

Manual Records And Information System

18259
6221



massachusetts
police institute

one heritage mall • central st. • berlin, mass. 01503



Massachusetts Police Institute

ONE HERITAGE MALL
CENTRAL ST. • BERLIN, MASS. 01503
TEL. (617) 562-7571

Chairman

CHIEF HENRY J. McNAMARA, JR.
Pres. Mass. Chiefs of Police Assoc.

JOSEPH P. SHANNON
Executive Director

PREFACE

This report is one of a series of publications issued periodically by the Massachusetts Police Institute as a service to the police chiefs of Massachusetts. The Massachusetts Police Institute is a non-profit service agency established in August, 1973, to provide requested technical assistance to municipal police departments in the Commonwealth.

The Institute has developed, and is implementing, a basic manual records and information system which is presently being made available to a limited number of police departments. This document provides a general description of the basic system. Additional modules are being added to expand the core model into a comprehensive management information system for small and medium departments.

The Massachusetts Police Institute is supported by a federal grant from the Law Enforcement Assistance Administration (L.E.A.A.) and the Massachusetts Committee on Criminal Justice.

Joseph P. Shannon
Executive Director

March, 1975

MASSACHUSETTS POLICE INSTITUTE

MANUAL

RECORDS AND INFORMATION

SYSTEM

Prepared by

Bernard A. Lech,
Technical Specialist - Systems

November 1, 1974

1.0 INTRODUCTION

1.1 Background

The Massachusetts Police Institute (MPI) set out initially to offer services in a very few areas that have been identified as common and pressing problems. One such service project has been the development of a model manual record and information system appropriate to various size police departments in the Commonwealth.

Initially, the Massachusetts Police Institute's effort in this area involved familiarization with police records system literature. Quickly, the emphasis shifted to review of L.E.A.A. - funded Massachusetts system implementations sponsored by the Governor's Committee on Criminal Justice. Finally, field visits were conducted to several departments and work began adapting and refining the "model" system approach in several departments. The following is a sampling of our findings concerning common record and information problems:

- No comprehensive, written records procedure manual.
- Volume of record activity either steady or steadily increasing, never declining.
- Some files or file cabinets nearly full.
- Few clearly stated file retention and purging policies.
- Great variation in use of cross-reference or indexing systems. Good ones appear to demand too much maintenance.
- Abundance of problems concerning misfiled reports and reports unaccounted for.
- Heavy emphasis on typing of documents.
- Reliance on "originals" of reports for court.
- Little or no "slack" time on part of records support personnel to plan ahead, improve, solve records problems. When records function is not full time, numerous and varied other tasks fill and often overburden records personnel time.
- Little or no time or inclination in moderate size departments to keep abreast of new record ideas and police information standards.
- Little inclination on part of towns to beef-up records portion of police departments.

In proposing a model manual systems approach, the Institute has been operating under the following assumptions concerning the process of updating a department's record system:

- Assumption #1: The magnitude of the change in records and information system and procedures should be commensurate with the departments' resources, readiness and capability to handle change. Initial discussions with a Chief should deal with this subject. The next three assumptions are

related to this basic assumption.

Assumption #2: Generally, no increase in support staff should be necessary to operate the new system. This does not mean that no new information will be collected but that the change should not increase the workload to an extent requiring additional staff.

Assumption #3: The system change should place a minimum financial burden on the town. For example, most moderate size towns can get along without costly powered file equipment. The current cost sharing arrangement between MPI and the towns minimizes this burden and facilitates the purchase of top quality equipment and supplies with adequate expansion capability.

Assumption #4: The changes should be relatively easy for a department to understand and implement. The Institute should be prepared to provide reasonable orientation to Chiefs and relevant records personnel to the new records and information system. This will include at least one field visit to a department using a similar system. In addition, a workshop may be offered as a means to enable several Chiefs and perhaps their key records staff to thoroughly understand the new system before making a final decision about accepting the system.

Assumption #5: The resultant system should bring the department closer to ideals for police information systems set forth in accepted guidelines and standards than the present system. An example of such a standard is Standard 24 concerning Police Information Systems developed by the National Advisory Commission on Criminal Justice Standards and Goals.

