

TELEMASP BULLETIN

TEXAS LAW ENFORCEMENT MANAGEMENT AND ADMINISTRATIVE STATISTICS PROGRAM

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Networking Information for Law Enforcement: Creative Applications of Internet Protocols

Using computer networks is not new for law enforcement. Beyond NCIC and TCIC, many agencies have developed internal computerized information systems as a tool to assist in decision making. From the simplest systems—using “dumb” terminals (MDT’s)—to more sophisticated systems using laptops on a networked based operating system (such as Windows NT or O/S2), police agencies have attempted to develop the best possible information systems to enhance accountability and share information throughout the agency. A significant change is occurring, however, with the ability to use Internet Protocols (IP) for internal, regional, statewide or national information and statistical systems. Moreover, developments in the ability to integrate databases, records management systems (RMS), multimedia content, and communications systems mean that there is more information which can be used for problem solving and crime control. As noted in the publication, *Government Technology*, “Integrated justice systems are the future of law enforcement. They can save time, money, energy, and provide field officers more accurate data than they have ever had before. In today’s law enforcement, he or she with the most information wins. We can’t let the crooks be better informed than the cops” (June, 1999:52).

The most widely generated and used commodity in a police department is *information*; thus, information management is essential for effective operations and administration of an agency. Police information tends to remain passively in “domains” (e.g., intelligence, crime analysis, planning and research, CAD) of the agency, rarely shared or accessed, particularly by other units of the department. In some cases, domain gatekeepers create barriers to others’ access to the information viewing the data as proprietary. That is, if one unit develops information, they tend to believe they should

have complete control over the dissemination of that data, sometimes placing unrealistic (and unneeded) restrictions on access.

If information is going to be maximized, there are several goals which should be pursued for effective information management:

- Information should be **managed**, not just stored.
- The different types of information collected by an agency should be **integrated** making it easier to access and providing different ways to view the data.
- Information should be in a format that is **usable, timely, and understandable**.
- Directives should be in place to ensure the identification of information which is needed by various units within the department and to ensure that it is **proactively distributed** to those which need it.
- Supplemental and investigative information should be **easily and rapidly available**.

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Texas Regional Community Policing Institute*



To accomplish these goals, there must be an effective plan to integrate police management strategy with the available technology.¹ This process requires the development of knowledge centers in police departments and the development of intellectual capital of personnel to effectively perform their responsibilities. A knowledge center refers to a centralized mechanism through which all critical information of the agency is organized. It is easily accessible by authorized personnel through a search and retrieval system for which the user can define output parameters. Intellectual capital refers to the development of knowledge within individuals and groups which contributes to effective use of the organization's information for better service delivery and problem solving.

This *TELEMASP Bulletin* will discuss two "cutting edge" networked computer systems in Texas that use Internet Protocols to achieve these information management goals: the Intranet at the Arlington Police Department (APD) and FUGINET of the Texas Department of Criminal Justice. Both systems serve as models to demonstrate application of networking technologies in a "real world" criminal justice environment.

Arlington Police Department's Intranet

Basic elements. The Intranet essentially uses the same computer languages, protocols, interfaces, and software as used on the Internet. To the user, it looks and acts like a Web site, but is contained on a "closed" system. That is, while the police department's internal computers are networked, the Intranet is not accessible via the Internet. Beyond being an isolated network for security purposes, the Intranet is only accessible to those individuals given specific authorization, including a user name and password. The result is a highly flexible communications network which is much less expensive to build and manage than private networks based on proprietary protocols. Moreover, it is much easier to teach personnel how to use this system.

It should be noted that while the Intranet uses standard internet protocols and a web browser, it is not a "plug and play" system. Since it has to be integrated with other departmental systems—such as the Records Management System (RMS) and/or Computer Assisted Dispatch (CAD)—there is still a notable amount of programming development required.

¹The International Association of Chiefs of Police provides guidelines on the development of a Law Enforcement Information Management (LEIM) system. See <http://www.iacptechnology.org>.

Arlington Police Department's operational foundation.

The Arlington Police Department has slowly been implementing community policing over several years. The department felt that good progress had been made, however, it was time to take the "next step" for full implementation. After looking at the research, conducting site visits at other police agencies, and discussions with a wide range of people, it was decided that the next step would involve several elements. One element was to organize the police department on a geographic basis to meet the realistic needs of the community. A second element was the need to re-think the way police services and citizen needs were fulfilled. The third element was to change the management structure to an approach which would best facilitate these first two elements.

