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CENTRE CANADIEN DE RECHERCHES POLICIERES

TM-l2-96
FIELD EVALUATION OF inCHARGE SYSTEM

By: Sergeant B. Sequi
Aylmer Police Service

TECHNICAL MEMORANDUM

Submitted by
Aylmer Police Service

September, 1995

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

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EXECUTIVE SUMMARY

In April 1995 the inCharge system was installed in the Aylmer police for a four month evaluation. Aylmer a small police organization of twelve, ten uniformed officers and two civilians, indicated that the system has been a great time saver. It now takes nearly half the time to process their charges allowing the police officers to get back on patrol much quicker than before. The local Crown Attorney is completely satisfied with inCharge. It has been recommended that the data entry be integrated with the provincial OMPPAC system and that the Crowns office be linked electronically to Aylmer thus cutting down on travel time.

SOMMAIRE

En avril 1995, le Service de police d'Aylmer s'est doté du systeme inCharge pour en faire l'essai pendant quatre mois. Le service est petit : il compte douze membres, c'est-a-dire dix policiers en uniforme et deux employés civils. Tous ont indiqué que le systeme a permis de gagner beaucoup de temps. Le traitement des accusations se fait plus rapidement, de sorte que les policiers peuvent davantage se consacrer à leurs tâches de patrouille. Le Procureur de la Couronne est très satisfait du rendement du systeme. On a recommandé que la saisie de données soit intégrée à celle du systeme provincial de l'OMPPAC et que le bureau du Procureur de la Couronne soit relié Blectroniquement au Service de police d'Aylmer, ce qui permettrait de réduire les déplacements.

RUDY GHEYSEN
CHIEF OF POLICE

AYLMER
POLICE

25 Centre St.,
Aylmer, Ont.
N5H 2Z4

519-773-3144
Fax: 765 1580

ADDRESS ALL
CORRESPONDENCE
TO THE
CHIEF OF POLICE

Final Field Evaluation Report of In-Charge System

Comments *from a supervisory point of view*

The Original schedule of testing was for a four month test period. The system was installed in April of 1995, and our secretary was trained by Praeda personnel.

After going on line, our secretary, Nancy Thiessen found the system to be easy to use, and preferred it greatly to using the typewriter to do up Promises to Appear, Information's, notice to parents etc., etc.

Praeda personnel also attended at the Aylmer Police station and trained 3 additional officers on the In-Charge operation. This Praeda training proved to be satisfactory. Nancy Thiessen then trained the rest of the officers.

The secretary found the software to be user friendly and easy to use. Some of the officers are having difficulty, but this must be attributed to their uneasiness when dealing with any new technology.

The original expectations and objectives were that the In Charge would save time doing up information's, summons etc., etc. The system has proved to be a great time saver for our secretary, and our breathalyzer officers. They are able to process and release offenders in nearly half the time. For a small force this is of great importance, as in most cases the officer that is pecking away at the typewriter, is also the only officer on duty, and the quicker he is back on patrol the better he is serving the community.

It is very difficult to estimate any financial savings, as all of the forms previously used were supplied to us. The greatest impact is getting the officer back on patrol as quickly as possible.

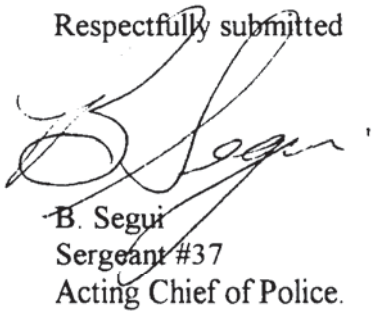
The system has been accepted by the Crown Attorney, Mr. Kevin Gowdy. It would appear that he had some concerns when the system was first introduced but those concerns were found to be unwarranted, once the system was implemented. The Crown and Court office appear to be completely satisfied with the quality of documents that are being submitted by the Aylmer Police Service.

The system appears to have significantly improved the quality of the documents being submitted.

If at some future date the Crowns office, and the Court office were to go on line with the In Charge system, it would make our Court Officers job much easier. He spends much of his time in St. Thomas with his court duties, and if he were able to add charges from the Court office or Crowns office it would save a great deal in travelling time back and forth between Aylmer and St. Thomas.

If at some future date the In Charge system were integrated with the OMPPAC system, it would make the job much easier. Entering an individuals personnel details could be done from one entry. This would appear to be the way to go.