Examples of specific objectives within this Standard are the development by every police agency of "a reportable incident file"; the capability "to retrieve statewide criminal information and provide it to field personnel within three minutes of the time requested for non-computerized systems..."

Assumption #6: The new system should be "modular" in that it should be able to take on additional capabilities as motivation and opportunities for change arise. For example, if an inexpensive incident processing service can furnish a Chief with helpful reports about his department's operations, the new system should be able to take advantage of this opportunity. A smaller department should be able to participate along with a larger department, perhaps on a less frequent basis. The Institute should facilitate such additions, refinements, improvements, capabilities through its own communication, if necessary.

1.2 Approach

1.2.1 Implementation Plan

The ultimate objective of the Institute is to assist departments in the updating of their manual records and information systems. Therefore, the Institute is committed to developing a sound capability to assist with implementing these new systems. To that end, the Institute has chosen a small group of departments of various sizes to implement the first such system. These are Auburn, Arlington, Gardner, Bourne and Amherst. As of this writing, the status of implementation is as follows:

Status of Implementation of First System

<u>Town</u>	<u>Population</u>	<u>Status</u>
Auburn	16,000	Full system in operation. Adjustments being made. Documentation being completed. Three months' operation.
Arlington	55,000	Forms and related procedures in operation since July. Hardware and filing supplies being acquired.
Gardner	20,000	One phase, the new incident card system, has been in operation for at least six weeks. Hardware is being acquired for the remainder of the system.
Bourne	13,000	Orientation is in progress. Local equipment suppliers have been investigated. A final design is in the process of being agreed upon.
Amherst	28,000	Tentative design has been agreed upon. Town awaiting grant award. Ready to begin acquisition.

A major implementation problem has been the prospect of long lead times in the ordering of equipment and supplies. This problem coupled with the recognition of the departments' need to include the towns' share of system costs in the police budget, has led the Institute to adopt a budget-oriented approach to introducing the system to the remaining requesting towns now.

1.2.2 Method of Budgeting

Based on the Institute's experience with the pilot groups of departments, a method has been developed for estimating and categorizing a town's record and information system needs without a field visit to each department. Essentially, the size of the system and its budget have been placed in one of three categories related to the approximate population of the town.

Adjustments are made for towns with varying populations due to vacation factors or student influx.

Records and Information System Budget

<u>Category</u>	<u>Total Amount Budgeted *</u>	<u>Town Example (pop.)</u>
Small	\$2,000	Southwick (7,000)
Medium	\$4,000	Franklin (18,000)
Large	\$6,000	Arlington (55,000)

1.3 True Value of MPI Services

In assisting a Chief to modernize his records and information system, MPI will be providing the department with the services of a systems expert. It is estimated that a minimum of six man-weeks of his time will be required from the first meeting through the final follow-up visit after startup of the new system.**In addition to his time, other expenses are covered as part of this service. These include fringe benefits, secretarial support, office space and travel expenses.

In practice, this means that a chief of police will receive services, equipment and supplies far in excess of what could normally be afforded if a small or medium-sized town were to contract for equivalent services from a private consultant firm. One of the most expensive aspects of having outside consultants install new records systems, has been the long design phases. Since the Police Institute is familiar with the workings of police departments, much time is saved. Also, an MPI staff member has spent the past year studying the best features of consultant-designed records systems and has started pilot models in several local police departments.

* Under current arrangement, MPI also covers half the cost of the system setup (file storage units, folders, forms, etc.); the town covers the remaining half.

** Due to long lead times for equipment acquisition and the fact that MPI specialists work with several departments at once, the actual span of time is much greater. Current estimates are roughly four months.

2.0 SYSTEM DESCRIPTION

2.1 Principles

The preliminary work - readings, field visits, development of findings and assumptions - has resulted in the development of a set of principles concerning manual police records and information system design and operation. An attempt has been made to incorporate these principles into the system described in the next section.

