CLEMIS Times

CLEMISPHERE

An organization "run by the chief's" for the benefit of member agencies and their communities . . .

CLEMIS is not only unique in structure, but offers participating agencies the best collection of integrated technical public safety solutions available today and it happens in a most innovative and cost effective way. We all know there is "no free lunch", but when you take a very careful look at public safety technology, you will find you have the best technology available at the lowest cost possible.

First, with very few exceptions, the CLEMIS fee that your agency pays covers the vast majority of the applications critical to your organization. Some exceptions are maintenance of Mugshot and LiveScan, MDC participation (includes maintenance and air-time charges paid as a pass-through to the service provider on your behalf), and in some cases connectivity and site monitoring charges. Unlike most vendor supplied systems, agencies are not charged for new development and other services such as

A message from the CLEMIS Manager, Jamie Hess

Due to a busy schedule and multitude of projects CLEMIS has been involved in over the last couple years, the CLEMIS Times was pushed to the back burner.

We understand the importance of keeping everyone informed and know the value of the CLEMIS Times. We have many new efforts and know this is a good way to provide a high level amount of information in the different areas of CLEMIS. The CLEMIS Times will once again be a quarterly publication and have news and updates covering all the areas of CLEMIS as well as a summary of Advisory Committee meeting that took place in prior months.

The CLEMIS division is comprised of four teams; Public Safety Applications, Corrections / Biometrics, Technical Support and Radio. The Public Safety Applications team provides CAD, CLEAR, Crash, Citation, Property Room/Evidence, CrimeMapping and Auto Impound. The Corrections / Biometrics team provides IMACS (the OCSO Jail Management System), Mugshot, LiveScan, AFIS and FRMS. The Technical Support Team provides the LEIN and MDC system support along with technical support for CAD and MDC hardware. And lastly, the Radio team provides OakWIN and MDC support. The CLEMIS Times will include articles from each team explaining enhancements that are available, upcoming changes and tips, tricks and suggestions for the best use of CLEMIS applications. We also look forward to suggestions and articles from our member agencies.

We chose to print and mail this edition but future editions will be emailed directly to agency heads, the CLEMIS generic email addresses, as well as any other agency requested email addresses.
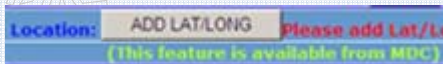
CMAPS for CRASH Locations
By: Leanne Robinson, CLEMIS

Are you getting accurate crash locations?

Do you have parks, shopping malls, fields, large industrial complexes, or long stretches of roadway without an intersection? Do you have College, University or Corporate locations with multiple buildings? CLEMIS is now deploying the new CMAPS for CRASH locations.

CMAPS can be used on an officer's MDC or on a PC in the station.
See how easy CLEMIS Maps can be:

1. Simply click on the "ADD LAT/LONG" button when creating your CRASH report:

2. Use your mouse to select the location of the crash:

3. Select "Save" and the Latitude & Longitude location of the crash is saved.

CMAPS is currently available for the CRASH module and is being deployed in conjunction with the new CLEMIS Activity Logs at no additional cost to CLEMIS agencies.

COMING SOON... CMAPS in CLEAR and Citations.

CLEMIS Concept (cont'd)
By: CLEMIS Chief Jeffrey Werner

application design, updates, code revisions, system rewrites, support, training, and many other services. While there are nominal fee increases *approved by vote* by CLEMIS agency head leaders, they are kept to a minimum and usually set in five-year schedules that should help you with your budget planning. Also, since ongoing CLEMIS fee's cover nearly every CLEMIS related expense required by your operation, (note optional exceptions in the next paragraph), you will not experience added unexpected surprise charges during your budget year for program revisions, updates, configurations, etc.. It's just that simple.

Second, when CLEMIS leadership decides to move forward with a new design or update of an existing application, we *always* rely heavily on the input, experience and participation of agency users in the field for their operational requirements and ease of use. We think this is a "no-brainer", because we know that in the end, when the people who will be using the system help design it, they will get *exactly* what they need. The officer on the street, your investigative, supervisory and management staff, as well as public safety leadership, all have a hand in the design – so it works just like it should and it doesn't cost the member agency a thing. Extremely effective CLEMIS applications such as records management (CLEAR), Activity Log, Citation, Crash, Evidence Property Room, OakVideo, Mobile Dashboard, Citizens On Line Reporting, Auto-Impound, and others were all written in-house with significant input from your experienced agency personnel. Every one of these applications are winners; they work extremely well together and, not one agency wrote an additional check.

