

CITY OF NEWTON

IN BOARD OF ALDERMEN

PUBLIC SAFETY & TRANSPORTATION BUDGET REPORT

THURSDAY, MAY 5, 2011

Present: Ald. Ciccone (Chair), Johnson, Swiston, Harney, Yates, Shapiro and Fuller

Absent: Ald. Freedman

Also Present: Ald. Lappin, Danberg, Crossley and Lennon

City Staff: Chief Matthew Cummings, Newton Police Department, Acting Chief Bruce Proia, Newton Fire Department, Lt. Hugh Downing (Newton Police Department) and Maureen Lemieux (Chief Financial Officer)

**Police Department Budget
CIP**

REFERRED TO FINANCE AND APPROPRIATE COMMITTEES

#129-11 HIS HONOR THE MAYOR submitting in accordance with Section 5-1 of the City of Newton Charter the FY12 Municipal/School Operating Budget passage of which shall be concurrent with the FY12-FY16 Capital Improvement Program (#311-10). [04-11-11 @ 5:59 PM]

EFFECTIVE DATE OF SUBMISSION: 04/20/11; LAST DATE TO PASS BUDGET 06/4/11

REFERRED TO FINANCE AND APPROPRIATE COMMITTEES

#311-10 HIS HONOR THE MAYOR submitting the FY'12-FY'16 Capital Improvement Program, totaling \$174,246,135 pursuant to section 5-3 of the Newton City Charter and the FY'11 Supplemental Capital budget which require Board of Aldermen approval to finance new capital projects over the next several years. [10/18/10 @ 5:24PM]

**ACTION: BUDGET APPROVED 7-0
CIP APPROVED 6-0-1, Ald. Johnson abstaining**

NOTE: Chief Cummings and Lt. Downing joined the Committee for discussion on these items and discussed their FY12 Budget Summary and Chief Cummings opening remarks, attached to this report.

POLICE DEPARTMENT PERSONNEL & STAFFING

The Police Department hired six new police officers over the past year, all of them Newton residents, in order to fill officer vacancies due to retirements. These officers received basic recruit officer training at the MBTA Police Academy in Boston. The Police Department is broken into the following 8 sub-divisions:

1. Administrative Bureau is the office of the Chief of Police

2. Traffic Bureau is also staffed by animal control officers
3. Patrol Bureau-largest Bureau within the Police Department of uniformed officers. A police sergeant and three police officers lead this new unit
4. Detective Bureau (Investigations) is also staffed by the police prosecutor
5. Community Services Bureau is also staffed by the civil rights, domestic violence and the elder affairs officer
6. Support Services Bureau
7. Planning and Research Bureau
8. Communications/Dispatch Center

POLICE DEPARTMENT ACCOMPLISHMENTS (9)

1. North Eastern Massachusetts Law Enforcement Council (NEMLEC)-the mission of NEMLEC is to share manpower and equipment with 52 subscribing communities. NEMLEC's Regional Response Team, Special Weapons, Tactics Unit, School Threat Assessment and Response System, K-9 Unit, Counter Sniper Unit, Hostage Negotiation Team, Riot Control Team, Search, Entry Teams, Computer Crimes Unit and Investigative Support Unit. The department executed mutual aid pact with NEMLEC, which will make all of the above resources available locally in the event of an emergency.

2. Incident Command and Control Vehicle-this camper style vehicle was acquired free of charge to the City and is capable of handling critical incidents that occur in Newton and in other communities providing temporary shelter.

3. U.S. Department of Justice Secure Our Schools Grant-partnered with Newton Public Schools staff to receive this grant funding from the DOJ's Community Oriented Policing Services office. Grants will be used for the replacement of faulty doors and lighting fixtures in several schools enhancing school security by supplementing costs for several camera installations.

4. Newton Police Truck Team-established to perform spot inspections of commercial vehicles to ensure the vehicles do not exceed weigh restrictions designed to safeguard the public and reduce wear and tear on City roadways.

5. Police Headquarters Improvements-The City has set aside CIP funding to support renovations in the lobby area. In addition, the department obtained grant funds to purchase and install hardware on hallway and offices doors throughout the building. New detainee cellblock safety monitoring systems were also installed with the use of these grant funds.

6. Implementation of Patrol Bureau Service Unit-effectively responds to crime, quality of life issues and problem solving techniques. The unit is also responsible for the management of criminal cases and for the collection and distribution of street-level criminal intelligence.