Principles Embodied in MPI Record and Information System

- Principle #1: NO ADDITIONAL STAFF should be required to operate the new system or as a result of reasonable increases in record activity.
- Principle #2: FOCUS ON "BASIC" SYSTEM to assure easy startup while allowing for future changes and additions.
- Principle #3: INCORPORATION OF EASY TIME RECORDING (time call for assistance is received, time unit is dispatched, time unit arrived, time clear and ready for next call).
- Principle #4: MAXIMUM PHYSICAL ACCESSIBILITY AND EFFICIENCY OF FILES with provisions for security locks on files.
- Principle #5:* FILE RETENTION AND PURGING BASIC TO SYSTEM, based on type of incident, case status, date of last file access, allowance for even distribution of file entries.
- Principle #6:* PROTECTION AGAINST MISFILING of major incident reports and arrested persons files.
- Principle #7:* MAJOR EMPHASIS ON MAJOR INCIDENTS; minor emphasis on minor incidents.
- Principle #8: RAPID ACCESS TO INFORMATION about specific incidents, specific persons or major incidents of a specific shift.
- Principle #9: SYSTEM CONDUCIVE TO TALLYING for statistical reports and analysis (e.g. UCR).
- Principle #10: MINIMUM NUMBER AND SIZES OF KEY FORMS one size card (6" x 4") and one size paper (8½" x 11"); use of existing forms (LEAPS, Registry); highly structured.
- Principle #11: GOOD LOW COST - HIGH QUALITY TRADE-OFF

* In the case of very small departments with very low activity and ample clerical help, these principles become less important. However, the system should be flexible enough to include them particularly if town is growing substantially.

Principle #12: FUTURE - ORIENTATION - System able to handle estimated volume of activity at least five years hence, with only minor modifications. System able to interface with automatic forms of processing easily.

The system description which follows will carry an indication of application of the above principles in the left hand margin.

2.2 Modular Approach to the System

Essentially, the modular approach which follows breaks the total system into smaller pieces which can be implemented one at a time or in groups. For example, due to the long lead-times necessary for the Phase III equipment, one police department decided to implement Phases I and II rather than await the arrival of the equipment. Likewise, another department has implemented Phase I while discussing the exact makeup of Phase II. Phase III is now beginning, with orders for equipment and supplies.

2.2.1 Phase I - Incident and Dispatch Recording System

What does this phase consist of?

This phase consists of adoption of a 6" x 4" time-stamped, Incident Card, acquisition of a simple Time Recorder, card supplies and several card trays to hold the cards. In addition, coding schemes are included for Incident Type and Location.

What is the procedure?

Principle:*
#3 The Desk Officer/Dispatcher, upon receiving a call, completes an Incident Card by indicating the caller's name, the nature of the incident and its location. As the Desk Officer goes through the process of dispatching a patrol, he or she uses the time recorder to record on the card: time call was received, time unit was dispatched, time unit arrived on scene and the time the unit has cleared and is ready for next call (the latter two times being received via radio from the patrol unit).

Principle:*
#7 Cards are grouped by patrol so that each patrol officer can quickly read through his cards, record any additional information and sign the card. Shift Commander and Desk Officer also sign the card. In major incidents (e.g. part I, II crimes), the Desk Officer assigns a record number to the incident, records it on the card and informs the patrol officer for the purpose of identifying his Officer's Report. The log is kept as usual. Later, the cards are filed in
Principle:*
#9 card trays for use as cross-reference cards to Major Incident Reports
Principle:*
#8 and Arrested Persons Files.

Figure 1

Police Incident, Master Name and Index Card

(Front)

Form No. MPI (1)-IC01-6/74 POLICE INCIDENT, MASTER NAME & INDEX CARD	Principal Party (Last, First, M.I.) or Organization				Record #	
	<input type="checkbox"/> Victim <input type="checkbox"/> Suspect <input type="checkbox"/> Caller <input type="checkbox"/> Participant <input type="checkbox"/> Vehicle Operator/Owner				Arrest #	
	Location/Building Unit			Owner <input type="checkbox"/>	Inc. Code	Geocode
				Rental <input type="checkbox"/>		
				Other <input type="checkbox"/>	Police Action	
	Nature				Unit Resp.	Back-up Unit
					Rec'd	
	Principal Party's Phone		Sex	D.O.B.	Record Ck.	Disp'd
					<input type="checkbox"/> Yes	
					<input type="checkbox"/> No	
Reported By:				Arr'd		
Address:				Clear		
Phone:		Incident Origin:				
		<input type="checkbox"/> Citizen <input type="checkbox"/> Business <input type="checkbox"/> Alarm <input type="checkbox"/> Police Officer <input type="checkbox"/> Other _____				

(Back)

Comments By Dispatcher & Officer			
Officer's Signature	Badge No.	Dispatcher	Shift Co.

