



Staff Support Section 1997 Annual Report

James E. Montgomery
Chief of Police
City of Bellevue

Major Craig Turi
Staff Support Commander

**BELLEVUE POLICE DEPARTMENT
STAFF SUPPORT
MISSION STATEMENT**

To provide quality services which support the internal operation of the Police Department and the citizens of the community with a high level of efficiency and integrity in a confident, respectful manner.

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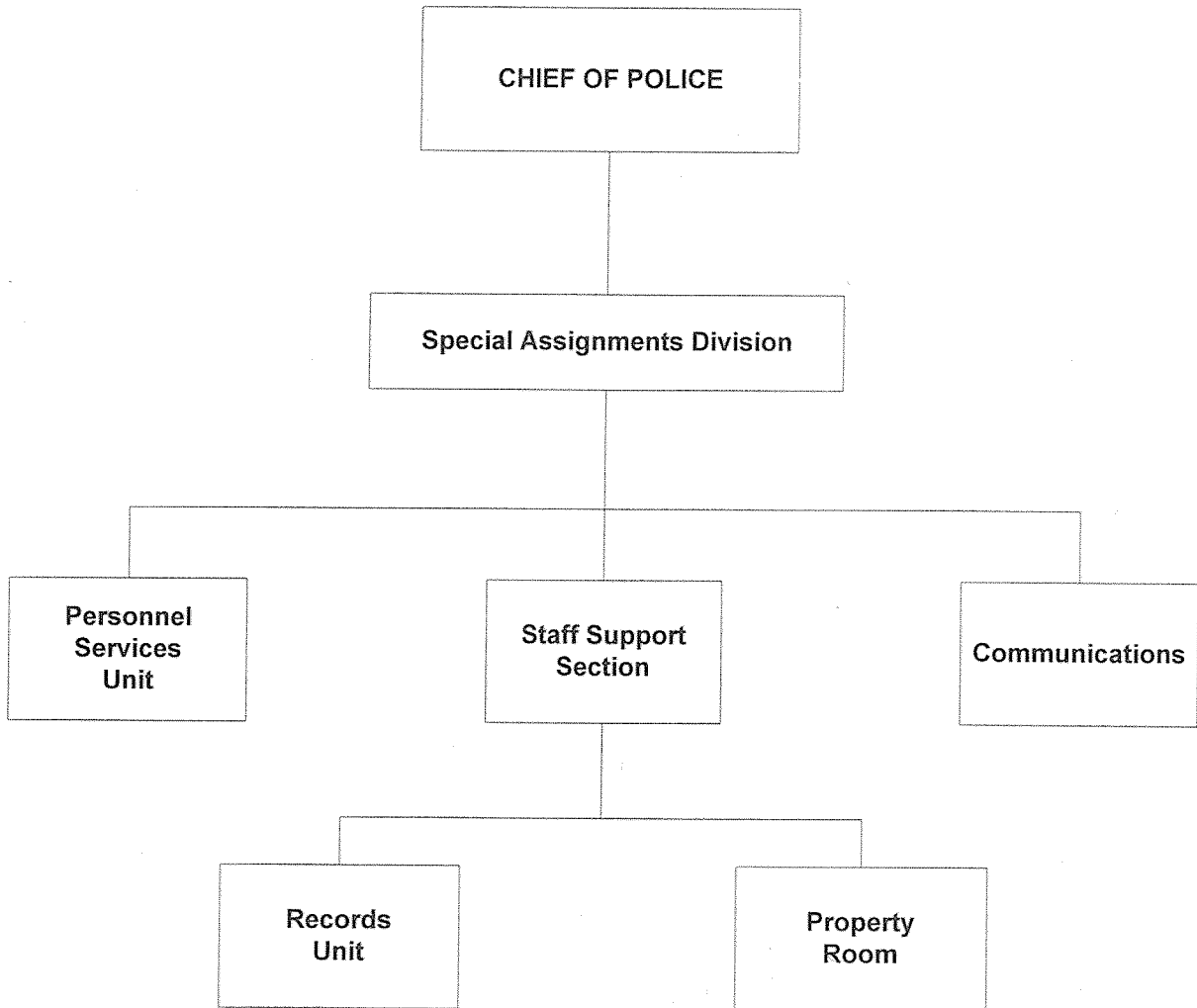
INTRODUCTION

The Police Department's product is service - service that is provided by the employees of the department to the client public. The function of the Records Unit in the Police Department is a critical component to the effectiveness of the entire department. We are the essential support function. Work accomplished and produced in Records impacts every other unit within the Bellevue Police Department. Without the support of the Records personnel, the work done by officers in the field and detectives in the office would be considerably more difficult.

Records Specialists are frequently the public's first contact with the Police Department. Citizen assistance is immediately available at the front counter 24 hours a day, seven days a week (including holidays) and phone lines are open to the public from 0700 hours to midnight daily. In many instances, contact with the public begins and ends with the Records Specialist due to the numerous services which are provided through this Unit.

The Records Unit in 1997 consisted of a Staff Support Commander, four Supervisors, three Lead Specialists, three Police Support Officers and 22 Records Specialists. This staffing is supplemented by eight relief specialists and six volunteers. The majority of the employees work a ten hour shift, four days per week, rotating days off at three month intervals.