7. Automatic license plate recognition (ALPR's) systems have been installed in the three parking control vehicles. Federal and State grants have supported the purchase of three additional ALPR's to be installed in Patrol and Traffic Bureau cruisers.

8. A Fingerprint Lab was constructed in headquarters and outfitted with a PrintQuest AFIS-APIS System (aka SPEX) equipment to analyze and match finger and palm prints to criminals. This equipment will also improve crime solvability rate and reduce the rate of repeat offenders.

9. Process began for the bestowing medals of Merit, Valor and Honor to personnel who truly go beyond the call of duty, or who have performed exemplary public service throughout their entire career.

POLICE DEPARTMENT FY '12 GOALS (5)

1. Reduce Waste: Partner with departments to reduce costs by purchasing in bulk.

Network with the Purchasing Department to post property on the Intranet, monitoring this site for used property that can be put to use in the department.

2. Eliminate Duplication: Institute proper purchasing and creating a list for items that are purchased regularly. Centralize the processing of all meter, municipal lot, and resident parking and other special permits to City Hall, Traffic Bureau or the Police Department IT Department.

3. Reduce Non-Essential Costs: Centralize public record requests in the IT Department, Meet with the Human Resources Department and Police Association officials to develop a policy requiring new hires reimburse the City for training and uniform costs if they seek employment elsewhere.

4. Make Government More Effective: Use information gained from crime and intelligence reports to reduce crime. Measure crime reduction by monitoring the CompStat reports. Integrate systems and procedures to ensure timely disposition of property and evidence.

5. Invest for The Future: Implement radio upgrade project for the Dispatch Center and the department to ensure they are compliant with the Federal Communications Commission's regulations mandated by Calendar Year 2013. Terminals are used to transmit and receive data from the Dispatch Center, RMV, DHS and other local, state and Federal agencies. Dedicate resources to find grants or other funding sources to replace this equipment.

POLICE DEPARTMENT QUESTIONS:

Chairman Ciccone asked Chief Cummings to explain the overtime account. Chairman Ciccone is hopeful a number of years will not pass before the department receives additional personnel to reduce their overtime account. Chief Cummings said a staffing study was last completed in 2002. He desires an additional sixteen employees for the department to function properly. The department has expanded in NEMLAC and drug enforcement requiring additional staff. He does not want to set a number of required personnel that may be too low until he reviews the department needs. The school resource officers now work full time in schools, there is much more activity because of the anti-bullying laws. One youth officer now works in the Detective Bureau, the connection continues in the schools and with parents. The department is trying to do more with less staff.

Ald. Johnson asked Ms. Lemieux to provide an analysis for FY10 actuals, FY11 year-to-date actuals and the budget for FY12 for the Police, Fire, School Departments and City Hall H-Grade employees.

Committee Clerk's Note: Requested material of personnel training on the department, attached to this report, was distributed to the Board of Aldermen on May 6, 2011.

Ald. Johnson asked Chief Cummings to explain page 9 regarding animal control, how it is staffed and department expenses. Chief Cummings said an animal control officer has returned as a patrol officer because department patrols are generating the majority of the overtime. When the department is at a minimum amount of staffing, there is always a need for overtime. Officer Torres is responsible for following up on the dog tags; he makes certain the dog parks are running smoothly. Sometimes patrol cars also assist with animal control.

Ald. Johnson asked Chief Cummings to provide a job description for Steve Smith, IT Director, attached to this report.

Ald. Swiston asked Chief Cummings if the organizational structure has changed from last years' budget. When reviewing the structure there appears to be a net gain of personnel and when reviewing personnel detail it appears the department should be at zero change of personnel of 197.6 employees. Chief Cummings answered the number continues to go up and down because the number of crossing guards affects the number of employees. He then said personnel have been shifted and there should not be a net plus of three, it is an error. Ald. Swiston then said last years' goals referred to the implementation of the radio upgrade project of being compliant mandated by 2013. Chief Cummings said the complete system needs replacing. The department purchases additional equipment as they can but it will be mandated by 2013.

Ald. Lappin asked if patrol services, animal control, investigations and traffic salaries have been reduced. Chief Cummings answered they have not been reduced, retroactive payments for contracts was included. This year when the department budgets their personnel salaries the retroactive money will not be included.