Third, starting in the original design phase, our programming and design staff ensures that every application works seamlessly and effectively with every other application and component your people use. From the first day of development, you get a collection of very effective applications that were designed to work with each other. And, since our staff wrote the application, we can change it when it needs changing at no cost to your agency. In the rare occasions when a CLEMIS application needs to interact and interface with a non-CLEMIS application, our staff conducts exhaustive, stringent performance testing *before* implementation so when you get it, it's right.

Fourth, since you need to know how these systems operate and on occasion will need 24/7 support assistance, we offer continuous training and consistent support. Of course, these services are offered on an unlimited basis at no additional cost.

Fifth, unlike product vendors, CLEMIS doesn't have to generate a profit. The "stockholders" are the participating CLEMIS agencies. The management team is guided by public safety leadership and the staff consists of some of the best in the field. Costs are approved by leadership vote and remain predictable for years in advance. The only additional charges are for optional applications (see above) and they are well spelled out for your understanding. The best thing – no surprise charges or unexpected expenses to deal with.

We're glad to have you as a participating CLEMIS member.

CLEMIS Online Citizen Police Reporting System (OCPRS)

By: Leanne Robinson, CLEMIS

Citizens can file a police report online while at work or from the comfort of their own home. The CLEMIS OCPRS (Online Citizen Police Reporting System) allows a citizen to enter a police complaint on seven different minor offenses. Each law enforcement agency chooses which offense types are allowed for their agency's online reporting.

Ann Arbor Police Department, Deputy Chief Greg Bazick recently conducted an online presentation of how their agency uses the CLEMIS OCPRS.

In 2012, Ann Arbor received the following online citizen reports:

- **Harrassing Phone Calls** – 24
- **Identity Theft** – 31
- **Larceny** – 537
- **Lost Property**- 371
- **MDOP w/ Vandalism** - 224
- **Private Property Traffic Crash** - 151
- **Accidental/Non Intentional Property Damage** – 14

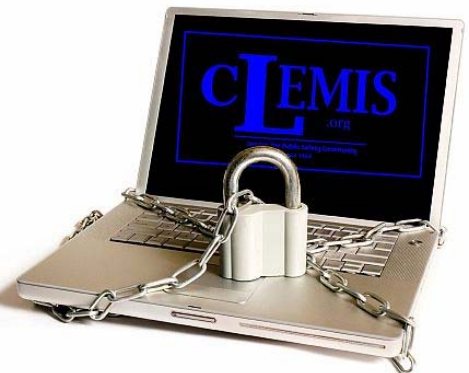> **In 2012, Ann Arbor Police received 1,352 Citizen Online Reports**

Ann Arbor PD has included an option for citizens using OCPRS to complete a satisfaction survey as a way to give feedback about their experience. So far, 276 people have taken the survey. The results are overwhelmingly positive.

- 90.9% of respondents would use the system again.
- 82.3% completed their report in 15 minutes or less.
- 89.1% did not need assistance to complete the online report.
- 87.7% made the report from a home or personal computer.

To enhance your online reporting, while not required, you may choose to put a personal PC or purchase a police E-Desk Kiosk in your front lobby for citizens to create online reports.

OCPRS is available at no additional cost to CLEMIS members.

For further information about Online Citizen Police Reporting, please contact the Oakland County Service Center at (248) 858-8812. Please provide your phone number or email address and a CLEMIS staff member will contact you.

Did You Forget Something?

By: Tim McRae, CLEMIS

When you leave your patrol car, your CAD station, Report Writing computer, the front desk assignment, or any place that has a PC with CLEMIS or LEIN access, you know you are responsible for its security . . . right?

You know about the LEIN rules (violation of LEIN rules is a state law misdemeanor), CLEMIS guidelines, and your department policies . . . right?

Please remember to log-off or shutdown the PC or, depending on how long you will be gone, just lock the screen. It's easy. On most every PC, certainly any CLEMIS MDC or PC, just hit CTRL, ALT, & DEL simultaneously and then hit ENTER. That's CTRL, ALT, DEL, and then ENTER.

You can also press Win + L (Windows Key and L key at the same time). This will also lock the computer.

This only takes a second and it locks the computer, complies with all rules, there is no additional CLEMIS charges, and really is just good common sense.

