



Paragon Software International, Inc.

CRIME

November 14 2003

Product Announcement

Crime Reporting & Incident Management Environment 10.2

Paragon Software International, Inc. announces availability of C.R.I.M.E. release 10.2 for the IBM AS/400 and iSeries computer systems. C.R.I.M.E. is an acronym for Crime Reporting & Incident Management Environment. C.R.I.M.E. is a licensed product from Paragon Software International, Inc. that provides end user application software for recording and reporting upon the daily activities of one or more municipal, county or regional public safety / law enforcement agencies.

Overview of Enhancements in this Release

This release package is available as of December 1, 2003. This release of the CRIME software product contains enhancements to many areas of the product. There are several hundred individual enhancements, changes, or new programs included in this release. Most of the underlying data base files were enhanced in release 10 in preparation for new features to be added in upcoming releases. The 911 interface has received some nice ease of use touches that will make use of the multi-screen trend occurring in dispatch centers. The incident module's two most notable new features are the addition of an activity log similar to the one in Master Name Index module and the new Miscellaneous ID feature. The Miscellaneous IDs on incidents will create the opportunity to link an incident to one or more external reference numbers such as court case numbers. CAD received several new enhancements in addition to the new features linked to our new Advanced Mobile Client.

List of Enhancements by Module

Computer Aided Dispatch

- The 911 CAD Emergency Telephone Interface (CETI) has been enhanced to route answered 911 call information to two workstation sessions simultaneously. This feature can be used to make the caller information available (via F8 on CAD) to the dispatcher on more than one workstation session. For those sites using PCs with one or more monitors at the CAD stations, the caller information can be retrieved from either of two sessions instead of just one. This will make it easier to leave a lesser priority call sit on one session while taking a 911 call on another session.
- A notification message has been added to the 911 CAD Emergency Telephone Interface (CETI). The notification message will appear on the bottom of the CAD stations the call is routed to and will contain the caller name and instructions to press F8 to retrieve the rest of the information. This notification message will act as a reminder to new dispatchers of how to take the 911 call. Also, for those sites with slower 911 systems, the message indicates when the 911 call information has arrived and is available to the dispatcher.
- This item involves CAD, MDCs, and Incident Records Management (IRM). A new concept is being built into the system for handling various situations involving patrol officers being given special assignments such as

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contract work for other municipalities, D.A.R.E., and others. It is called "Special Assignment" and is similar to an activity or busy screen. An officer is placed on special assignment while on duty in a similar way that an activity is started and is initiated either by dispatcher or officer from MDC. The difference is an officer continues to do other work related to the special assignment such as being assigned to an incident. The incident in turn will be coded as belonging to the special assignment. This provides an easy way for an officer to be on a special assignment, for example contract police work for a municipality, and be dispatched or initiate the special assignment from the MDC. When the special assignment is over, either a dispatcher or the officer can clear the special assignment status. The special assignment code is user defined for maximum flexibility. An activity record is generated for the entire time spent on the special assignment and can be reported using the officer activity reports series. The special assignment is organized within a duty shift, which means that beginning or ending a duty shift will clear the special assignment status. The special assignment code becomes part of the incident clearance process on both the CAD clearance screens and the MDC clearance screens. The special assignment code is available on the clearance screens to provide the ability to opt in or opt out of being included as part of a special assignment. Incidents coded with a special assignment code will be able to be selected or grouped using the normal query facilities.