Ald. Yates asked Chief Cummings to explain NEMLAC. Chief Cummings said towns are equipped and very well trained as a "team" and arrive offering local control. Ald. Yates then asked what service area NEMLAC covers. He answered Middlesex County, south shore, Merrimack valley, Revere and Winthrop.

Ald. Fuller asked Chief Cummings to explain why the budget appears to be down 4.8%. Chief Cummings answered once an employee receives retroactive pay the department is even. She then asked how the department was accredited and what recommendations the department received. Chief Cummings said it appears all department personnel live the accreditation standard, patrol officers understand their jobs and policies. He has not received complaints.

Ald. Fuller asked Chief Cummings to explain why ticket revenue is down. Chief Cummings answered revenue is down because the department has moved from Comp Plus to ASC. The City was not generating as many tickets as they hoped because the automatic plate recognition software was not ready. The handheld ticket issuers are now current and the automatic plate readers are installed in the vehicles. She then asked if the implementation of stopping commercial vehicles has been beneficial. Chief Cummings answered yes.

Ald. Fuller asked Chief Cummings what is most concerning regarding crime statistics. Chief Cummings answered car breaks, housebreaks, domestics, drinkers and drug users, this happens most often with economy changes. Ald. Fuller said the City pays 14 million in salaries to the department. She asked Chief Cummings what patrol officers salaries are when on detail and if he kept track of the number of hours officers work. Chief Cummings answered some officers work more details than others. No officer is allowed to work more than 16 hours consecutively.

Ald. Danberg asked Chief Cummings if he is confident the "bugs" have been worked out of the automatic plate recognition software. Chief Cummings answered yes; other towns have been using this software for years. The software has the ability to read registered vehicles, un-

registered vehicles and warrants. This system will also be adapted for the parking control officers. She then asked Chief Cummings to explain the personal services regarding court time. Chief Cummings said court time pay has been reduced because of retroactive pay. It is actually not a reduction; it is funds being shifted to pay them.

Ald. Crossley asked Chief Cummings to explain the number, high projected cost and installation of lap top computers. Chief Cummings answered lap top computers allow an officer to work in the streets giving them the ability to scan licenses, inspection stickers and warrants while issuing moving citations and accident reports.

CIP

Chief Cummings said City has approved and set aside CIP funding to support renovations in the lobby area, the upgrade of radio equipment and installation of lap top computers, next fiscal year.

Chairman Ciccone asked when lobby renovations would be complete. Chief Cummings said plans are in the process, hoping to be completed this fiscal year. Ald. Yates asked what level of security the renovations will provide for staff and the public. Chief Cummings said employees will carry ID tags and the reception area will have bulletproof glass.

Ald. Johnson asked Ms. Lemieux to attend the May 18 Public Safety & Transportation Committee to discuss the revolving accounts.

Ald. Yates moved approval of the budget. Committee members agreed 7-0 to accept the Police Department Budget.

Ald. Swiston moved approval of the CIP. On a straw vote, the Committee voted 6-0-1, Ald. Johnson abstaining to accept the Police Department CIP.

At approximately 10 pm, Ald. Swiston moved to adjourn. Committee members agreed 7-0.

Respectfully Submitted,

Allan Ciccone, Jr. Chairman



Newton (MA) Police Department
Chief Matthew A. Cummings
FY'11 & FY'12 Budget Talking Points



On March 26, 2011, the Newton Police Department achieved the prestigious national re-accreditation status granted by the Commission on Accreditation for Law Enforcement Agencies (CALEA). The CALEA Law Enforcement Accreditation Program is the primary method for an agency to voluntarily demonstrate their commitment to excellence in law enforcement.

In order to enhance our ability to better respond to incidents that require an overreaching of available assets and loss of local control, we have joined 52 other communities in the North Eastern Middlesex Law Enforcement Council (NEMLEC). NEMLEC expands our Department's current capabilities in the areas of law enforcement resources, cyber crime units, and tactical and armed response to critical incidents anywhere in Newton.

The Southern Middlesex County Drug Task Force (SMCDTF), consisting of officers from Newton, Waltham, Watertown, Weston, Arlington, Lexington and Belmont have moved their operational headquarters to the Newton area. Their collective experience and local availability are an essential in controlling street-level drug activity in the city.