Respectfully submitted



B. Segui
Sergeant #37
Acting Chief of Police.

Name: James T. Allen Title/Position: Court Officer Date: 23 Aug. 95

I was trained by:
[X] Praeda
[___] Self
[___] Other staff

I have used the system:
[1] 1 month
[___] 2 months
[___] 3 months

I prepare:
[X] Informations/court documents
[___] Notices (YOs; NOIs; etc.)
[___] Witness Will Says
[___] Bail Hearing Reports
[___] 12 hour driving suspensions; MTO driver records
[___] Certificates (Qualified Technician, Fail to Appear)
[___] Applications for Information; Subpoena Witnesses
[___] PTAs; Summons; Warrants; Warrant Logs; Recognizance; Subpoenas; or Undertakings

in CHARGE EVALUATION (Mark the appropriate column with an "X" Please enter **"NA"** if the question **doer not apply to your use** of the system)

		Good	Satisfactory	Unacceptable
1. Getting Started	Training received from Praeda	X		
	Ease of Learning - Selecting menu items and moving from screen to screen	X		
	- Entering data pertinent to an accused and to a charge	X		
	- Selecting and printing forms	X		
	- Finding information in existing data tables, control files and charge records		X	
23 Entering Charges	Ease of Use - Entering biographical data for the accused			
	- Entering Criminal Code charge(s) for the accused			
	- Entering text (officer notes/civilian will says) for the accused			
3. Printing Forms	Ease of Use - Selecting and printing Informations and court forms			
	- Selecting and printing release documents and certificates			
4. Efficiency	Charge information is entered once only. How helpful is this feature?			
	An interpreted, long form wordings file is provided for interactive CCC charge processing. Is it helpful?			
	The system imposes controls on the entry of most data fields. Do you like this feature?			
	The system provides a simple, free form word processor for all text entry. Do you like this feature?			
5. For Officers	Does the system make it easier for you to use the required forms and documents?	YES	Enter YES or NO	
	Does the system save you time when preparing the documentation for criminal charges?	YES		
	Have your responsibilities been made easier because the system provides all forms?	YES		
6. Comments				

Name: Nancy Thiessen Title/Position:Secretary/Dispatcher **Date:** 23 Aug. 95

I was trained by:
(X) Praeda
[___] Self
[___) Other staff

I have used the system:
I -] 1 month
(___] 2 months
[X] 3 months

I prepare:
(X) Informations/court documents
(X) Notices (YOs; NOIs; etc.)
[___] Witness Will Says
[___) Bail Hearing Reports ,
[___] 12 hour driving suspensions; MTO driver records
[___] Certificates (Qualified Technician, Fail to Appear)
[___] Applications for Information; Subpoena Witnesses
[X] PTAs; Summons; Warrants; Warrant Logs; Recognizance; Subpoenas; or Undertakings

in CHARGE **EVALUATION** (Mark the appropriate column with an "X" Please enter "NA" if the question does not apply to your use of the system)

		Good	Satisfactory	Unacceptable	N/A
1. Getting Started	Training received from Praeda	X			
	Ease of Learning - Selecting menu items and moving from screen to screen	X			
	- Entering data pertinent to an accused and to a charge	X			
	- Selecting and printing forms	X			
	- Finding information in existing data tables, control files and charge records	X			
2. Entering Charges	Ease of Use - Entering biographical data for the accused				
	- Entering Criminal Code charge(s) for the accused	X			
	- Entering text (officer notes/civilian will says) for the accused				X
3. Printing Forms	Ease of Use - Selecting and printing Informations and court forms	X			
	- Selecting and printing release documents and certificates	X			
4. Efficiency	Charge information is entered once only. How helpful is this feature?	X			
	An interpreted, long form wordings file is provided for interactive CCC charge processing. Is it helpful?	X			
	The system imposes controls on the entry of most data fields. Do you like this feature?	X			
	The system provides a simple. free form word processor for all text entry. Do you like this feature?	X			
5. For Officers	Does the system make it easier for YOU to use the required forms and documents?	YES	Enter YES or NO		
	Does the system save you time when preparing the documentation for criminal charges?	YES			
	Have your responsibilities been made easier because the system provides all forms?	YES			
6. Comments					

FINAL REPORT - CONTRACT # 3 1040-4-0044/01 -WPG

TEST RESULTS:

A site test of inCHARGE at Aylmer Police Force in Aylmer. Ontario was funded by the above contract. The test was designed to determine whether the system could provide adequate time savings and benefits to a small police force. Daily operations were monitored to measure savings in both the production of charges and the time to service the charge in court.

Prior to the test. we postulated the system could significantly reduce the time expended by officer and civilian staff in the preparation and follow up of criminal charges by:

- eliminating errors and delays in the preparation of charges
- minimizing the time consumed by an officer to prepare documents at the time of the charge
- minimizing the time consumed by an officer on court duty
- optimizing patrol time available to officers during a normal shift

The test was completed July 3 1, 1995. All conditions of the test outlined in the original application, have been fulfilled by Aylmer Police and Praeda. A copy of Aylmer's final report is enclosed. It concludes the system does provide real time and cost savings, with particular impact on officer patrol.

Aylmer Police purchased the *inCHARGE* system at the end of the test.

AYLMER RECOMMENDATIONS:

1. Significant savings could be realized if the Province of Ontario would introduce complimentary technology in the Crown Attorney's office and the Courts.
2. Data integration with OMPPAC could provide considerable benefits.

CONCLUSIONS:

a) *inCHARGE can* offer true time and cost savings to both the large and small police operations.
b) Use of complimentary technology in the court system would result in similar time and cost savings.
c) OMPPAC software must be modified to embrace Ontario's integrated justice policy.

Submitted by:

James R. Hill
Managing Director,
Praeda Management Systems Inc.

Dated: September 6, 1995