1997
SPECIAL ASSIGNMENTS
ORGANIZATIONAL CHART



The Records Unit is a part of the Special Assignments Division

CURRENT STRUCTURE

Four components made up the Records Unit in 1997: Datacenter, Floor Coverage (comprised of access operations, front counter and phones), Police Support Officers and the automated Records Management System.

- **FLOOR COVERAGE**

This component is the base line of the Records Unit and has the most diverse assignments. Records Specialists rotate through three separate work stations during their work week: access operations, phone and non-emergency cad call entry and front counter. Work performed at these stations encompasses non-emergency dispatching, police radio traffic, public and internal assistance in person and via telephone, and around the clock officer assistance. The public services and clerical tasks of fingerprinting, case and arrest report processing, recap, concealed pistol license application and issuances, bail collection, case copies, records checks, dissemination and clearance letters, management of mugshot photos, monitoring of alarms and prisoners, issuance and audits of traffic citation books and timekeeping are some of the many diverse duties performed by the Records Specialist assigned to floor coverage.

- **DATA CENTER**

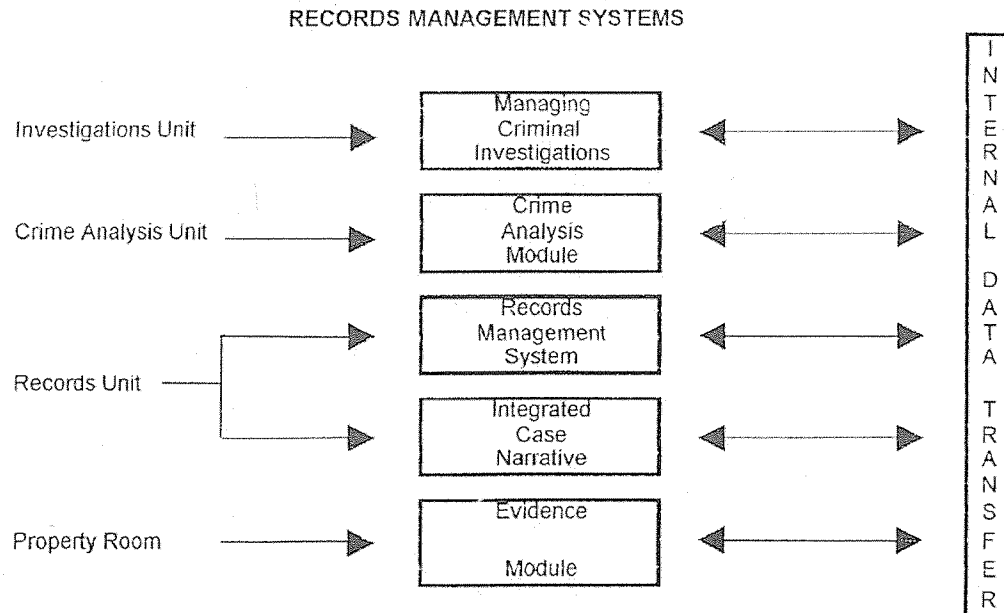
Two Records Specialists were assigned to this component in 1997 to function as court liaison personnel in the processing and computer entry of warrants and court protection orders. Computer interface with the court systems of SCOMIS and DISCIS allows datacenter personnel to track dispositions for the purposes of disseminating criminal history records. These computer systems play a crucial role in providing information to determine eligibility of applicants for concealed pistol licenses and gun purchases.

CURRENT STRUCTURE

- RECORDS MANAGEMENT SYSTEM

The nomenclature “Records Management System” has both a general and specific connotation. In its broadest sense, it is the interrelated set of computer programs and procedures designed to manage the vast amount of information collected, processed and stored by the Bellevue Police Department. From an organizational standpoint, the Records Management System is a data-entry work group comprised of three fulltime Records Specialists who are supplemented in the workload by six relief employees. This work group is responsible for entering all departmental information pertaining to crimes and incidents, arrests and bookings, field interview cards, traffic accidents and citations.

The entire RMS software system is composed of five major modules as described in the sections below. All associated files receive the data input directly from the specialist’s data entry or by interrelated data contained in other components of the system. Basic information concerning crimes and incidents is captured from written reports. The data is updated in the computer during the course of follow-up investigation, including case clearances, case status, name changes and merges, alerts, comments, dispositions and changes in UCR classification.



CURRENT STRUCTURE

- **POLICE SUPPORT OFFICERS**

The Police Support Officer program was established in 1982 as part of the Staff Support Section to provide additional support to the patrol and traffic officers. The creation of these positions allowed patrol officers more time on the street and less time transporting prisoners to and from the court. Beginning with three personnel holding limited commissions, this unit has expanded to five positions. Three Police Support Officers shared a work space in the Records Unit and reported directly to a Records Supervisor. The two remaining PSOs are assigned to the Traffic Section as parking enforcement officers.

The primary duties of Police Support Officers include prisoner bookings, fingerprinting and transportation, cell searches and maintenance, gas shoplift reports and minor incident reports with no suspect information, film development processing, concealed pistol license fingerprinting, parking enforcement and vehicle streets impounds. PSOs are often called upon to do a variety of miscellaneous duties such as assisting in the Property Room, making crime report lab runs and various deliveries for administrative personnel.