One of the Police Department's youngest and brightest investigators was recently assigned as our full-time liaison to the Drug Enforcement Administration's (DEA) Federal Drug Task Force. This officer is working with the DEA and other Federal and local law enforcement agencies to combat drug distribution at the trafficking level. The new assignment compliments the work already being performed by members of the SMCDTF so we can combat every level of drug sales -- from street-level sources to major drug suppliers.

The Police Department hired six new police officers over the past year, all of them Newton residents, in order to fill officer vacancies due to retirements. These officers received basic recruit officer training at the MBTA Police Academy in Boston. Last month they graduated from the police academy and were officially sworn-in as Newton officers. The officers are now completing a comprehensive 10-week field training program where they will become acquainted with local police procedures, and where their performance will be measured and evaluated on a daily and weekly basis before the officers are allowed to work solo. Captain Marc Gromada and Officer Richard Bradley from our Recruit Investigative Unit are currently repeating this required hiring and training process for 5 additional new officers.

The Newton Police Department is extremely proud of the outstanding work that our sworn and civilian employees perform every day. In an effort to enhance our employee recognition program we have included the process of bestowing medals of

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Merit, Valor and Honor to those employees who truly go above and beyond the call of duty, or who have performed exemplary public service throughout their entire career. Over the past year we presented the Medal of Merit to several retiring officers, and last month our first Medal of Valor was presented to Officer Peter Wade for courageous actions at the scene of a house fire.

Over the last year Officer Rocco Marini completed all training and certification requirements as a Commercial Vehicle Enforcement Officer. A refurbished Ford Expedition is now assigned to our Truck Team unit and the vehicle is fully equipped with a laptop, printer and truck scales. Officer Marini has the authority to stop any commercial truck and cite the driver for truck safety or load violations. In addition, the officer may, at his discretion, take the truck out of service until the vehicle can be made safe to operate on our city streets.

After many months of discussions and negotiations with the vendor, our new automatic license plate recognition (ALPR's) systems have been installed in the three parking control vehicles. Over the next few weeks we will be evaluating the new, first of its kind chalking software for overtime parking. After the evaluation is complete Newton will be the first police department to utilize this new technology for parking enforcement. In addition, Federal and state grants have supported the purchase of three additional ALPR's to be installed in Patrol and Traffic Bureau cruisers for police purposes.

In conjunction with the Newton Building Department a new Fingerprint Lab was constructed in the Police Headquarters building and outfitted with PrintQuest AFIS-APIS System (a.k.a. SPEX) equipment to analyze and match finger and palm prints to criminals. This lab will significantly decrease the lag time associated with automated fingerprint identification systems from years to days, and it will also improve our crime solvability rate and reduce the rate of repeat offenders.

We continue to make great strides in security improvements and the target hardening of the Police Headquarters building. Our staff has secured two grant funding sources to purchase and install new access code entry hardware on all hallway and office doors throughout the building. New detainee cellblock safety monitoring systems were also installed with the use of these grant funds.

Lieutenant David MacDonald and Sergeant Frank Foley have been selected to supervise the Patrol Bureau's fourth platoon staff and redirect their efforts towards community policing, crime prevention, and addressing neighborhood disorder. The fourth platoon will be our working model to help us refine overall patrol operations. Once refined, this model will be expanded to every platoon in the Patrol Bureau.

Director Steven Smith supervised the receipt of a 35-foot motor home donated by retired Newton Officer David Dues. The motor home was converted into a mobile command vehicle to replace our tiring ambulance-style command vehicle. The motor home was painted with private and commercial donations at no cost to the city, and it

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was outfitted with new cabinets built by woodworking students from Newton North High School. Director Smith further facilitated the installation of communications equipment in this new mobile command vehicle and it was fully operational in time for last month's running of the BAA Marathon.

Director Steven Smith also repainted a low mileage diesel ambulance for use as a multi purpose personnel transport vehicle to be used by our Auxiliary Police, Honor Guard and silent rifle team. These units will be able to personalize the vehicle with the use of magnetic signs applied to the exterior of the vehicle.

Our crime and statistical data analysts, Mr. Mike Bozio and Ms. Judy Hayes, began to collect quantitative metrics to support and improve our current personnel performance evaluations. The data measures the amount of reports, citations, arrests, parking tickets and dozens of other measurable activities an officer performs, and then compares that data to other officers performing the same types of duties. The comparative data, together with qualitative observations by an officer's immediate supervisor, are expected to greatly improve the supervisor's ability to measure officer performance.

