



Clark County Sheriff's Office

707 West 13th Street • P.O. Box 410 • Vancouver, WA 98666 • (360) 397-2366 • Fax (360) 397-2367

Chuck E. Atkins, Sheriff

Good day to you all;

February 11, 2016

Just a quick note to say thanks for those of you that were able to attend or send a delegate to the demonstration put on by EIS at our West Precinct on Tuesday. I did not have the opportunity to talk with each of you or your delegate to hear what you thought of the product after the demonstration. The Sheriff's Office hosted this demo because we believe it is a viable option to our current RegJIN RMS product. I encourage all of you to digest the information and come to your own conclusion on the product and what you and your agency may be considering as we all work through our options. Some of you may have another vendor option and if you do the Sheriff's Office would love to see it.

I have attached a letter that we have prepared to send to the Portland Police Bureau. This letter details the areas that the Sheriff's Office feels that RegJIN has not met the expectations that were presented to us when we decided to contract with Portland to provide this service.

You will see that the Sheriff's Office letter details the issues we have had and the dates associated with the correspondence with Portland. You will clearly see that we have been communicating with Portland since early April of 2015. The examples listed are only a portion of the actual contacts and work that our in-house IT folks have been doing non-stop over the last 10 months. Some of these issues may be the same issues you have experienced, some not, and undoubtedly you have some other issues of your own.

As you all know we each have a separate contract with Portland for our RegJIN services. In order to address our contractual obligations between CCSO and Portland, we are sending this letter as a direct communication from CCSO to Portland. If you are inclined to write such a letter from your individual agency I would encourage you to do so and feel free to use anything listed if it speaks to your issues. I believe the letters will carry more weight and that Portland will get a clear message if they see those letters and examples come to them over the next week or two.

This is just the beginning and I look forward to the opportunity to sit with you all, in the very near future, to discuss the options that we have and the timelines and potential costs associated. Much to do and many questions to be answered for all of us, I am sure.

Chuck E. Atkins
Clark County Sheriff



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Chuck E. Atkins, Sheriff

February 10, 2016

RegIN System Manager
Portland Police Bureau
1111 SW Second Avenue, Room 1156
Portland, Oregon 97204-3232

The Clark County Sheriff's Office joined the RegIN consortium in 2013 in an effort to replace an obsolete and failing Records Management System (RMS). To that effect, we entered into an Inter-Governmental Agreement with the City of Portland (Portland) with reasonable expectations that certain functionality, deliverables, and system benefits would be provided. We went live with Versaterm RMS in April 2015. Despite extensive preparations, the transition was not smooth. For ten (10) months our reasonable expectations have been met with significant delays and incomplete/inadequate progress in key areas. We have dedicated thousands of staff hours to identifying and attempting to resolve issues which include: Interface Development and Deployment delays, System Errors, and System Maintenance and Performance deficiencies. Exhibit A to this letter provides a brief summary of the key issues that were previously discussed with Portland but continue to plague effectiveness.

CCSO requests a timely written response to this letter. The response should address the current status of the listed issues, the proposed resolution for each issue, and the proposed resolution dates. The initial response should then be followed by weekly written progress reports that track the progress of each discrete proposed resolution.

Portland must increase current efforts to resolve the listed issues so that our agency can realize the functionality, usability, and overall benefits that were reasonably expected under the Inter-Governmental Agreement. In other words, the current situation is unacceptable. The current situation diminishes the Sheriff's Office's efficiency and effectiveness, creating an undue burden on our staffing resources. The current situation has also significantly jeopardized officer/staff acceptance of the RMS.

CCSO is committed to achieving meaningful and measurable improvement and will continue to collaborate with Portland in its efforts to resolve these outstanding issues. We look forward to a detailed response by February 26, 2016.

Sincerely,

Steven Shea
Chief Civil Deputy
Clark County Sheriff's Office

Exhibit A: Portland RegJIN Issues

Interface Issues:

1. **Interface Issue:** Intermittent NCIC connectivity loss (from 4/16/15)

Description: Since NCIC connectivity was first established from RegJIN to WASIC / NCIC, there have been intermittent losses in connectivity that have lasted from a few hours to as much as 4 days. Connectivity loss has been experienced for a variety of reasons, including issues with the network and firewalls, server moves, and the need to restart various systems and services. Portland's response time to the technical issues has varied from hours to days. Once resolved, "all clear" notices have been provided inconsistently. Sharing of information about the event has been insufficient, preventing the diagnosis of underlying problems and the learning necessary to avoid and minimize future outages.