Police Support Officers stationed in the Records Unit work an 8 hour/ 5 day work week on a rotating schedule to provide maximum coverage and to provide optimum support to officers in the booking process.

CURRENT STRUCTURE

- PROPERTY ROOM

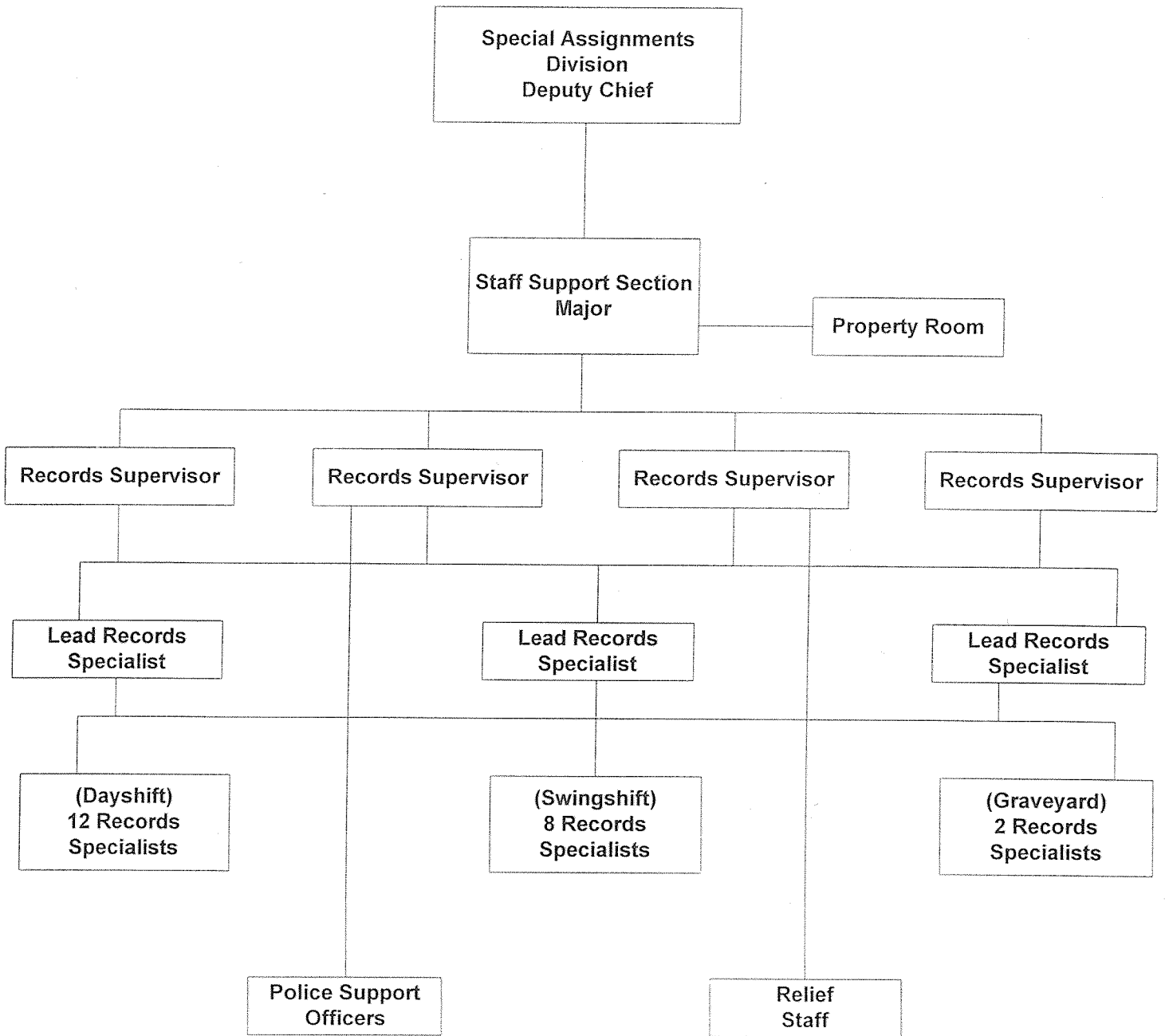
The Property Room could more adequately be termed the Police Property & Evidence storehouse as it is the secured repository for an estimated **110,000 pieces of evidence**.

Located at the Bellevue Service Center, this unit is staffed by one Supervisor and a Property Evidence Specialist who report directly to the Staff Support Commander. These employees work fulltime to receive, record and release evidence associated with police investigations as well as found property turned over to the Department by citizens. It is estimated that 25% of all crime reports taken by officers include evidence that is submitted to the property room for safekeeping. During 1997, the Property Room staff received 5219 items of property and which represents submissions from 3728 case reports. This is a 10% increase over 1996.

Receiving property is just the beginning of the inventory process. Per state statute, found property and unclaimed evidence held longer than sixty days is subject to public auction. Two auctions were held in 1997 and were coordinated and facilitated by Property Room staff. These auctions eliminated 560 lots or parcels of items producing a revenue of \$ 9318.89 for the City. In addition, \$ 4876.13 in unclaimed cash held at the Property Room was submitted to the City Treasurer in 1997 and 175 guns were traded to a gun dealer (resulting in \$ 16,715 credit towards the purchase of new service pistols for the Department).