Sergeant William Spalding and Officers Michelle Bellevue, David Schaefer and Daniel Valente made the Department's first Rape Aggression Defense (RAD) class available to the public. The RAD training program consists of realistic self-defense tactics and techniques for women. It is a comprehensive, women-only course that begins with basic safety awareness, risk reduction and risk avoidance. Classroom training is reinforced with basic hands-on defense training.

Officers Jeffrey Mace and John Panica were recently assigned to serve as primary School Resource Officers (SRO's) at Newton South and Newton North High Schools. The role of an SRO is to serve as a law enforcement officer, law-related counselor, and law-related education teacher. The SRO's also create and maintain close working relationships with principals, school staff, students, social service agencies and community organizations to promote the physical and emotional well being of youngsters in Newton.

The Police Department partnered with Newton Public School staff this year on a U. S. Department of Justice grant award application that will fund the replacement of faulty doors and lighting fixtures in several schools. The grant funds will also enhance school security by supplementing costs for the initial purchase and installation of surveillance camera systems in both high schools.

For the present the Newton Police Department continues to lead the City's emergency management preparedness efforts. We teamed with the Newton Health and Human Services staff to provide citywide emergency preparedness education, and we facilitated the selection, receipt and delivery of Homeland Security equipment provided free of charge by the Northeast [Homeland Security] Regional Advisory Council (NERAC). Newton Police staff also collaborated with other city agencies and

Police Department Budget Remarks

FEMA/MEMA personnel to receive federal reimbursements for damages suffered on public properties during last year's rain and flooding events.

During the next fiscal year the Police Department seeks to reduce waste by partnering with other City departments to make lower rate bulk purchases of commonly used office supplies. To potentially avoid unnecessary purchases we also intend to network closely with the Purchasing Department to post or check on the availability of serviceable surplus property that may be used by other City departments.

In an effort to make government more effective the Police Department also seeks to reduce crime and improve the quality of life in neighborhoods by analyzing data found in crime and intelligence reports and by developing quality prevention or response programs to address this data. Effectiveness will be measured by monitoring crime and service call data found in daily, weekly, monthly and quarterly CompStat reports and by making program modifications when required.

To invest in the Police Department's future we intend to begin comprehensive upgrades to existing radio communication systems in order to become compliant with the FCC's narrow band frequency regulations set to take effect during calendar year 2013. We will also seek capital improvement funding to support the final phase of this narrow band frequency upgrade and for the timely replacement of our existing Mobile Data Terminals (laptops) that are installed in most police cruisers.

Finally, I would like to thank Mayor Warren, COO Robert Rooney, CFO Maureen Lemieux and the Public Safety and Transportation Committee for their concern and support in addressing the Police Department's staffing needs. I have assigned Captain Edward Boudreau the task of completing a top-down job analysis and staffing assessment in all bureaus within the department. It is projected that the results of this objective analysis will provide verifiable data to serve as a baseline for required police services well into the future.

Danielle Delaney

From: "Lt. Hugh J. Downing" <hdowning@newtonma.gov>
To: DDelaney@newtonma.gov
Date sent: Fri, 06 May 2011 09:08:07 -0500
Subject: Director Smith Follow-Up (5/6)
Send reply to: hdowning@newtonma.gov
Copies to: MJohnson@newtonma.gov,
MCummings@newtonma.gov
Priority: normal

Good morning, Danielle,

Please find Director Smith's job description attached per Alderman Johnson's request at last night's budget hearing. This job description has not been re-written for a few years so it is also important to note that Director Smith serves as the Commander of our Support Services Bureau and he is also responsible for our uniform issue, property and evidence, fleet and facilities functions. Thank you very much and have a great weekend!

Best regards,

Hugh

Lt. Hugh J. Downing
Executive Officer
Newton Police Department

Information and Technology Director

The City of Newton Police Department seeks an Information and Technology Director to oversee the operation of the department's Information Technology and Records Management System. Under the direction of the Chief of Police, the Director will be responsible for the development, maintenance and modification of the computer system and data base to meet the needs of the department. Qualified candidates will have a demonstrated ability to motivate and manage a workgroup, considerable knowledge of effective supervisory principals and practices, and skill in developing and administering effective training programs. Bachelors degree in computer science with five to seven years experience required, Masters degree preferred.