Thanks for listening. ☺

CLEMIS is re-writing Computer-Aided Dispatch
By: Vickie Aldred, CLEMIS

Again with the partnership and input of our CLEMIS committees, a new CLEMIS CAD is being developed to meet the critical needs of our agencies.

CLEMIS CAD will provide dispatchers the ability to perform multiple tasks with one, high performance system.

The new CAD system is a real - time command and control process that will track all information relating to Police, Fire, Public Safety, EMS calls and unit activity.

Phase I of CLEMIS CAD was the implementation of the CLEMIS Activity Log system written in-house and currently being deployed to agencies in the CLEMIS footprint.

CAD will be integrated with our new mapping system which allows CLEMIS communication centers to receive emergency calls and pinpoint the location of emergencies effectively directing the appropriate resources to the scene.

Consistent with CLEMIS goals and objectives, this new CAD, like nearly all CLEMIS applications, will be provided to member agencies at no additional cost.
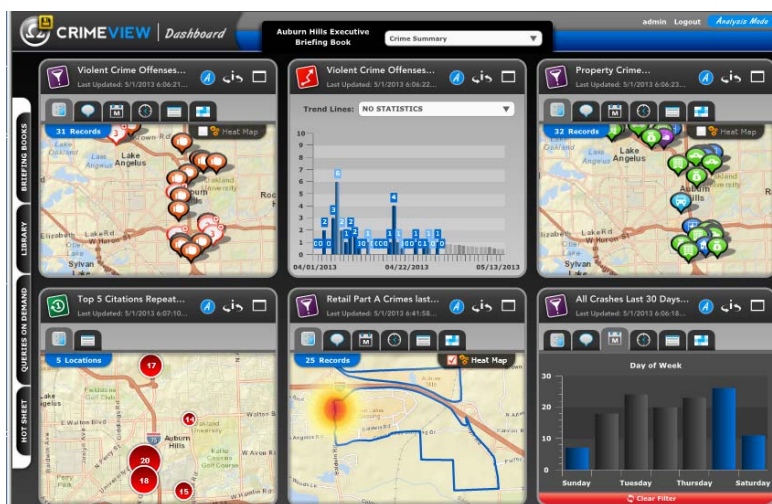
CLEMIS CrimeView Dashboard
By: Penny Peters, CLEMIS

Thanks goes out to Ann Arbor, Washtenaw County, Southfield, Pittsfield and Canton for partnering with CLEMIS to purchase a new, more sophisticated Crime Mapping and Analysis software, CrimeView Dashboard (CVDB).
So far, 38 agencies have been trained and many are using CVDB for implementing DDACTS (Data Driven Approaches to Crash and Traffic Safety). This highly improved crime mapping application has features which automate processes such as threshold, trend and hotspot analysis, as well as standard deviation graphs.

Threshold Analysis is displayed by a Hot Sheet. The Hot Sheet will flash when the threshold is met. In the example below, the threshold was set at "2" for LFA's within five days.

Hotspots, repeat calls and trends are all means of using data to make informed decisions (Intelligence Led Policing) such as where to allocate resources, as shown in the picture below.

To register for an upcoming class, please email Kim McCabe at mccabek@oakgov.com or contact Penny Peters at petersp@oakgov.com.

LEADS Online
Pawn Shop Application
By: Richard Hoose, CLEMIS (ATC, LLC)

It took several months to craft and negotiate the agreement with LeadsOnline but on April 15, 2013 CLEMIS announced that the agreement had been completed and signed. This two-part agreement consists of a CLEMIS Master Agreement that establishes terms and conditions of the "group rate" and a CLEMIS Member Agreement that individual agencies will execute with LeadsOnline to take advantage of the Master Agreement. With this arrangement, the Leads PowerPlus Package is available to CLEMIS member agencies at a 25% discount from their list price as long as there are enough participating CLEMIS members. Deputy Chief Robert Kerr of Canton Township's Department of Public Safety said "Our renewal cost for the basic pawn shop module is less with upgraded access so we will be saving money and getting more through CLEMIS."

With the CLEMIS Master Agreement LeadsOnline provides their PowerPlus Service, an internet-based application, which provides investigators with access to information from secondhand stores, pawnshops, and scrap metal dealers from nearly all of the CLEMIS member agencies as well as more than 2,500 law enforcement agencies across the US, such as the NYPD, Chicago PD, Columbus PD and Indianapolis PD. Within a week of the announcement, we began hearing of success stories where arrests were made based on information investigators were able to obtain via the LeadsOnline application. LeadsOnline reports that to date thirty-two agencies have signed the new CLEMIS Member Agreement with seventeen more in the process.