During 1997, property from 6197 case reports was released, converted, destroyed or auctioned - an increase of 800% over 1996 figures. This increase is largely due to the assignment of light-duty officers to the Property Room. Two volunteers also assisted in property room duties during 1997.

1997
RECORDS UNIT
ORGANIZATIONAL CHART



SPECIALIZED RECORDS FUNCTIONS

Currently there are over 150 identified tasks performed by the Records Unit personnel which makes this unit one of the most diverse work groups in the Department. The total volume of paperwork received, processed and distributed by Records personnel is staggering. Much of the retention and release of police documents is governed by state statute and failure to comply with these guidelines can result in litigation for the City. Information management is just one of the many critical elements that make up the responsibilities of this Unit. Some of the other specialized functions include:

Bail Collection

Bail is collected at the Records Unit front counter 24 hours each day. Monies received are reconciled daily by a Records Supervisor and forwarded to Treasury. Bail is collected for outside agency warrants as well as City of Bellevue charges and warrants. A total of \$ 329,125 in bail money was collected in 1997.

January	-	\$ 23,097
February	-	41,383
March	-	22,653
April	-	28,750
May	-	28,025
June	-	23,575
July	-	25,447
August	-	28,250
September	-	25,575
October	-	26,950
November	-	26,670
December	-	28,750

Access Operation

Perhaps the most demanding work environment in the Records Unit is that of the access operator. Records Specialists rotating to this position throughout their work week generally experience a high volume of radio activity as they respond to officers' various requests for information and assistance. Multi-task skills come to the forefront as the access operator moves rapidly from answering the radio, making phone calls to tow companies, confirming warrants, monitoring the holding cells, entering data and making criminal history computer checks.

The total number of entries and inquiries completed by the access operator in 1997 was 167,109. This number represents a 2% increase in the volume of computer activity experienced in 1996.

Cardkey

Few people realize the role the Records Unit plays in maintaining cardkey security for all the buildings on the City of Bellevue campuses. One Records Specialist and the Supervisors operate and maintain the cardkey system around the clock to provide access to city employees and modify automated times for opening and closing doors to the facilities.

There are four city facilities which are currently equipped to provide this service: City Hall, the Leavitt Building, the Police Annex, and the Bellevue Service Center. This system can be expanded to include other facilities and or additional doors in the future. The system is also equipped with a fail safe mechanism in the event of a major catastrophe or widespread power loss.

If an employee or other authorized person needs after hour access to a building, or entrance into doors that are normally closed, a cardkey is issued. The cardkey can be programmed to limit access to certain doors or certain times of the day or night. This system can also track uses of the card as necessary for security purposes. Approximately 50% of the City employees have been issued cardkeys.

This year 361 cardkeys were issued, modified or deleted by our staff.

Case and Arrest Report Processing

Crime and arrest report processing is a priority clerical task completed by floor personnel on each shift. Records Specialists process all crime incident and case reports written by patrol officers as well as traffic accident reports generated by the Traffic Section. Information as it pertains to computer entry is screened not only by the case processor, but also by the RMS personnel prior to entry.

The complete facts and findings documented by the police officer in his or her investigation enables the Records personnel to produce a twice daily recap of highlighted cases for internal use in the Department, copy and edit the case summary page for release to the media, and review and disseminate case reports to the public and attorneys upon request.

16,822 crime reports were processed in 1997 by the Records Unit.

Issuance of Citation Books

Each parking, infraction and criminal citation book is logged into the Records Unit and issued to officers upon request. The Records Specialist records each book of citation numbers and the date & name of the officer who received the book for annual audit purposes. After the entire book of citations has been issued, the book is reconstructed utilizing the LEA copies in order to complete an accurate audit trail for the Finance Department.

847 citation books, consisting of 25 citations each, were issued to police officers and reconstructed in 1997.

CCDR/CADR/Certified Registrations/DOL Photos

These DOL documents are ordered, logged, copied, distributed and filed by Records Specialists. Two floor specialists are assigned the primary responsibility for this function which generates an average of **230 requests per month**. This particular task supports the Traffic Section and requires approximately 16 hours per week to accomplish.

Domestic Violence Orders

The Bellevue Police Department has long been recognized as a leader in its proactive approach to the problem of domestic violence. In collaboration with this priority issue, the Records Unit developed an intensive training manual to instruct personnel in the step-by-step process of deciphering, researching and preparing the often complicated court orders for service by patrol officers. Copies of this manual have been sent to outside agencies upon request for use in their departments

All domestic violence orders received for service and/or entry into the WACIC computer are processed by Datacenter personnel with a specific intent to clarify all service requirements for the officers and provide pertinent background information for their safety when contacting the respondent.

Domestic violence orders include orders of protection, no contact orders, restraining and anti-harassment orders primarily issued by Bellevue District and King County Superior Courts. Occasionally, court orders for service are also received from courts throughout the state and from other states as well. Many orders require repeated modifications as dictated by the Court and often need duplicate service.

During the past eight years, the number of court orders processed annually has remained status quo at an average of 1012 per year with no significant increase in any one year.

In 1997, the Datacenter personnel processed 914 court orders.