Submit resume to Employment Manager, Newton City Hall, 1000 Commonwealth Ave, Newton Centre, MA 02459. Fax (617) 796-1272 or email kkelly@ci.newton.ma.us
AA/EOE

INFORMATION AND TECNOLOGY MANAGER

SUMMARY: Subject to the direction of the Chief of Police the Information Technology Manager is responsible for the efficient operation of the department's Information Technology and Records Management Systems. Responsible for the development, maintenance and modification of the computer system and data base to meet the needs of the department. Responsible for the immediate supervision and control of all personnel assigned with him/her and is responsible for their efficiency and effectiveness as members of the department. The Information and Technology Manager performs various functions relating to either administration or operations of the Department as directed by the Chief of Police.

GENERAL DUTIES AND RESPONSIBILITIES:

1. The Information Technology Manager is responsible for the supervision of all maintenance, upgrades and purchasing of all computer hardware and software utilized by the department. The IT Manager will work with the Chief, Planning and Research Bureau and other appropriate bureaus or City departments to continuously upgrade and add to the department's technological resources.
2. The IT Manager is immediately responsible for the administration, supervision and performance evaluation of all personnel in the IT and Records Bureau. This includes scheduling, job task assignments and yearly performance evaluations. The IT Manager will further insure that all personnel assigned to the bureau are fully familiar with the rules, regulations, policies and procedures of the Department
3. Work with the Training Officer to coordinate all training relating to information technology used by any and all department personnel in the performance of their duties. Work with Bureau Commanders and others to promote the utilization of technology to improve departmental efficiency. Coordinate any necessary training to achieve this goal.
4. Ensure that all personnel in the Records division are familiar with all laws related to public information.

REQUIRED KNOWELDGE, SKILS, AND ABILITIES:

Proficient in:

Database Structure and Design
Web Design
Windows
Crystal Reports/Web Design
Novell Operating Systems
Unix Operating Systems

Demonstrated ability to motivate and manage a workgroup. Demonstrated and effective approach to quality control. Considerable knowledge of effective supervisory principals and practices. Considerable skill in developing and administering effective training programs to personnel; in supervising and motivating personnel.

Law Enforcement related Information Technology experience preferred.

IT Director Job Description

The IT Director is responsible for providing strategic insight, coordination of assets, long term planning, and hands on knowledge of all responsible areas. It is a requirement of that job, that he have hands on knowledge of each system and how they integrate with each other.

The Current IT Director serves as the sole Application Developer at NPD and provides strategic direction to process engineering by developing applications that improve efficiency:

Attendance Application

Previously

Attendance was manually written by each bureau on paper

Currently

An application was written to provide a computer interface for all bureaus to track attendance.

Attendance Application Interface to Records Management

Previously

Attendance was manually entered into the Records Management System

Currently

An interface was developed to automatically process daily attendance into the Record Management System
Management Reports were developed to replace manual tracking

Taxi License

Previously

Taxi licenses were manually made up with a photograph stapled

Currently

An application was developed to print taxi licenses with integrated digital imaging

Directed Patrols

Previously

The OIC would manually write each day where the officers would do directed patrols

Currently

An application was developed to automate the process and integrate into the web based in vehicle system

Previously

Traffic Bureau would manually list for publication the streets where directed patrols were performed during a time period

Currently

An application was developed to report directly to the web the selected streets on directed patrol

Vehicle Maintenance

Previously

Officers would tell someone if there was a problem
Currently
An application was developed to allow the officers perform vehicle inspection on the in car computer covering assorted information including mileage and issues. This information is then available to fleet maintenance and the OIC for compliance and problem resolution. The information then integrated to the registration database for mileage.

Vehicle Registrations

Previously
Registrations were done manually and the officers had to go to the registry or in town to the confidential registry.
Currently
An application was developed to track and maintain vehicle registrations. Additionally all registrations requests and renewals are automatically generated and electronically delivered to the RMV without utilizing any officers time to go to the RMV.

Parking Tickets

Previously
The issuance and tracking of parking tickets was done manually
Currently
An application was developed to track and report on parking tickets

Citation Books

Previously
The registry required strict reporting and tracking of moving citation books and ticket issued. The current RMS system has no means to do this.
Currently
An application was developed to integrate to the RMS to provide tracking and reporting of citation books in accordance with the RMV's requirements

CJIS Testing

Previously
Written tests were given on the operation and laws regarding the CJIS terminal applications and usage. This required time to administer, correct, and submit to CJIS
Currently
An application was developed to allow the officers to take on line test that was self-grading and generated the reports needed for CJIS automatically.