2. **Interface Issue:** NCIC Masks are Incomplete (from 4/16/15)

Description: The NCIC Masks necessary to transmit data through the NCIC Interface are incomplete. The masks that have been completed are unstable and unreliable, requiring frequent trouble shooting and at times, rebuilding. Portland has not provided adequate staff resources with the necessary expertise to remedy the issues. A complete set of working NCIC Masks are critical to the effective and timely delivery of data to the NCIC repository for missing people, stolen vehicles, protection orders, warrants, various query needs, etc.

3. **Interface Issue:** MRE does not accept data pushed from Intergraph (Clark County CAD) system (from 10/13/15)

Description: Portland agreed to provide an interface between the Clark County CAD system (Intergraph) and RegJIN. This interface was necessary to provide two functions/benefits:

- A. Allow CAD to query RegJIN for Persons and Vehicles from the CAD entry interface. This portion is technically complete, but the results are mixed as the interface will always return 25 names, even if those 25 names are not similar to the original query. As a result, the functionality of the query tool is significantly diminished.
- B. Allow officers to prefill MRE data elements from the CAD call - Case Number, Location, Date/Time, Person Information, etc. Currently the interface is only available in the Development Environment and does not prefill information correctly. Portland needs to modify the "BUS" to send CAD information to the MRE correctly. (OBS was working on this effort, but Portland has since taken it over. At this time, Portland does not appear to have the technical expertise to complete this deliverable.) Without this functionality, officer must manually enter information, which leads to errors and additional work for the Records Unit.

4. Interface Issue: JMS Interface is incomplete, is missing data, and lacks the ability to export mugshots to the RMS (from 11/15/15)

Description: For the Versaterm AB file to correctly fill out the Pre-Book for the new Clark County JMS system, several fields, as well as a new text template will need to be extracted. However the BUS will only allow certain segments of data through, and requires the "Additional Site Fields" to be filled out. "The Additional Site Fields" duplicate a number of data fields already in the AB and do not include the data that is required by the Clark County JMS.

- A. If no changes are made to the BUS, Clark County officers will need to fill out the AB and the Additional Site fields, and then log into a separate application to finish the pre-book. This loss of functionality increases the time required to perform an arrest and booking.
- B. If Portland develops the technical skill and makes the necessary changes to the BUS, officers will only need to fill out the AB. However, the mugshot will not automatically be transferred from the JMS to RegJIN. Achieving this automation will require a separate process that has not yet been developed. It is critical that our officers have ready access to mugshots.

5. Interface Issue: SECTOR Addresses are not correctly transferring to RegJIN (from 6/17/15)

Description: Addresses in SECTOR that include BLK (e.g., 9800 BLK of 78th St) or that have an intersection (e.g., 78th St / HWY 99), will transfer to RegJIN with a completely wrong address. Due to this interface issue, our Records Unit is required to perform corrections and additional transcription work.

6. Interface Issue: COGNOS Interface is incomplete, diminishing ability to retrieve statistical information and perform crime analysis (from 4/15/15)

Description: COGNOS is not correctly set up. For example, the property tables will crash frequently and often will not retrieve the same record set that the Browse Query function does. GO information will often return different results than a similar Browse and Query function. The SQL database is still not up and functioning. The lack of effective access to crime analysis information makes predictive policing efforts, actionable intelligence plans, and crime analysis products difficult to develop, significantly hampering our ability to provide effective law enforcement services.

7. Interface Issue: Prosecuting Attorney Case Tracking Interface is incomplete (from 6/24/15)

Description: Portland agreed to provide an interface, modeled after the existing interface from EPR to the PA's Case Tracking System, to automatically transfer case information to the PA. This interface exists but is incomplete and inadequate. A significant amount of manual intervention and processing is required to complete the data transfer through release tracking, placing an unnecessary burden on staff.

System Error Issues:

8. **Error Issue:** Approved Cases becoming unapproved in RMS (from 1/1/16)

Description: This issue was first noticed by Battle Ground PD and is now seen in all agencies. Cases which have been approved and then saved are no longer approved when the case is opened again. The Case Notes indicate the case had been approved, but there is no indication about why the approval date and approving PSN are missing from the case.

9. **Error Issue:** NCIC help files are not loaded (from 9/8/15)

Description: Pressing the help button in the NCIC area brings up a blank screen instead of the help files.