Mug Photos

Mug photos are processed daily in the Records Unit at a rate of approximately 253 photos per month or 3036 annually. All photos are checked for accuracy of the identification number and booking dates, corrected as needed, logged and sent to Overlake Photo for duplication.

When the copies are completed, one photo is sent to the Factoria sub-

station to be coded by a volunteer and contained in a montage file. A second photo is filed in the mugshot files at the police annex and the originals are returned to Records.

Records receives approximately eight to ten requests each month from Bellevue officers for reprints in addition to the requests received from outside agencies.

Vouchers

The Police Voucher Program went into effect July, 1992 as a means for police personnel to provide emergency assistance to stranded or homeless City of Bellevue citizens after business hours. Established by the Human Resource Department with funds allocated by the Salvation Army, the vouchers are administered by the Records Unit personnel.

When an officer encounters a person or family in need of emergency services, the officer can refer the citizen to the Records Unit. At the direction of a Supervisor or Lead Specialist, Records personnel are authorized to issue vouchers for lodging, food, and limited hygiene products on a one-time emergency basis after business hours and on weekends when other social services are unavailable.

The voucher program has allowed our agency to assist mothers with children to have a place to spend the night in domestic violence situations and has proven to be a valuable resource tool in our commitment to community policing in the City of Bellevue.

Records personnel assisted 72 citizens with various vouchers in 1997.

Warrants

The Datacenter personnel receive an average of 225 warrants per month for processing. All misdemeanor warrants issued by Bellevue District Court are processed for service. This process includes full background checks through local, state and federal computer systems prior to entry into the WACIC computer. This process ensures accuracy of information and helps prevent the possibility of false arrests through the use of additional identifiers in the data entry. Expired warrants are purged monthly.

A total of 2704 warrants were processed by Records in 1997.

Security Cameras

Records Specialists assigned to work the access station and monitor the holding cells and booking room are given the task of ensuring officer safety as well as the safety of anyone in the custody of the Police Department. An immediate response on the part of the Records Specialist can prevent or alleviate injury or even death of an arrestee. This responsibility of monitoring the security video cameras is concurrent with the radio responsibilities of running names and license plates for officers, answering access phone lines, assisting officers with tow and impounds and entering information into the state computer systems.

Some of the critical moments encountered by the access operator while monitoring the video cameras for the holding cells include:

- ▶ An agitated prisoner tried to remove his handcuffs during the booking process. Later the subject tore off a strip of his blanket, put it through the cell bars and began to tie a knot. The Access Operator advised an officer of the situation and the blanket was removed from the cell. The subject told the officer that he was going to commit suicide.
- ▶ A prisoner was observed down on the floor of the holding cell with his mouth on the drain. A Fire Department aid unit was dispatched and an officer notified.
- ▶ A prisoner wrapped a yellow blanket around his neck, pulled a portion of the blanket through the cell bars, forming a loop. He then tried to hang himself by taking the weight off his feet and slumping against the bars. Officers were notified and medics responded.
- ▶ A Records Specialist observed a struggle between an officer and a prisoner behind the booking counter. The officer was having difficulty attempting to handcuff the subject. The Specialist requested immediate officer assistance in the booking room via the radio.