Records Requests

Previously

IT Director Job Description

Requests were not formally managed and no money collected.
Currently
An application was developed to automate the processing of records requests, collect funds and the required reporting. Additionally, money was saved by fulfilling these requests via email, obtaining the requests via the web, and collection money on-line.

Daily Manifold

Previously
The daily manifold was type written in word, printed and distributed, and filed.
Currently
An application was developed to automate the daily manifold in a database, saving time, printing, and filing. The manifold is automatically published to all users on the internal intranet and in the officer's vehicles. It is archived on the network.

Other Applications

There are too many other applications or enhancement made to the RMS to enumerate here. Suffice to say, the initiative to make these changes to improve overall quality, consistency, and efficiency we a direct result of the current IT Director. It is his expertise that has developed all of these applications, created the external [www. Newtonpolice.com](http://www.Newtonpolice.com) web site and internal intranet. It is his experience that has brought about change, and his expertise in actually implementing the changes. He functions both strategically and tactically.

The Newton Police Information Technology Bureau provides service 24 hours/day 7 days per week. The major functional areas include:

Help Desk

- Support, Problem Resolution for all users
- Application Support
- Problem Resolution
- Scanning Services
- OCR
- Pictures to Digital
- Archival Documentation

Hardware Maintenance

- Service and repair all computers as required

Application Development

- Develop and write all interface applications as required
- Develop and write all changes possible in Records Management System

Evidence

- Maintain Chain of Custody
- Transfer Audio Files to CD
- Transfer Digital Images to CD

Communications

- Purchase Specifications, Programming, Maintenance, and Repair of
- Dispatch Console Radio
- Mobile Radios
- Portable Radios
- Radio Transmission Locations
- Manage Repeaters City Wide
- Radio System Core Components
- 911 Audio Recording
- Radio Database Server Management
- ACU1000 Interoperability System

Fleet Management

- Purchase Specification, Outfitting, Registration, Repair
- Purchase New Vehicles
- Install Communications Equipment
- Maintain and Service ancillary equipment
- In-Vehicle Inspection System

Network Systems

Purchase Specifications, Programming, Maintenance, and Repair of
Network Servers
Records Management
File Storage
PocketCop
MobileCop
Domain Controller
GPS
Newtonpolice.com Web Server
Internal Web Server
Unix Server
Network Routers
CJIS Interface
AT&T Interface
Back Up Systems
Work Stations
Network Printers
Network Switches
Desktop Management
Cabling/Wiring
24/7 On Site Response

Mobile Computing

Purchase Specifications, Programming, Maintenance, and Repair of
Mobile Computers
Records Application
GPS System
In-Vehicle Applications
Mobile Modem Interface
Mounting Systems

CJIS Interface

Switch Management
Application Interface
Mobile Computer Access
Dispatch Access
Desktop Access
Integrated Printing Facilities

Fingerprinting

Purchase Specifications, Programming, Maintenance, and Repair of
Electronic Interface to State
Submission and Return Management
Interface into NPD records system

Accident Report Submission to Registry

Design and Development of system
Interface to Registry
In-Vehicle accident drawings

Custom Applications

Numerous Applications developed to improve quality & efficiency
Interface to Records Management System

Freedom of Information Requests

All requests for reports and audio recordings

Newtonpolice.com Web Server

Develop Applications and Interface

GPS

Mobile Application
Interface to Dispatch

Medical Protocol Interface in Dispatch

QED-Records Management and Dispatch System

Update, Revise, Maintain, Interface new applications

Keeper of the Records

Insure record management policies are maintained
Archive Protocol
Research & Retrieval
FOI Request Fulfillment

Thermal Imaging

Maintain, Train, and Deploy

Radar Equipment

Test and Certify annually
Maintain, Repair, and Install

CrimeView

Graphical Statistical Application interfaced to Records Management

Incident Command Vehicle

Maintain in the ready state Unit 610

Radio System

On-Board computer network

Support Services in the field

Respond on scene as requested 7/24

Thermal Imaging

Satellite Communications

Process Engineering

Review Bureaus Practices and Procedures

Develop automated applications to insure quality, consistency and efficiency