The arrangement with LeadsOnline is completely different from other CLEMIS provided services. With this new approach, LeadsOnline is the service provider for their PowerPlus Package; they provide all of the support, administration, and training for their application. CLEMIS only handles billing for the consortium according to the CLEMIS Master Agreement with Leads.

CLEMIS
Advisory Committee Actions of April 25, 2013

In support of the Governor's efforts in revising statutes relating to Scrap Metal Dealers, CLEMIS purchased a new software application (LeadsOnline) to track items pawned and/or metals scrapped in order to help search for stolen property.

A policy was established re: CLEMIS Access for in-house Police Agency Prosecutors.

The following agencies have joined CLEMIS since January 2013:

15th District Court – Ann Arbor
Schoolcraft College – Livonia
US Secret Service – Detroit
35th District Court – Plymouth
14A District Court
Highland Park Police Dept

Contact LeadsOnline to sign-up for their service; they will assist with bringing your jurisdiction online and providing training. Contact Erin Hunt at LeadsOnline to sign-up and for further information. She can be contacted by phone at 972-331-7744 or by e-mail at Erin.Hunt@leadsonline.com.

If you are not already aware, the CLEMIS Operations Fund is covering the cost of the first year of access fees to LeadsOnline for those agencies that have responded to this initial offering. After the first "CLEMIS-funded" year, LeadsOnline is offering a discounted contract to CLEMIS agencies who wish to continue using the Pawn Shop and Scrap Yard solution under the CLEMIS Master Agreement. For the this initial year, agencies that have already contracted with LeadsOnline will have an additional twelve months funded by CLEMIS which will be added to the end of their current contract period.

Access for following years will be the agencies' responsibility to fund. If you choose to continue participation in LeadsOnline, you will be billed for the entire annual LeadsOnline fee amount on your quarterly invoice after the first year that is CLEMIS funded has expired. Agencies will be contacted prior to then to see if they would like to continue using LeadsOnline.

Reporting Capability
By: CLEMIS Chief
Jeffrey Werner

CLEMIS systems have the most robust reporting capabilities ever.

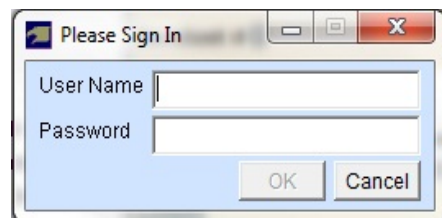There are 100's of reports that can be generated from the applications your agency is using every day.

And if you need a specific type of report, CLEMIS offers training for agency administrators that will enable them to recognize and retrieve typical performance and statistical data that you may require.

If you need information from the system that your staff is unable to retrieve, a call to the Oakland County / IT Service Center at (248) 858-8812 will get you the help you need.
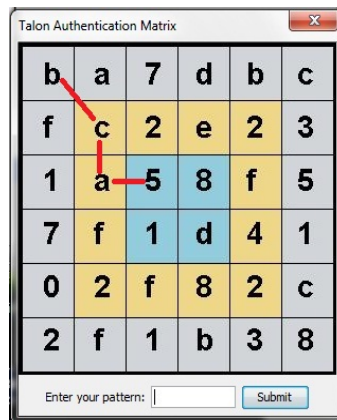
Additional training can be arranged if necessary – at NO additional cost.

CJIS LEIN Advanced Authentication & CLEMIS
By: Jason Kulczycki, CLEMIS

On September 30, 2013 CJIS is requiring that all devices with access to LEIN from a mobile data computer must use a secondary form of security referred to as "Advanced Authentication". This additional security feature is an effort to ensure that the person who enters a username and password into a LEIN application is truly who they say they are by requiring additional information that only the certified user knows or physically has access to.