- The clearance process now includes several additional optional classification codes. The special circumstances code, two user defined reporting codes, and the special assignment code have been added to the clearance screen. Special circumstances (and the others) can now be coded at the time of clearance. This aids in the ongoing battle to eliminate as much paper process as possible.
- Dispatchers can now test the connection to an officer using our Advanced Mobile Client software. An option called a PING (CAD option code PG) will send a message to our Advanced Mobile Client software. The MDC software will respond with status information about the MDC and the amount of time it took to get to the MDC and return. Since our new Advanced Mobile Client software talks directly to the CRIME system without any extra equipment in between, the response time for this and other transactions is usually less than 1 second.
- Dispatchers can now send or resend a dispatch screen to an officer without that officer being assigned to the call. The option "SD" has been added to the CAD options list to perform this function. It can be used to send a copy of a dispatch to a supervisor or resend an incident to an officer. The resend functionality is for updating the officers dispatch screen. When the dispatcher adds or changes information on the incident, such as adding notes, the incident can be resent to the officer. When the officer receives the updated incident, an audible alarm will sound (different from the original call assignment), and the new items in the incident will be highlighted so the officer can quickly tell what changed.
- Dispatchers have a new send message window for use in sending messages to our Advanced Mobile Client. The dispatcher continues to use the M option for this, CAD will determine what MDC software the officer is using and use the proper message window. The new message window provides the ability to send messages at various severity levels (eg. Normal, important, and very important) each having a different reaction in the car. The "Very important" severity level will sound an alarm continuously until the officer responds. The new MDC message window continues to have the ability to confirm the delivery of the message. The new MDC message window also has the ability to send broadcasts or announcements. These can be sent to everyone, certain jurisdictions, or particular dispatch groups.
- The new Advanced Mobile Client is speech enabled in most areas providing a hands free and safer mobile environment. So when sending messages, email, announcements, etc. the MDC will read the message to the officer along with who sent them. This way the officer does not have to stop the vehicle or look down at the screen (away from the road) while patrolling.
- Dispatchers should also be aware that when a dispatch screen is sent to an officer using the new Advanced Mobile Client, the warning information (GEO or MNI) is imbedded into the incident screen with a button to access more details.

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- The new Advanced Mobile Client will gently visually and audibly inform and remind the officer that a new incident has been assigned, and that it needs to be acknowledged. This will increase the use of the MDC acknowledge button and provide the visual feedback to the dispatcher that the officer has acknowledged the call.
- The new Advanced Mobile Client adds another new feature to the CAD system for keeping track of when an officer is out of the vehicle and not available or capable of replying to messages, announcements or email. An indication to use the voice radio if immediate contact is necessary. A new and separate in/out of vehicle status is being maintained. This will not affect any other status or disposition indicator used by CAD. It is entirely separate. The officer using the new Advanced Mobile Client can press a button when he/she leaves the vehicle. This will change the status to "OUT" of vehicle on the MDC screen, and update the unit on all the other MDC Status windows, and update the CAD Status window icon for the vehicle to show the door open on the vehicle and nobody inside, and the CAD Main Display will show the unit number with a ? after it. When the officer returns to the vehicle, the status will change to "IN" and everything will go back to normal, reversing all the previous visual indicators of being out. The new Advanced Mobile Client will also automatically place a unit "OUT" of vehicle when messages go unanswered or the officer does not respond to prompting by the MDC. This way if the officer was too busy to remember to push the out of vehicle button, the system will determine the officer is absent and change the status to OUT.

State Interface

- Several new transactions have been added to the State Interface for the Wisconsin TIME system. The TIME transaction numbers and descriptions that have been added are listed below:
 - 0003 INSTATE IQ-N/S/D NO P/P
 - 0022 ENTER ORDER/INJUNCTION
 - 0023 MODIFY ORDERS/INJUNCTIONS
 - 0024 CANCEL ORD/INJ
 - 0047 QUERY ORDERS/INJ
 - 0050 ENTER DETAINER RECORD
 - 0051 MODIFY DETAINER RECORD
 - 0052 ENTER SUPP ORD/INJ PERSON
 - 0053 CANCEL SUPP ORD/INJ PERSON
 - 0084 ENTER SUPP ORD/INJ PLATE
 - 0085 CANCEL SUPP ORD/INJ PLATE
 - 0102 ENT ORD/INJUNC W/CAUTION
 - 0104 NEA - ENTER IMPOUND VEH.
 - 0324 OUT-OF-STATE SOQ BY N/S/D
 - 0325 OUT-OF-STATE SOQ BY SID
 - 0326 OUT-OF-STATE SOQ BY FBI#
 - 0327 OUT-OF-STATE SOQ BY SOC#
 - 0328 OUT-OF-STATE SOQ BY MNU#
 - 0643 NLET ORI QUERY-NLETS REP
 - 0668 IN-STATE SOF QUERY BY SID
 - 0869 DNR CITATION TRANS
 - 0878 OUT/S PERSON/VEH
 - 0944 EHN-SUPP TRANSACTION-III
 - 0945 XHN-CANCEL SUPPLEMENT III
 - 0949 ZR-QUERY W/FBI OR SID-III
 - 0971 QUERY DISABLED PARKING PERMIT NUMBER

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Geographic Data Base

- A PROMPTER lookup window for “Landmarks” has been added to the geographic support programs. This PROMPTER window will provide a means of reviewing and searching the available landmark entries in the system. The capability will be available anywhere the geographic support is used such as CAD, Service Information Maintenance screen in Incident Records Management, and MNI Subject Maintenance.
- A new segment listing program has been added to the Geographic Data Base Menu. This segment listing program is a query and because of this has the ability to use the power of the selection criteria abilities to place any limits desired based on the segment information available. One particular use of this list is to print the entire segment data for use as an offline method of determining district assignments.

