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CPRC

CANADIAN POLICE RESEARCH CENTRE



CCRP

CENTRE CANADIEN DE RECHERCHES POLICIERES

TM-03-94

CONTACT - Computer Delivery of Community Services Information in the Sault Ste. Marie Police Service

By: D. Buck and A. Wright,
RBB Innovations and Sault Ste. Marie Police Service

TECHNICAL MEMORANDUM

Submitted by
Canadian Police Research Centre

August, 1994

NOTE: Further information
about this report can be
obtained by calling the
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(613) 998-6343

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EXECUTIVE SUMMARY

In the summer of 1993 a CPRC contract was placed with RBB Innovations, Sault Ste. Marie, Ontario, to develop a user friendly PC-based system called "CONTACT", the delivering of timely police information to Neighborhood Watch members.

Several innovative features were incorporated in the system such as the ability to group incidents as a particular geographical area that could, once identified, be spontaneously called at a later time. The "CONTACT" incorporates easy editing features, quick access, explicit screen presentations.

For further information, please contact:

John Arnold, Chief Scientist at (613) 993-3737.

RÉSUMÉ

A l'été 1993, le Centre canadien de recherches policières a octroyé un contrat à la compagnie RBB Innovations de Sault Ste. Marie (Ontario) pour développer un logiciel convivial pour PC appelé CONTACT. Ce logiciel permettra de communiquer rapidement aux personnes qui assurent la surveillance de quartier des renseignements que possède le service de police.

Plusieurs nouvelles fonctions ont été incorporées au logiciel. L'une d'entre elles permet de regrouper des incidents par région géographique et d'appeler l'information ultérieurement. Le logiciel CONTACT permet de consulter facilement et rapidement l'information et comprend des fonctions de correction très simples à utiliser.

Pour plus de renseignements, veuillez communiquer avec
John Arnold, expert scientifique en chef, au (613) 993-3737.

CONTACT

Computer Neighbourhood Watch Announcement System

CONTACT is a DOS based PC software package that was designed to disseminate law enforcement information to Neighbourhood Watch members. It provides for efficient, yet easy, management of the data so that automated neighbourhood watch announcements may be delivered quickly and effectively through integration to a Dialogic audio board or the equivalent.

Through several months of design with a police agency, simple to use data entry and search screens were developed. These basic, yet critical features, have saved inordinate amounts of time for both officers and civilians using the CONTACT system. Our users have found that features such as the expedient location of a record entry by street address used to be impossible under previous systems. Also, the generation of lists of names and phone numbers to deliver messages used to be a complex procedure. Previous systems did not have provisions for retaining criteria, for example all residents in one geographical area - for spontaneous recall at a later time.

RBB Innovations Ltd. has Support Services available 24 hours per day, 7 days a week through a toll free 1-800 telephone number. Included in our annual support fees are periodical updates to the CONTACT software that include enhancements requested by users of the system.

Existing voice messaging systems such as PCCOPS™ can be easily upgraded to CONTACT thereby preserving current electronic database data, in a very simple procedure. By utilizing existing audio recording/playback boards already installed in your PC, any further hardware purchases are not required to upgrade to CONTACT.

CONTACT .. CLIENT MENU
1/04/94 Residential Data Total Records - 7362 89:25:47

Surname : SCALI	First Name : J
Street No : 657	Last call:
Street : QUEEN ST W	
City : SAULT STE. MARIE	
Prov/St. : ON	
Postal : P6A 2A4	
Telephone : 7852532918	
Work : Name NONE	Type 1:
Vrd 1	Type 2:
Gen : M	Side : SINGLE/DET
Clus :	Alarm :
Levy :	Levy :
Comments :	Birth :

Example Member Information Screen

CONTACT
Phone List Menu

title	date
WARD 1	08/05/94
WARD 2	08/08/94
WARD 3	08/11/94
WARD 4	08/12/94
WARD 5	07/15/94
WARD 6	08/11/94

<ins> Add Delete <cr> Edit
<F4> Submit Name List to Voice Blast <F5> Print Name List

specific list of names and phone numbers can be saved for later recall.

New installations would require:

- 386 IBM-compatible microcomputer or greater
- audio recording/playback board (like the Dialogic' " or Voice Blast™ boards)
- telephone lines
- CONTACT software
- training

For further information, please contact:

RBB INNOVATIONS
73 Brock St.
Sault Ste. Marie, Ontario
P6A 3BA
Canada

Telephone: 1-800-535-3761

Fax: 1 705-942-6610



BARRY V. KING
Chief of Police



SAULT STE. MARIE
POLICE SERVICE

EMERGENCY DIAL: 9-1-1
BUSINESS PHONE: (705) 949-6300
OPERATIONS FAX: (705) 759-7820
EXECUTIVE FAX: (705) 949-3082

Address all correspondence to
The Chief of Police:
Attention:

CONTACT

Computer Neighborhood Watch Announcement System

The Sault Ste Marie Police Service was selected as the beta site for the new Neighborhood Watch announcement system "CONTACT", developed by RBB Innovations Ltd. This system replaces the old PCCOP's system and not having to re-enter or alter any of the codes was a tremendous time saver. The transfer to the new system was simple and painless.

With approximately 13,000 family home members and over 300 business members in our Neighborhood Watch Program, "CONTACT" is a truly welcomed addition to our system.

By comparison to PCCOP's, "CONTACT" incorporates good editing features, quick access to information, explicit screen data presentation and is, very importantly, user-friendly. Some new features and enhancements are the ability to break down phone list by program and/or position and being able to print these lists. Service and support of the system by RBB Innovations Ltd. has been excellent.

November 3, 1994

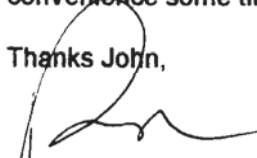
John Arnold
Chief Scientist
Canadian Police Research Council
National Research Council
Ottawa, ON
K1A 0R6

John:

Here is the CONTACT brochure as requested. Please let me know if anything else is required for you.

Did John MacKilican from OPP ever call you regarding a pilot project? Give me a call at your **convenience some time** and let me know please.

Thanks John,

A handwritten signature in black ink, appearing to read 'Darryl Buck', written over the typed name below.

Darryl Buck.



BARRY V. KING

Chief of Police



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New installations would require:

- 386 IBM-Compatible microcomputer or greater
- Audio recording/playback board
(Like the Dialogic™ or Voice Blast™ boards)
- Telephone lines
- **CONTACT** software
- Training



BARRY V KING
Chief of Police



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"CONTACT"

Computer Neighbourhood Watch Announcement System

The Sault Ste Marie Police Service was selected as the beta site for the new Neighbourhood Watch announcement system "Contact", developed by RBB Innovations Ltd. This system replaces the old PCCOP'S. Being able to use the data from the old PCCOP's system and not having to re-enter or alter any of the codes was a tremendous time saver. The transfer to the new system was simple and painless.

With approximately 13,000 family home members and over 300 business members in our Neighbourhood Watch Program, "Contact" is a truly welcomed addition to our system.

By comparison to PCCOP'S "Contact" incorporates good editing features, quick access to information, explicit screen data presentation and is very importantly, user-friendly. Some new features and enhancements are the ability to break down phone list by program and/or position and being able to print these lists. Service and support of the system by RBB Innovations Ltd has been excellent.

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For further information, please contact:

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Sault Ste. Marie, Ontario CANADA
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1 (800) 535-3761
or fax
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