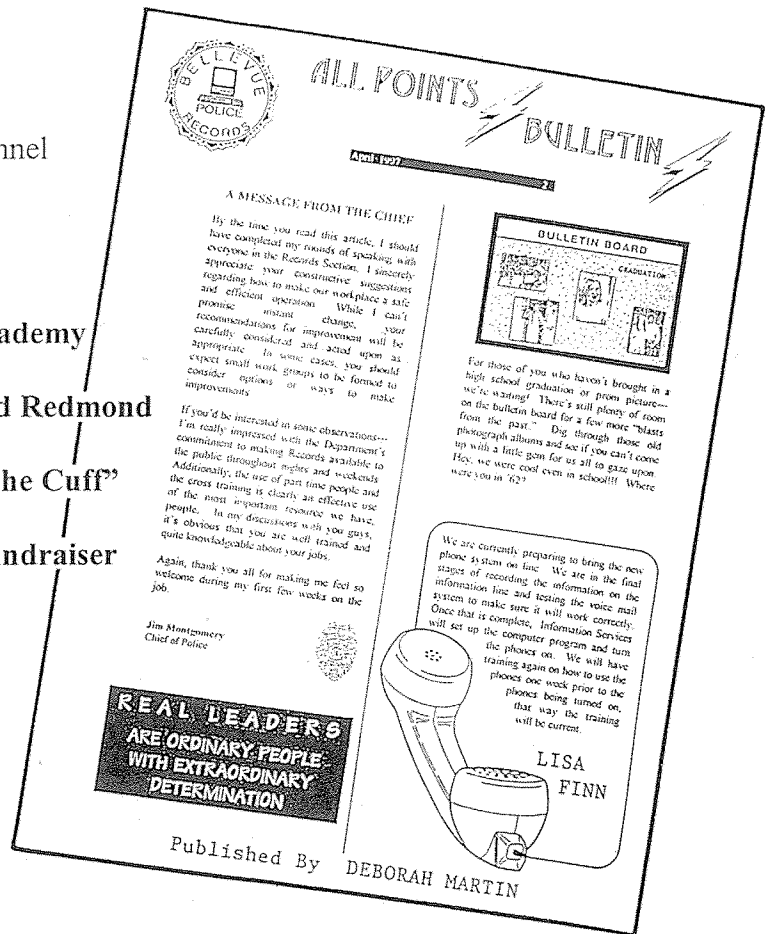
POLICE RECORDS UNIT COMPARATIVE STATISTICS

Year Task	1990	1991	1992	1993	1994	1995	1996	1997
CAD Entries	No Record	13,964	No Record	12,811	13,153	12,574	No Record	
Case Reports	15,397	16,045	16,681	16,251	17,281	17,741	16,992	16,822
Citations	25,497	22,714	25,079	25,867	25,846	25,145	26,603	24,528
Concealed Pistol Licenses	469	651	788	598	456	1073	717	742
Court Orders	1,062	902	1,100	1,056	989	1,002	1,072	914
Dissemination	1,586	1,988	No Record			5,232	3,489	3,637
Warrants	3,386	2,421	3,055	3,000	3,001	2,689	2,592	2,702
Arrests/Bookings	2,908	3,475	4,551	3,085	3,973	4,308	4,641	4,673
Case Copies	26,218	31,773	33,298	34,863	39,844	44,825	49,374	50,238
Gun Purchases	No Record			1302	1776	1,073	1340	903
Records Checks	1,568	1,650	1,700	No Record				
RMS Name Entries*	Total 122,245*	No Record	Total 164,927*	Total 191,734*	No Record			Total 351,894*
Traffic Service Complaints	No Record				605	699	534	584

1997 NOTABLE CONTRIBUTIONS

Some of the unique contributions made by various personnel in the Records Unit in 1997 include:

- ▶ **Records Newsletter "All Points Bulletin"**
- ▶ **Instructors for Bellevue Police Community Academy**
- ▶ **Two Access Certified Trainers for Bellevue and Redmond**
- ▶ **Writer/Distributor of the Department's "Off The Cuff"**
- ▶ **Team Bellevue Participants in Walk-a-thon Fundraiser**
- ▶ **Proposal To Transfer PSO's To Patrol Unit**



1997 NOTABLE CONTRIBUTIONS

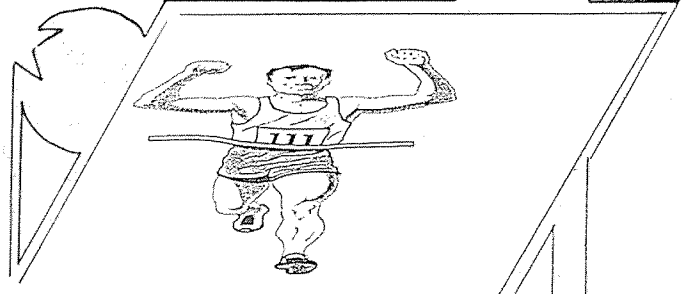
Team Bellevue PD



Who Teaches The Community Academy?

DEBBIE MARTIN
DEBBIE BRENNAN
JULIE ERDMANN

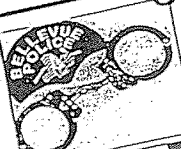
All instructors are officers and personnel from the Bellevue Police Department, teaching in their own area of expertise. Each instructor has years of training and actual street experience in his field, providing insights not ordinarily available to those outside the Department.



June 6, 1997 6 p.m. - June 7, 1997 6 p.m.
American Cancer Society Relay-for-Life
24-Hour Walk-a-Thon Fundraiser
Please Support your Peers
During Their Fundraising Efforts

- Officer Steve Hoover
- Lead Splst Debbie Brennan & family
- Splst Marcy Retchless, Splst Cori Deal
- Relief Splst Luanna Huynh & family

Twelve Bellevue PD Team Members will be walking for two hours each on behalf of the American Cancer Society in raising funds for Cancer prevention, research, counseling, and the many other programs assisted by this very important organization. We will be walking in honor and in memory of our friends, family, and co-workers who have cancer, have had cancer, or who have passed on because of cancer. Cancer touches most of our lives in one way or the other. It's fun simple events such as this that helps raise money for the very needed support programs that this organization has to offer. This is the second year in a row that BPD has participated in this fundraising event. We also see it as an opportunity to reach out to our community and provide community services information on behalf of the local police department. *Please support your team members on or before June 6. Contact one of the team members listed. Thank you!! DB*



OFF THE CUFF

v. 37. 12

November 24, 1997

.....JOB ANNOUNCEMENT CHANGE - BOMB SQUAD.....

The closing date for application to the BOMB SQUAD has been extended to Monday, December 8, 1997.

Congratulations!

POLICE DEPARTMENT EMPLOYEES OF THE YEAR

A presentation will be made at the December 1, 1997, Council meeting to honor the four Employees of the Year for the Police Department. The meeting will be at 2000 hrs. and will be held at City Hall Council chambers. All employees are encouraged to attend to show support for these award winners:

POLICE OFFICER OF THE YEAR - JERRY JOHNSON who was recognized primarily for his outstanding work in the Investigations Section. Two cases were noted worthy - as lead investigator when assigned to Puget Sound Violent Crimes Task Force working the 1993 Mercer Island violent person case (Elvica Long). The 10 month investigation led to the discovery of her remains and the arrest of her husband.

