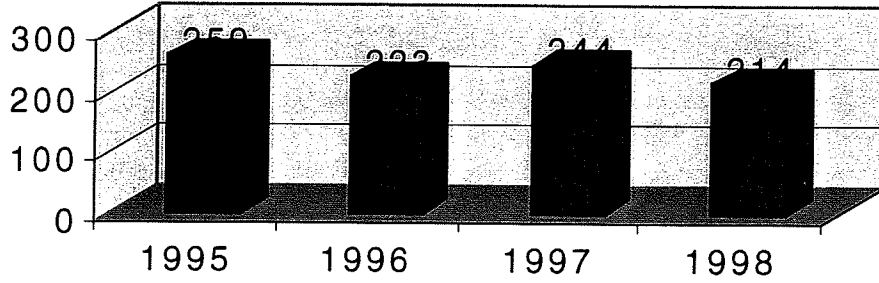
The voucher program has allowed our agency to provide overnight housing to mothers with children that have been the victims of domestic violence situations, stranded travelers, or homeless individuals needing refuge from the elements. This program continues to be a valuable resource tool in our commitment to community policing in the City of Bellevue. Records personnel assisted **66** adults and **35** children with various vouchers in 1998.

Dissemination

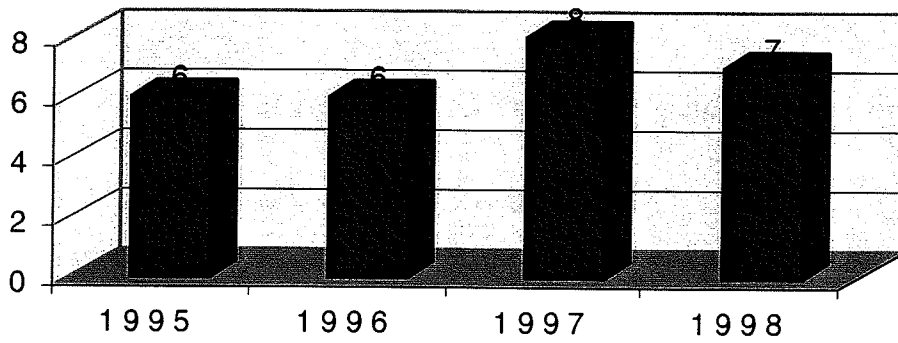
Information management continues to be one of the key responsibilities of the Staff Support Section. The retention and release of police documents is governed by state statute and failure to comply with these guidelines can result in litigation for the City. Thousands of requests are received annually from citizens, attorneys, insurance companies, probation, officers and detectives, our legal department, and other law enforcement agencies. All of these requests must be reviewed for compliance with dissemination laws. Many crime reports requested must be examined and edited to remove all non-conviction criminal history, information invasive of a person's right to privacy, the identity of a complainant or witness who has requested nondisclosure, or the identity of a juvenile offender or his/her family. Editing reports for dissemination can be an exceptionally time consuming and painstaking process. The Records Unit disseminated **7,190** cases in 1998. This was a significant increase from 3,637 in 1997.

Concealed Pistol License

■ New Applications



Firearms Dealer License



Alien Firearms License