As an inherent part of this model, lieutenants, rather than being a shift commander, have a 24-hour responsibility for a defined geographic area. They are responsible for monitoring crime and police response issues and coordinating all police activities in this area. To accomplish this, communications must be on-going and comprehensive.

As part of the new management approach, rather than being traditional supervisors, sergeants essentially became team leaders, responsible for coordinating a comprehensive police response to a patrol beat, which has roughly 10,000 residents. Three sergeants work for each lieutenant on overlapping ten hour shifts to enhance communications and provide time for coordinating. Indeed, sergeants were given the flexibility to change their shift times if needed to accomplish their goals. Sergeants also rotate working hours in order to have a better understanding of the geographic areas at all times of day. For more information on Arlington's Geographic Policing Model, see the October 1998 *TELEMASP Bulletin* (5:7).

This significant change in policing responsibilities required a substantial change in the way that information was managed in the department. All personnel needed to have access to information about crimes, complaints, and police activity throughout their geographic areas on a 24-hour basis. Moreover, the impetus to have problem solving being continuous—i.e., efforts starting on one shift would be continued by personnel on the next shift—there had to be a timely and comprehensive information exchange system as well as a method to account for police activity. It became clear that a computerized information management system would be needed. Relying on the most current technologies with assistance from a U.S. Department of Justice grant, the Arlington Police Department Intranet was born.

Benefits of the Intranet. The Intranet affords a wide range of benefits. To begin, there is a notable cost reduction because there are fewer printed documents needed and more efficient use of officer and staff time. Time savings are

apparent because needed information is readily accessible without the need for one person to physically request information and another to physically retrieve it. Perhaps the best documentation of time savings was related to state-mandated in-service training requirements. Using Internet-based materials developed by the Texas Commission on Law Enforcement Officer Standards and Education (TCLEOSE), APD officers could access the training programs on-duty from the Intranet. Not only did APD officers complete the training quickly, it was estimated that this method of delivery saved 2.5 years in staff time. The impact on overtime and other costs from this aspect alone paid for the Intranet system.

The internal network also permits officers to gain access to information which was previously difficult to get access to because of logistics (e.g., CAD, reports on incidents occurring on different shifts or in adjacent areas) or information which was not previously available to officers (e.g., field interview cards). In addition, the Intranet provides a stronger integration with the community through the messaging system, community meeting notification database, and more information for understanding community problems and trends through a program—called CopSolve—which permits record keeping of community complaints and actions/activities that officers take to respond to those complaints.

Another feature is that the Intranet enhances accuracy and the ability to perform tasks much more quickly through such resources as having selected document templates online (e.g., arrest and search warrant affidavits, etc.), the penal code, and general orders all immediately available.

When logging on to the system at the beginning of a shift, the system documents an officer's presence. The officer can configure the types of information he/she needs based on shift, number of days, and station (patrol area.) Briefings can be online when officers log on to the system and define the parameters of information they need. The officer may specify time and geographic boundaries as well as the types of information that the officer needs. Once the parameters are stipulated, the Intranet "pushes" the information to the officer. This permits a review of information which occurred since the last time the officer worked a shift, whether it was the previous day, two days ago or a week ago.

The ability to tailor this information as a personal briefing for the officer permits dynamic assignment of officers, should this be desired. For example, a few officers could be assigned to begin their shifts at a time, spread out over a two or three hour period. This would maximize the number of officers on the street and enhance communications. Traditional roll calls are not needed because all roll call activities—briefing information, special activities, special

notices, and officer accountability—are documented on the Intranet. The system also contributes to officers' performance evaluations by monitoring problem solving activities and other officer-initiated activities based on information documented from the Intranet.

Additional features. The Intranet is Windows-based using Internet protocols and hosted on an internal, dedicated server. It is networked with other systems in the department, including Computer Assisted Dispatch (CAD) and the Records Management System (RMS). In addition, the Intranet has several databases including field intelligence database, sex offenders, and the Parole Activity Tracking System (PATS). The integration of the Intranet with these other systems and databases permits a comprehensive information and communications resource which is user friendly and current. Other features of the Intranet include:

- All APD Crime Analysis Bulletins are available in portable document format (pdf).
- Integrated alpha-numeric paging, e-mail, and voice mail are available for all officers.
- The Intranet monitors citywide community meetings to keep personnel informed through a program called COMMONS (Community Meeting Organization Notification System).
- Vacation checks and "close patrol" notices are posted by beat.
- The Texas Penal Code and Tarrant County Warrant Prose Book are available online.
- IDEAL (Intranet Delivered Education And Learning) facilitates online training programs for officers.
- All General Orders are on the system in pdf.
- CopSolve is the online problem-solving utility which helps maintain accountability and monitor the status of problem-solving activities.
- All officers now have access to Field Interview cards via the Intranet.
- The system has an online BBS (Bulletin Board Service) for personnel to post social and other notices.