2.2.2 Phase II - Forms Package

What Does this phase consist of?

Included are the following forms:

Police Officer's Incident Report	(Figure 2)
Police Officer's Incident Report Supplement	(Figure 3)
Daily Log <u>or</u> Shift Report - Minor Incidents	(Figure 4)
Shift Report - Major Incidents	(Figure 5)

Plans are under way to include a uniform Arrest Form, still being developed. In addition a Record Procedures Manual is included.

Excluded from the package is the 6" x 4" Incident Card, because it is considered a key component of Phase I (Section 2.2.1).

Principle: #10 MPI - provided technical assistance will help the Chief and his staff in comparing existing forms with the above MPI-developed forms. This process will result in the decision made about the final forms package to be adopted. For example, one department has decided to replace the journal with two shift reports, one each for major and minor incidents. Another chose to substitute the MPI-designed Daily Log and supplement this log with a Shift Report for Major Incidents. On the other hand, all departments MPI has worked with to date have been inclined to adopt the Officer's Report Form.

What are the changes in procedure inherent in adopting the new forms package?

This will depend, of course, on which forms are finally adopted. Let us assume all of the forms in the package are adopted.

- Principle: #7
1. Police Officers Incident Report (and Supplement) Procedure - completion of this full report is required only for major incidents. Before being submitted for processing, the report is to contain a record number and approval signatures of officer, backup officer, and shift commander. In addition, the form is highly structured, thus reducing the narrative section substantially. Perhaps the most important procedural difference is that the report is designed to be completed in handwriting or printing, with no further typing. The reports may be 1-part or multi-part. One police department, for example, uses a 2-part form (copy 1 for central file, copy 2 for Investigators).
- Principle: #1

POLICE OFFICER'S INCIDENT REPORT

RECORD #	<input type="checkbox"/> INITIAL REPORT
ARREST #	<input type="checkbox"/> FOLLOW-UP REPORT

INCIDENT	LOCATION	GEOCODE #
DATE & TIME OCCURRED	DATE & TIME REPORTED	DATE & TIME OF THIS REPORT
		CHECK IF MORE NAMES IN SUPPLEMENT <input type="checkbox"/>

CODES TO BE USED BELOW IN BOX MARKED 'CODE'
 I - INVOLVED PARTICIPANT V - VICTIM W - WITNESS P - PARENT RP - REPORTING PARTY DC - DISCOVERED CRIME

CODE	PRINCIPAL PARTY'S (OR FIRM'S) NAME (LAST, FIRST, M.I.)	RESIDENCE ADDRESS	RESIDENCE PHONE
OCCUPATION		RACE	SEX
		AGE	DATE OF BIRTH
		BUSINESS ADDRESS (SCHOOL IF JUVENILE)	
		BUSINESS PHONE	

CODE	NAME - (LAST, FIRST, M.I.)	RESIDENCE ADDRESS	RESIDENCE PHONE
OCCUPATION		RACE	SEX
		AGE	DATE OF BIRTH
		BUSINESS ADDRESS (SCHOOL IF JUVENILE)	
		BUSINESS PHONE	

CODE	NAME - (LAST, FIRST, M.I.)	RESIDENCE ADDRESS	RESIDENCE PHONE
OCCUPATION		RACE	SEX
		AGE	DATE OF BIRTH
		BUSINESS ADDRESS (SCHOOL IF JUVENILE)	
		BUSINESS PHONE	

SUSPECT NO. 1 (LAST, FIRST, INITIAL)	RACE	SEX	AGE	HEIGHT	WEIGHT	HAIR	EYES	DATE OF BIRTH	ARRESTED
									<input type="checkbox"/> YES <input type="checkbox"/> NO
ADDRESS, CLOTHING & OTHER IDENTIFYING MARKS & CHARACTERISTICS									COMPLEXION