The second case was the Factoria Cinema robbery/homicide which was successfully closed with the arrest and conviction of two people for rendering criminal assistance and possession of two stolen property. Third person was convicted for murder in the second degree.

STAFF SUPPORT EMPLOYEE OF THE YEAR - CARL NICOLL who has made a name for himself as our forensic expert. He joined our department in 1991 and changed a small identification unit into a fully functioning Forensic Identification Services Section. Carl responds to all major crime scenes within the City limits. The installation of AFIS equipment allowed for the "real time" identification of criminals and is responsible for the clearance of hundreds of cases each year.

DISPATCHER OF THE YEAR - PAM BRISON and BRAD ESTILL. Pam's specialty is in training and she has participated both as a one-on-one trainer and an academy instructor. She is responsible for updating training materials and was recently involved in an on-line training process with the ACO in Florida.

Brad is considered a strong team member, working both police and fire radio. He was on duty as a relief dispatcher during Bellevue's first officer involved shooting. In February of this year he was hired as a Bellevue Police Officer.

Typed & Distributed By GINGER LOWRY

FROM: Records Supervisor Edna Snow
DATE: November 1, 1997
SUBJ: Proposal to Transfer Police Support Officers

A proposal to transfer the Police Support Officers to the Patrol Section is not a new idea. Efforts to accomplish this transfer have been conducted without success on several occasions. These efforts have gone under many authors, but in every case, the work group has remained in the Records Unit of the Staff Support Section.

The basic goal has always been the same: to place Police Support Officers in the division most relevant to their duties and create a more satisfying working environment for these employees.

Although this goal is logical and possible, change efforts have not met with success.

What's different today? One word: Timing.

It's simply the right time.

RECORDS IN THE FUTURE

In 1996, the Records Leadership Team consisting of the Staff Support Commander, Records Supervisors and Lead Specialists presented a proposal to the Police Administration to reorganize the Records Unit into a new infrastructure.

The new infrastructure would move Records from a singular unit with a generalized and complicated workflow to a multi-unit operation. There will be three distinct units with each unit operating as a separate work group staffed by our existing personnel. The units will work independently of each other in duties and responsibilities but interact as a team in its entirety.

The primary focus of the new infrastructure is to implement a reorganization that will improve the effectiveness of the Records Unit and optimize the management of future growth logistically. Reflecting on the City's emphasis of finding ways to enhance productivity in a time of limited resources, our challenge has been to identify existing inefficiencies, balance all elements of interrelated work flow and act as a catalyst to deal with these issues strategically with an eye towards advancements in technology. We believe we have met this challenge, but as with any worthwhile change, an element of risk is involved.

Records has moved steadily, but with caution, towards this reorganizational change throughout all of 1997, incorporating ideas and suggestions of many staff members. Major change can often be difficult. Our goal was to engage as many Records personnel as possible throughout all the transitional preparations and create a shared vision for 1998.

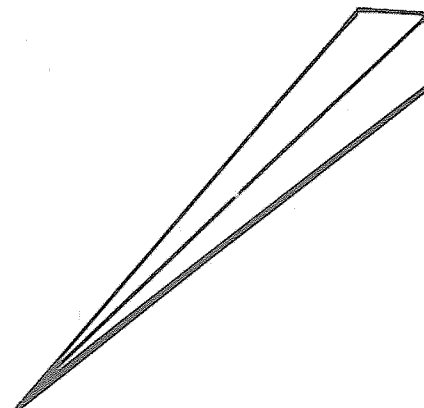
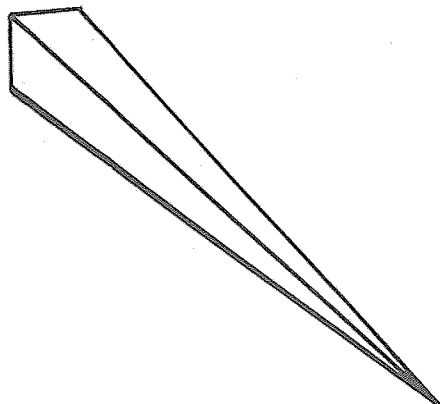
The plan for the Unit is diagrammed in the organizational chart presented on the next page. Our target date for the first phase of change is March 1998 beginning with the creation of a new, expanded Datacenter Unit.

Where we're going...

RMS
Records Management System

(1 Supervisor)

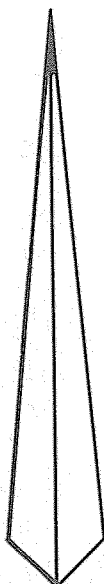
Imaging Project
Data Entry/Stat Reports
Records Retention/Destruction
Arrest/Case Processing
Enter Infractions
Quality Control
Filing/Archives
Dissemination
Dispositions
Training
and more...



DATA CENTER

(1 Supervisor, 2 Leads)

ACCESS Radio 24 hours a day
Monitor Booking Room/Security Cameras/Jail
WACIC/NCIC/DOL (run names, plates)
Incoming/Outgoing Teletypes
911 Emergency Back-Up Phones
Order Photo's/CCDR's/Registrations
Computer entry - Stolen/Recovered Items
Domestic Violence Orders
Book of Arrests - ID Book
MV Thefts/Recoveries
Court Liasons/DISCIS
Monitor Alarm Panel
Warrant Entry/Service
Impounds/Repo's
Missing Persons
Validations
Bail
and more...