Future plans for the Intranet. The APD Intranet is in constant development as a tool for information management. A number of additional functions may be accomplished by the system. Among those which are in the planning and/or development stage are:

- Having all offense reports entered directly by officers online.
- Placing Windows-based laptops in cars with Intranet access.
- Integrating the Intranet with the department's Internet web page.

- Having online crime mapping with access available in cars.
- Developing an Extranet for information access and exchange between agencies in the Metroplex.
- The integration of FUGINET with the Intranet.

FUGINET

Law enforcement has shared information between agencies on a state and national basis for four decades. NCIC, TCIC, and TLETS are all examples of these systems. Emergent networking technologies are, however, making this access easier and less expensive. A model program developed by the Internal Affairs Division of the Texas Department of Criminal Justice created FUGINET using this new model. The system is fast, efficient, easy to use and requires only an Internet connection (with a Virtual Personal Network for security provided by TCJC), rather than special equipment or connection to a special network. Beyond using Internet protocols for a law enforcement network, FUGINET provides access to information which was previously not available to police agencies in an automated form.

Operational foundation. Over 13,000 Texas Department of Criminal Justice parolees have either violated a condition of parole and/or committed an additional crime(s) for which felony parole warrants have been issued for these individuals' arrest. Keeping law enforcement agencies informed of the changing status of these fugitives—particularly on a timely basis—is a difficult task.

Beyond this large number of known criminals who are currently wanted, the research indicates that most parolees recidivate and commit multiple offenses. As a result, having access to a wide range of information about parolees can be an important tool for criminal investigations. A mechanism was needed to provide the law enforcement community with the best possible information to identify and arrest these persons; FUGINET was developed from this need.

As an illustration of its comprehensive nature, the online database contains:

Parole Violators	=	13,002
Violent Parole Violators	=	557
Sex Offenders	=	1,136
Parolees	=	<u>72,162</u>
TOTAL	=	86,857

FUGINET is a free service to law enforcement agencies as a tool to help capture fugitives and conduct criminal investigations which may involve parolees. Access to the

system is simple: A law enforcement agency head needs to submit a request to the Texas Department of Criminal Justice (TDCJ) Internal Affairs Division for access. TDCJ will then authorize installation of a configured Virtual Private Network (VPN) on the agency's designated computer and issue usernames and passwords for both the VPN and system access. With these two levels of security, access to FUGINET is made through a standard Internet connection. Since the system uses a web browser and Internet protocols, it is an intuitive process which is easy to learn.

At this early stage, the effects of FUGINET on crime control are unknown. However, given that most offenders recidivate, having access to information concerning fugitives and parolees logically provides an important investigative tool.

Types of information contained in FUGINET. A wide range of useful information is contained in the system. This includes:

- Photographs of parolee/fugitive (in many cases, multiple photographs)
- Employment history
- Residential history
- Family history
- Incarceration data
- Visitation and telephone contact list while incarcerated
- Make, model, and license number of vehicle(s) known to be operated by the parolee/fugitive
- Parole officer
- Physical description
- Tattoos (includes descriptions and photos)
- Scars and marks
- Age and personal descriptive information

A very useful feature of the system is a powerful search utility. Simple key words or combinations of words can be used as can specific inquiries, such as identifying all records in the system where the subject has a tattoo on the upper left arm. Clearly all of these features make FUGINET a powerful investigative tool.

Summary

As illustrated by these creative new information systems, technology-driven strategy is the new policing paradigm. Both systems illustrate that Internet protocols and "off the shelf" technologies can be successfully adapted to law enforcement to enhance efficiency, effectiveness, problem solving, and public safety.