SUSPECT NO. 2 (LAST, FIRST, INITIAL)	RACE	SEX	AGE	HEIGHT	WEIGHT	HAIR	EYES	DATE OF BIRTH	ARRESTED
									<input type="checkbox"/> YES <input type="checkbox"/> NO
ADDRESS, CLOTHING & OTHER IDENTIFYING MARKS & CHARACTERISTICS									COMPLEXION

VEHICLE INVOLVED-LICENSE NO., STATE	YEAR, MAKE, MODEL, COLOR	Value of Property Stolen
-------------------------------------	--------------------------	--------------------------

REPORT: COMPLETE ALL APPROPRIATE ITEMS ABOVE AND DESCRIBE INCIDENT AND ACTION TAKEN BELOW. USE SUPPLEMENT IF NECESSARY.

Figure 2
 Police Officers Incident Report

CONTINUED
 OVER
 SUPPLEMENT

CASE STATUS <input type="checkbox"/> ACTIVE <input type="checkbox"/> INACTIVE <input type="checkbox"/> UNFOUNDED <input type="checkbox"/> CLEARED	I HEREBY CERTIFY THAT THE CONTENTS OF THIS REPORT ARE TRUE & CORRECT. REPORTING OFFICER _____ SECOND OFFICER _____ SHIFT COMMANDER _____ REVIEWER _____	COMPLAINANT'S SIGNATURE _____ FURTHER ACTION _____ COPIES TO _____
---	---	--

2. Daily Log

Principle:
#9

The Daily Log replaces previous forms as a chronological record of all activities of the department. The MPI-designed log is structured (boxes or columns for each category) and multi-part. In the typical 2-part version, one copy goes to the Chief, the other copy goes into the log binder at the Front Desk. A control and information section is at the upper right. Separate sections precede and end each page for assignments (e.g. car 1 = George Jones) and summary comments by the shift commander, respectively. The Shift Commander is requested to sign the log for each shift as an indication of his knowledge and approval of its contents.

ASSIGNMENTS:

DAILY LOG Figure 4

DATE _____
SHIFT _____
SHIFT C. O. _____
DESK OFFICER _____
WEATHER _____
PAGE _____ of _____

TIME	UNIT(S) RESPONDING INCIDENT (CODE)	LOG ENTRY (Details, Location, Action, etc.)	RECORD # IF ANY

SUMMARY AND COMMENTS BY SHIFT C. O.:

Signed _____

Principle:
#8

3. Shift Report-Major Incidents

Principle:
#9

This report is an additional one in most record and information systems. Its major purpose is to highlight for the Chief and other senior officers the major incidents which occur during shift. It has proven particularly helpful in the larger and medium size departments. A copy of this multi-part report always goes to the Chief. Ideally, the extraction of major incidents from the log onto this report form is to be done by the Shift Commander. In practice, this task often falls to the Desk Officer. The very smallest departments may wish to combine several shifts on one form or rely solely on the log.

SHIFT REPORT – MAJOR INCIDENTS

Figure 5

DATE _____
 SHIFT _____
 SHIFT C. O. _____
 DESK OFFICER _____
 PAGE _____ of _____

STOLEN VEHICLES

TIME	CATEGORY	REGISTRATION	YEAR-MODEL-MAKE	OWNER-LOCATION-CIRCUMSTANCES	RECORD #

PATROL REQUESTS

TIME	LOCATION	REQUESTER-REASON	WHAT HOURS-FOR HOW LONG

CRIMES REPORTED

TIME	CRIME	VICTIM-ADDRESS	MO: ENTRY - PROPERTY TAKEN - VALUE	RECORD #

ARRESTS

TIME	NAME	OFFENSE	CIRCUMSTANCES - OFFICER	RECORD # ARRESTED

MISCELLANEOUS

TIME	NAME-ADDRESS	INCIDENT-CIRCUMSTANCES	RECORD #

2.2.3 Phase III - Basic File Storage System

What does this phase consist of?

Principle: #7 The file storage phase of the total record and information system consist primarily of two or more filing cabinet units (depending on budget range) and end-tabbed file folders for the Major Incident File and the Arrested Persons File. Secondary equipment and supplies may include storage bins for inactive records, shelf dividers, guides, index tabs, labels and related equipment.