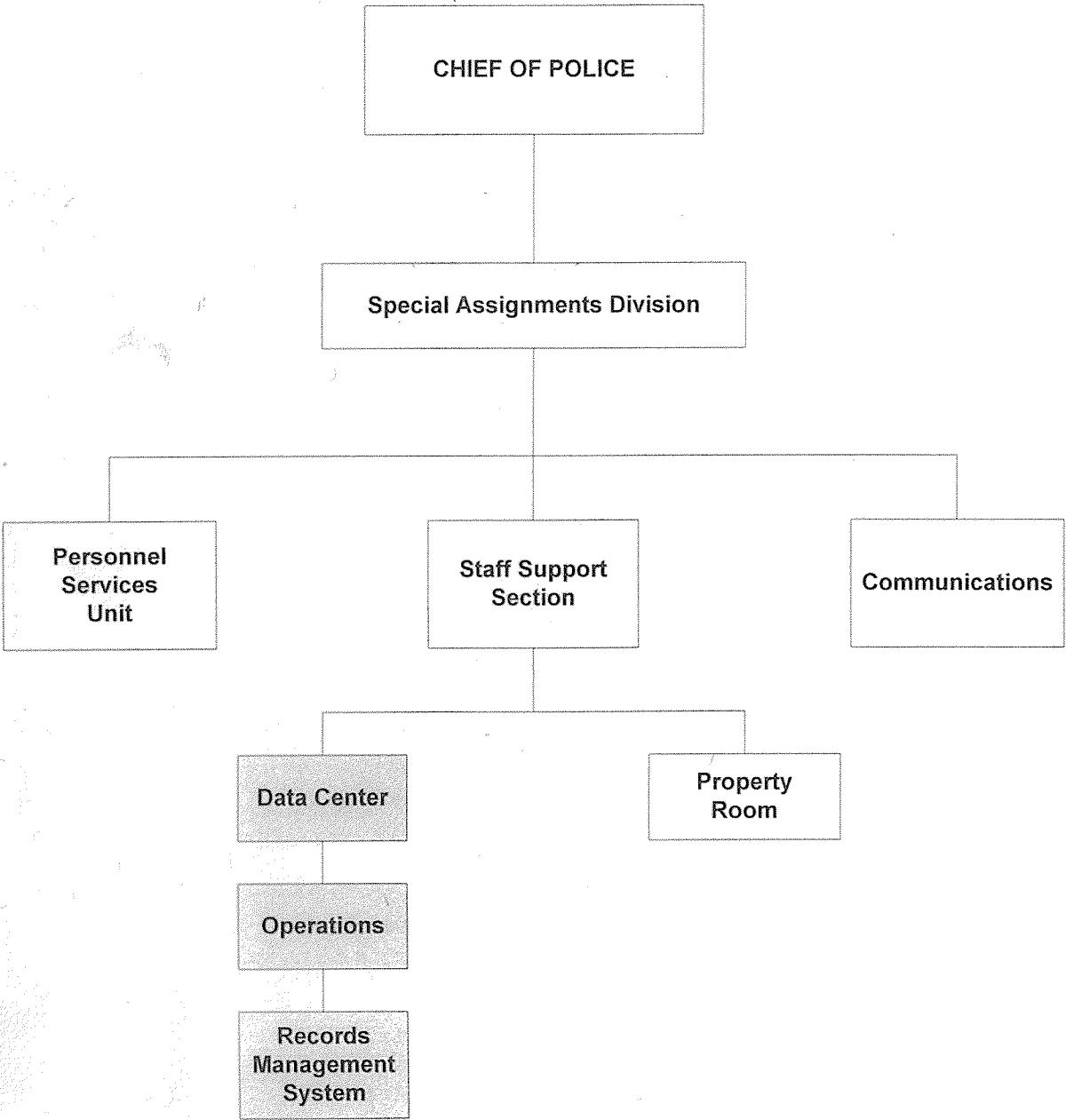


OPERATIONS

(2 Supervisors, 1 Lead)

Phones (Till Midnight) - Front Counter Assistance
Non-Emergency Dispatching (CAD)
Concealed Pistol Licenses/Firearms Dealer Licenses
Salvation Army Voucher Program
Clearance Letters/Records Checks
Eastside Domestic Violence Liason
Issue Citation/Infraction/Parking Books
In-Custody Paperwork for Legal Department
State Accident Report Forms
Fingerprinting For CPL's
Case Copy Requests
After Hours Sign In
Recap/Press Book
Mug Photos/Film
Accept Subpoenas
Mail Distribution
Sound Permits
and more...

**1998
STAFF SUPPORT
ORGANIZATIONAL CHART**



SUMMARY

The Staff Support Section has continued to respond to the needs of our growing City as well as the paperwork and information generated by 166 commissioned officers within the department.

We have utilized the assistance of six volunteers to assist us with the steadily increasing workload and expanded responsibilities. In 1997, 1297 volunteer hours were donated to the projects and responsibilities performed within our Section. We appreciate the contribution each of these volunteers has made on behalf of the Department.

Records personnel look forward to serving the Department and the City of Bellevue residents in a new and progressive style of records management and are dedicated to meeting the challenges on tomorrow's horizon.