NETSCAPE COMMUNICATOR

Location: http://10.236.155.50/fugnet2.nsf

FUGITIVE APPREHENSION SYSTEM

Back To Master Help

SID #: 04729136
 TDCJ #: 00699015
 Offender Name: ORTIZ, ROGEELEIO
 Parole Status: PAROLE VIOLATOR

Please select the history from the list:

- Offense
- Residence
- Vehicle
- Employment
- Pre-Parole Plan
- Alias
- Next of Kin
- Banking
- Social Security Number
- SID Number
- Collateral Visit
- Inmate Visitor List
- Record of Visits
- Parolee Visits

Date	County	Sen	Length	Description
04/11/1993	TARRANT	0004	Y 00 M 00	DWI
04/08/1992	TARRANT	0005	Y 00 M 00	POSS WMD CAS COCAINE

DESCRIPTION PURPOSES ONLY

NETSCAPE COMMUNICATOR

Location: http://10.236.155.50/fugnet2.nsf

FUGITIVE APPREHENSION SYSTEM

Back Help Histories Apprehension Logs Image Print

LAW ENFORCEMENT INFORMATION


ORI is Austin - State Parole Division (512)406-5400. Immediately confirm warrant and extradition with ORI.

Main Parole Info Additional Photos

FUGITIVES

- Offender Name
- Residence Zip Code
- Release County
- Offense
- Residence County

WANTED



SID #: 05162160 TDCJ #: 00837572 Offender Name: JONES, BARRY GLEN PIA #: 000000 FBI #: 000 Date of Birth: 07/15/1968 Place of Birth: JEFFERSON DL#: 14306485 DL State: TX ID Date Received: 08/31/1998 ID Date Departed: 01/14/1999 Received From: WICHITA Released To: WICHITA Max. Exp. Date: 08/24/2000 Sentence Length: 0003 Y 00 M 00 D	Sex: MALE Race: BLACK Eyes: BROWN Hair: BROWN Height: 6 FEET 02 INCHES Weight: 228 Scars Marks Tattoos: SCR LEG
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Residence:
 Address: 406 POLK
 County: WICHITA
 City: WICHITA FALLS
 State: TX
 Zip: 76301

Offense Category: LARCENY



FUGINET Home - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Shop Stop

Bookmarks Location: http://10.236.155.50/fuginet2.nsf

Instant Message WebMail Radio People Yellow Pages Download Calendar Channels

Feedback | Search | All Offenders | Home

FUGITIVE APPREHENSION SYSTEM

Help

Fugitives By Offender Name

Enter the offender's last name:
 name must be exact

Or the first 2 letters of the last name:

When data is entered into both fields, the 2 character search will take precedence.

JONES
124 results were found. Each page displays up to 150 results.

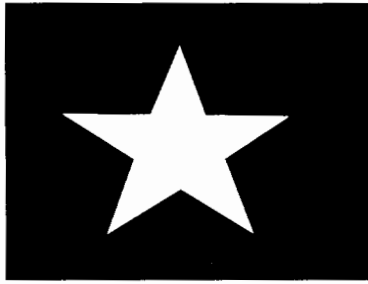
Name	City	SID #	Race	Sex
<u>JONES,ALBERT RAY</u>	HOUSTON	04032325	BLACK	MALE
<u>JONES,ALEE DESHONE JR</u>	AUSTIN	04471278	BLACK	MALE
<u>JONES,ALMA V</u>	HOUSTON	05208546	BLACK	FEMALE
<u>JONES,ANITA LOUISE</u>	GARLAND	03482962	BLACK	FEMALE
<u>JONES,AUDREY</u>	BEAUMONT	02567643	BLACK	FEMALE
<u>JONES,AUGUSTUS</u>	PAMPA	04226491	BLACK	MALE
<u>JONES,BARRY GLEN</u>	WICHITA FALLS	05162160	BLACK	MALE
<u>JONES,BENNIE RAY</u>	DALLAS	02879180	BLACK	MALE
<u>JONES,BERNIS CHARLES</u>	PAMPA	03358043	BLACK	MALE
<u>JONES,BOBBY NEIL</u>	HOUSTON	02059173	WHITE	MALE
<u>JONES,CHARLIE BART</u>	DALLAS	05211449	BLACK	MALE

Applet dominoAction8 is running

Start Microsoft Pow... Microsoft Word... Eudora Pro - [n] FUGINET-H... Microsoft Pictu... 8:57 AM

For further information on FUGINET, please contact:

TDCJ-IAD-FUGINET
 One Financial Plaza, #350
 Huntsville, TX 77340
 Phone: (936) 437-5653
 Fax: (936) 438-8935



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