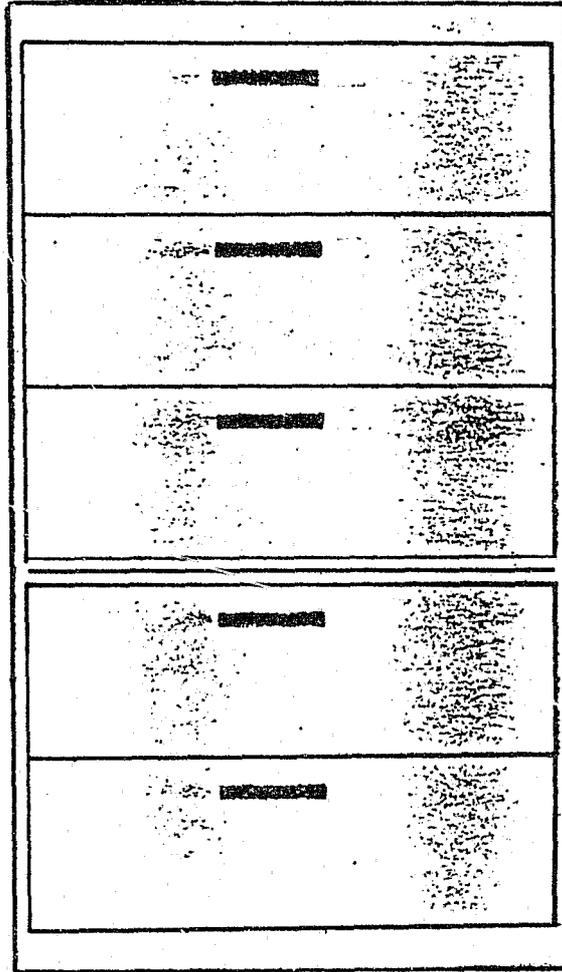
Principle: #2,11,12 The basic file units are lateral files. This type of file differs from the drawer file in that the doors can be opened up and out of the way. File folders can thus be accessed speedily by

Principle: #8 a records clerk. When color-coded file folders are used, the result is a neat, colorful appearance to the key folder files (Major Incidents and Arrested Persons Files). Misfiles are easily spotted. In addition, the standard 5-shelf lateral files

Principle: #4 offer more inches of filing space for a given amount of floor space relative to 4-drawer file units. One shelf is usually reserved for 6" x 4" Incident Card Trays.

Figure 6

Typical 5-Shelf Lateral File



Approximate
Dimensions

36-42" W

15-18" D

66-72" H

The color-coded folders provide protection against most misfiles within the Major Incident File (the file of Officer's Reports for Major Incidents) and the Arrested Persons File. Individual folder colors or colored labels along the edge of the file, when keyed to the last one or two digits of the record number, form color bands of folders ending in like digits. When a folder is out-of-file, its color clashes with that of the color band surrounding it. Similarly colored dots are affixed to the folders to indicate their length of stay in the active files prior to purging to inactive storage. Shelf guides serve as further aids in locating filed records.

Principle:
#6

Principle:
#5

Principle:
#6

Outguides are red plastic flags inserted in place of a folder taken from the files. A pocket is provided for a sign-out card establishing accountability for the folder and its contents.

What are the procedural differences accompanying this phase of the total system?

Basically, the reports concerning a particular incident are all filed in one folder labeled with the number of that incident. When the folder is first made up, its color or colored edge-band is keyed to the last one or two digits of the record number and it is filed in sequence within the like color section. A colored dot corresponding to how long the folder's contents should remain in the active files is placed in a prominent position on the folder just above the year the folder was opened or accessed last.

Arrested Persons Files follow the same general procedures as Major Incident Files, except that the key contents of the folder relate to a person instead of an incident.

The exact form and extent of color-coding is worked out with the MPI Technical Specialist for Systems.

Principle:
#4

Principle:
#1

Alphabetical cross-reference to the preceding files is maintained by alphabetical arrangement of the Incident Cards completed earlier by the Desk Officer and Patrol Officer. In this way, a cross-reference capability is provided without the necessity of making up separate index cards. Further chronological cross-reference is available through the Shift Report-Major Incidents or the Daily Log.