This additional security feature is currently being implemented by CLEMIS within the Talon application as an additional sign-on step referred to as the Authentication Matrix. When a certified LEIN user logs into the Talon software on a MDC, the standard log-in screen appears.
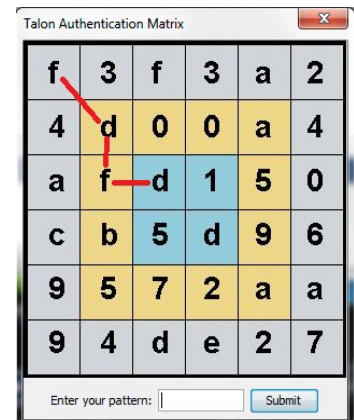

This Matrix is a unique grid that requires a user to create a 4-square pattern to verify their sign-on, similar to answering personal questions such as "What street did you grow up on" or "Who was your third grade teacher". The difference in this is that answers to questions could be obtained via social media. The Matrix sign-on is a pattern that has to be entered via the keyboard and as shown in the above images, the letters/numbers in the grid change with each log-in attempt. Even if a user is being watched and the password pattern is written down, those same letters & numbers won't appear in the same order from grid-to-grid and entry into the software will be denied. The example shows the "password" changing from "b-c-a-5" to "f-d-f-d", the only change done by the user is signing in again.

A feature like this implemented into the Talon software would generally cost a police agency upwards of $3000 depending on the size of the agency. CLEMIS has ensured that no member agency will have to pay to become CJIS compliant as this Advanced Authentication is a part of the current Talon software and is provided at no additional cost.

What's Coming
By: CLEMIS Chief, Jeffrey Werner

By utilizing CLEMIS in-house programming and support staff in conjunction with staff from participating CLEMIS agencies, we together have created many new applications over the past several years. This is consistent with our philosophy of providing the latest technology at the most economical cost. The ultimate result is that you will be more effective and proficient with the finest customized tools available. Advantages of writing applications in-house include immediate access to update programs as needed and significant reduction in maintenance costs. Major enhancements to CAD, OakVideo and the Mugshot system are currently underway.

With the input of experienced law enforcement personnel at your agencies and our staff, we are working on a complete re-write of the CLEMIS CAD application. Much like the recently implemented CLEAR records management system, this is a huge undertaking and we are hoping for implementation in early 2014. The new CAD will integrate completely with other CLEMIS applications and will provide the latest technology to your agency.

CLEMIS OakVideo, another major development, is also slated for a re-write. New PC's and high-definition cameras should be installed early this summer. The most up-to-date digital equipment and enhanced recording capability will provide a more effective process for the agencies and courts. The video that this system displays provides a more realistic experience when communicating with each other.

Finally, the CLEMIS Mugshot system is undergoing a significant update as well. New PC's, higher quality digital cameras, and increased functionality will be a welcome change to your agency. In addition to the new hardware, the system software has been enhanced to provide for more resourceful ways to search for data and create photo line-ups at speeds less than half the time of the existing system.

The new Mugshot application will be web-based and offer more flexibility to both the staff that captures the images, as well as the investigators who use them as a tool to solve crimes.

These revisions and updates are being provided by CLEMIS to member agencies at no additional cost.

Crimemapping
By: Penny Peters, CLEMIS

CLEMIS has made it possible for member agencies to publish crime data to the web at a discounted rate. Interested agencies will only be billed $300 a year ($75 on their quarterly invoices) for this service.

To date, there are 18 CLEMIS agencies saving time by pointing their citizens to the web. Citizens can sign up for Crime Alerts via email, and keep track of what is going on in their neighborhoods.

A link can be placed on the police department's website so citizens can easily locate the site. It's as simple as typing Crimemapping.com in your browser address field, click on Michigan, then select the city and review the data.

For more information, contact the Oakland County IT Service Center at (248) 858-8812 and Penny Peters of CLEMIS will get back to you.

SPECIAL ANNOUNCEMENT
RE: Internal Investigations & Confidential Records

Inquiries for information concerning internal investigations or confidential record searches must be requested by the agency's head (Chief/Director/Sheriff) and directed to either the CLEMIS Manager or Chief.

Please do NOT contact the Service Center for this type of request.

Director/Chief David Molloy
(Advisory Chairperson)

Jamie Hess, *CLEMIS Manager*
Jeffrey Werner, *CLEMIS Chief*

CLEMIS Times Editor – Cathy Taylor

FOR HELP
Contact the IT/CLEMIS Service Center
248-858-8812
servicecenter@oakgov.org

CLEMIS Advisory Committee Schedule
Advisory meetings begin at 2:00 pm at Oakland County Information Technology for all CLEMIS participants, any agency considering CLEMIS, and those that are invited to attend.

July 25, 2013

October 24, 2013

CLEMIS .org