10. **Error Issue:** No Data Dictionary for NIBRS errors (from 9/23/15)

Description: Versaterm needs to create a data dictionary that explains what triggers the NIBRS errors. For example there is an issue in the Washington deployment where entering a shoplift and a PCS charge in the same case generates a false error message. If the error was to be turned off, will other more critical errors appear? This defect complicates the NIBRS error correction process and may result in reporting errors.

11. **Error Issue:** Incomplete Browse results (from 12/7/16)

Description: When browsing for individuals, users will receive different results of the search for 5'9" vs 5'09". Users must enter "5*9" to get all search results. There are similar issues with other fields in the Browse. This defect may result in partial browse results.

12. **Error Issue:** Event Browse and Person Browse searches the MNI only, and not case specific names (from 1/15/16)

Description: The Event Browse function must be used to get a list of cases involving a specific individual. However this search function does not return Case Specific names. This defect makes public disclosure and investigations more difficult. Partial browse results may impair investigations and increase public disclosure liability.

13. **Error Issue:** Duplicate MNI records (from 4/22/15)

Description: Portland imported MNI records from both Portland's PPDS and Clark County into the RegJIN database. To avoid duplicate MNI records, Portland was to perform an automated merge. Portland deemed the automated merge inadequate and opted instead for a manual merge process. This merge has not yet occurred, leaving the duplicate MNI records in place. Officers are unable to determine which MNI record is correct, resulting in outdated or erroneous information auto-populating a case. A lack of confidence in the MNI database leads to the creation of new duplicate MNI records, exacerbating the problem.

System Maintenance and Performance Deficiencies:

14. Maintenance Issue: Property tables not being updated (from 7/5/15)

Description: Several items are still missing from the Property Tables, many of which are important to Major Crime Investigations: Rope, Zip Ties, Duct Tape, Wire, and Twine. The Firearms Manufacturers table does not include Savage Arms, and Ruger is listed under Sturm and Ruger making it difficult to find.

15. Maintenance Issue: Protocol for outage events (from 4/15/15)

Description: Notification of unscheduled outage events is provided inconsistently by Portland. Once resolved, "all clear" notices are provided inconsistently. Sharing of information about outage events has been inconsistently provided, preventing the diagnosis of underlying problems and the learning necessary to avoid and minimize future outages.

16. Maintenance Issue: Portland RegJIN still does not adequately document new technical releases or table updates with notes or version designators (from 4/15/15)

Description: Often, new releases of software will be placed into old directories, or will be labeled in some odd manner that makes it difficult to tell what is old and what is new. Technical details are rarely released. Agencies do not know what changes have been made, what they should be testing for, or what results they should expect from updates. As a result, incorrect versions and updates are deployed, requiring later correction and increasing work.

17. Performance Issue: Text Editor is difficult to use in MRE (from 4/15/15)

Description: The Text Editor in the MRE requires several steps to open or edit. Once open, neither the text box nor the font can be changed, making it difficult on the small MDC screens to see what an officer has entered.

18. Performance Issue: Property Entry is cumbersome (from 4/15/15)

Description: To complete a report that includes evidence, officers must first finish the property section in the MRE and then submit it. They then must log into a separate application (RMS) on a PC at the precinct to finish the evidence continuity process and print labels.

19. Performance Issue: Police Reports are not available for view until after Transcription (from 4/15/15)

Description: Officers must first have cases approved and transcribed before they are available for search. This makes it difficult to get timely information as trends occurring now are not available for a few days. Officers also do not have access to each other's reports, making it difficult to follow up on stolen vehicle or missing person reports.

20. Performance Issue: Lack of detailed property search across jurisdictions (from 4/15/15)

Description: In a recent case a number of garage door openers were recovered in a stolen vehicle. The system does not allow officers to search outside of their jurisdiction for details of stolen items. At this time officers are unsure who the possible victims might be. This issue complicates the investigation and resolution of cross-jurisdictional property crimes.

21. Performance Issue: Confusing user interface increases time required to write reports (from 4/15/15)

Description: While it was expected that users would take a while to get used to the new system, even after 10 months of use, officers still have a hard time writing reports, many taking nearly twice as long to write reports as when using the old EPR system. Most are challenged by the inconsistent key stroke pattern (Shift F2 on some fields, plain F2 in others). The tab key sometimes needs to be pressed and sometimes the system tabs for you. Some cases require additional fields to be filled out and some do not. However this information is not provided until after an officer finishes a report, and then the officer needs to decipher the proper codes to go to the correct screen and make the edit. These issues undermine officer confidence in and acceptance of the system.