2.2.4 Total System Budget for Department of Your Size

Medium Department

	<u>Major Items</u>	<u>Local Share</u>	<u>MCCJ Grant</u>	<u>MPI Direct Services*</u>
Phase I -above (Sec. 2.2.1)	Time Recorder, 6"x4" Incident Cards, Card Trays.	\$350	\$350	---
Phase II- (Sec. 2.2.2) above	Composition and Printing of Forms (Officer's Incident Report, Supplement, Daily Log, Shift Report, other forms, Procedures Manual.)	\$400	\$400	---
Phase III- (Sec. 2.2.3) above	File Storage Units, File Folders, Dividers, Guides, Labels, Tabs, etc.	\$1,250	\$1,250	---
	TOTALS	\$2,000	\$2,000	\$2,750

* Minimum estimate of MPI staff services provided at no cost to the department.

2.2.5 Phase IV - Information Analysis

Principle: #12 Once the basic system is operating, it can begin to serve as an improved analytical resource to the Chief. To aid in analysis and planning, the system's Incident Card has been designed so that at least Incident Times, Type and Location can be key-coded for later processing into operations management reports breaking the incident information down into distributions such as time of day, day of week, and location.

Such an approach has already been experimented with in one department, where analysis of incident occurrences has resulted in revised patrol allocations and improved service.

The Institute is hopeful that its funding for the coming year will include an allocation for a Computer-Supported Incident Analysis Service Project. The service would be available voluntarily to all departments using the new Incident Card, perhaps monthly to larger departments and less frequently to smaller departments.

Additionally, it is anticipated that the MPI Manpower Survey Service will be greatly facilitated by the new Incident Card and therefore, available to all departments using the new record and information system.

3.0 FINAL REMARKS

The preceding description has dealt with the development of the system, the method used by the Institute to assist the requesting departments, and many of the details of the system itself. What follows is a brief synopsis of the anticipated benefits of the new system, an example of MPI-developed records components available in addition to the basic system just described, followed by a step-by-step flow chart of the system at work in your department for one sample incident.

3.1 Benefits of the New System

- Comprehensive Record Procedures Manual useful in review, training, retraining and fixing of responsibilities.
- Record System able to handle growth of records for the next 5 to 10 years.
- File Retention and Purging System which will keep files active and current while allowing exact locating of inactive records.
- Minimal cross-reference (alphabetic to numeric) card system without extra index card development step.
- Greatly increased protection against misfiling and loss of key records through the use of some combination of color-coding and outguide schemes.

- Opportunity to save or reallocate typing time by using new Officer's Incident Report and Supplement. Records Clerk now has a better chance of keeping up-to-date in her field, and better controlling the record section.
- Primary emphasis of clerical manpower is on major incident records.
- Opportunity for better investigative case control and improved quality control over reporting.
- Difficult for information to "fall through the cracks" by virtue of cross-checking capability between Incident Card (mini-report), Log Entry, Shift Report of Major Incidents and Major Incident File.
- Department remains flexible to add to the system or preserve good aspects of its present system (e.g. good arrest procedure or vehicle accident recording).
- Chief is in a better position to draw on other services of MPI (both present and planned) such as manpower survey or incident analysis services. The Shift Report for Major Incidents is the first report highlighting major incidents for his benefit.
- Chief of a modest-size town will have received services, equipment and supplies far in excess of what could normally be afforded if a town were to contract for equivalent private services to develop a system from scratch.
- Department will have records and information system much like that of a growing number of departments working with MPI system experts. Just one example of beneficial outcome from this situation is the prospect of purchasing larger quantities of particular forms at greater savings.

3.2 Other MPI-Developed Information System Components

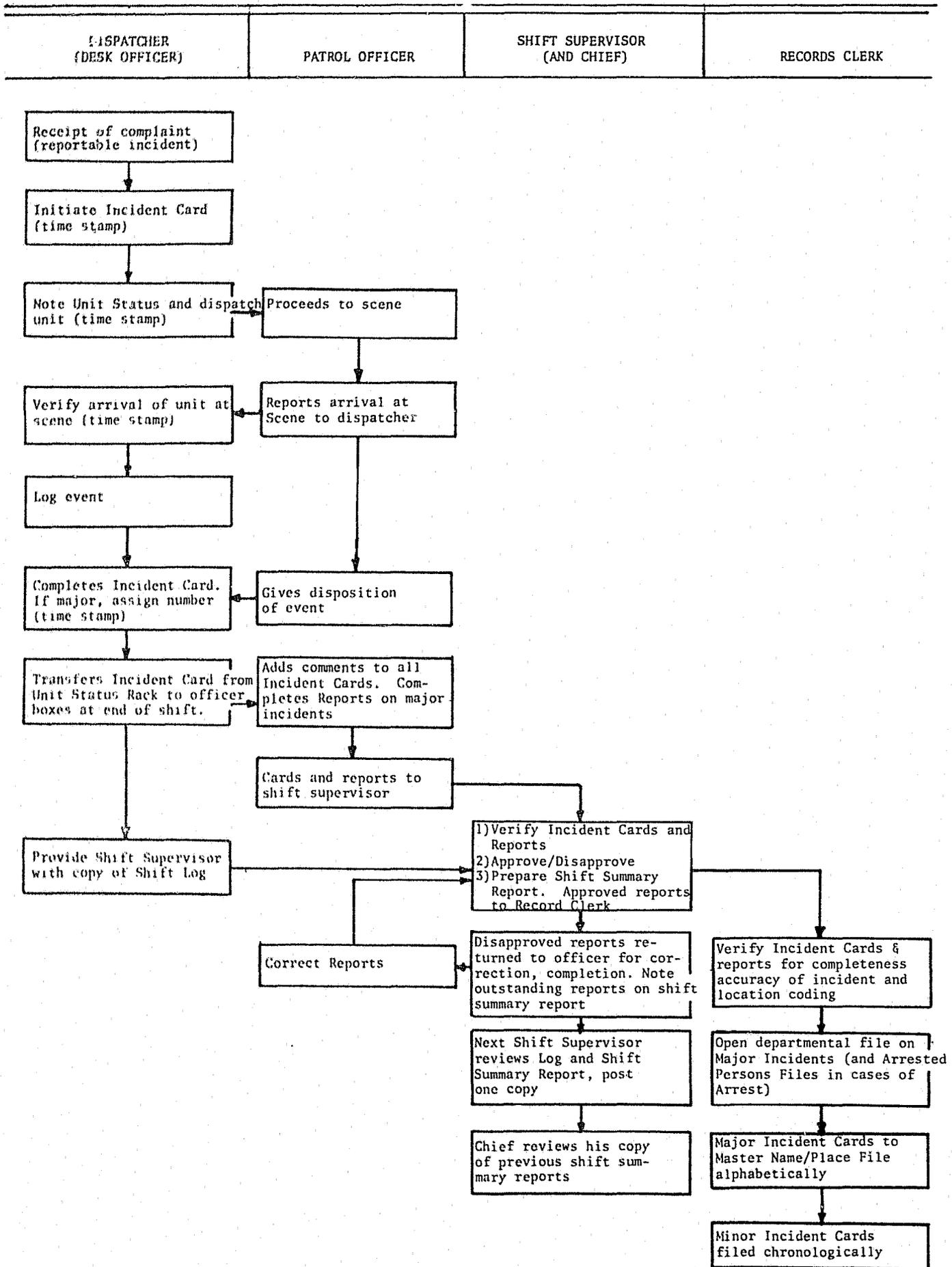
The record and information system just described is a very basic system, without frills or "extras". Its modular and basic nature make it easy to add to, or supplement. The Institute has planned for such "extras" and is currently developing them. Two such components are now available for your consideration.

The first is a comprehensive Personnel Folder Kit for each uniformed member of your department. Recruitment, attendance, education and performance information are provided for in one jacket.

The second component available is a Vehicle Cost Data Kit for each of your vehicles. This kit allows collection of cost data for the purpose of calculating costs per mile for each unit. Various purchase, operation and maintenance strategies can thus be evaluated.

3.3 Flow Chart of Incident Processing, (Forms, Procedures, Responsibilities)

Figure 7



END

7 10/10/11