Incident Records Management

- In our ongoing battle against paper, incident text documents can now be searched, with the intended goal of reviewing the latest completed content. This ability will make it easier to review the latest reports online and eliminate the need to print an incident to read it. It also has the ability to search for incomplete documents such as the ones submitted directly by an officer from the MDC. A related feature is the added ability for an officer to review the incident and its narratives from an MDC.
- An audit trail of all additions, changes, and deletions to the information in the incident has been created. It is called the Incident Activity Log. Entries will be written to the log for any changes made to a incident. The log entries will document who made what changes when. Log entries will include pertinent information about the person and place the changes were made from and exactly what was changed. Original values for all items changed will be listed in the log.
- To make accessing an incident by its number even easier, you can now key in just the last significant digits of an incident number for an incident from the current year and the system will expand the incident by adding the current year to the front. As an example, if you wanted to access incident 03-0001-487, all that is needed is to type in 1487. The system will add the year (03) and the leading zeros to create the incident number of 03-0001-487. This feature is available from the menu when you use Incident Inquiry, Incident Maintenance, or Work with Incident options.
- Vehicle and property maintenance programs (part 5 & 6) are now assigning a jurisdiction to the item. The jurisdiction is based on the filing unit. Therefore, the filing agency of the property or vehicle will become the owner of that piece of information.
- The vehicle search program has been enhanced to provide partial license plate search capabilities. This new search capability is performed by simply filling in the known letters and/or numbers of the license. The search process will find any vehicle with a license plate that contains the specified letters and/or numbers. The partial plate ability can search with as few as 1 digit of the plate, but obviously produces a smaller list when more digits are used. The search has been tested with a database of over 700,000 vehicles and it consistently provided results in less than 1 second. Additionally, other search criteria such as make and model of vehicle can be used in conjunction with the partial plate.
- Vehicle model has been added to the search criteria on the vehicle search program.
- The vehicle and property search programs are now capable of searching over the filing jurisdiction as determined by the filing unit for the item.
- ISC number has replaced the UOCL number on the Offense Maintenance screen (Part 2). The offense information will now be based on the ISC number and how it propagates. The UOCL number is still there

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under the covers and is handled in much the same way as the UCR code was. The ISC code points to a UOCL code and the UOCL code points to a UCR code.

- A new tool for substituting ISC and UOCL codes used in incidents has been created. The tool is a command named SUBSISC. This tool will search for all uses of a given ISC and replace it with the desired substitute ISC. This tool is intended for use in re-organizing the ISC code structure. It will enable you to move an ISC code to some other code. If for instance you wanted to add a new code for a type of accident and your current ISC list included accidents from 9610 through 9619 but, 9617 was a type of assist call. You could move 9617 and all of the incidents using it to another number such as 9621. This would open up 9617 for use as the new type of accident.
- The Incident Text Information (part 8) has been improved to allow the use of the external word processor for documents beyond the 26th. Existing external documents from 1-26 will retain their document naming conventions (eg. A030000001 for document 27). Documents beyond 26 will use the incident number and the document number (eg. 030000001001) converted into alpha base 26 for document names.

Master Name Index

- The sequence of the name and DOB fields on the Subject Maintenance screen has been changed. The first line will now contain the last name, then the first name, and then the middle name. The DOB has been moved to the first item on the second line and is followed by the lessor used items: generation and title. This change in the sequence of fields creates a more natural feel to the data entry process for most common input sources.
- The sequence and organization of location and mailing address fields has been changed. The city, state and zip code have been moved just below the building number/street name/type fields. This re-organizes the city, state, and zip code as part of the physical location of the subject.
- Subject search now shows the jail status of the subject in the severity column. If a subject is an inmate in the jail module, it will show "JAIL" in the severity column. If an inmate has escaped from jail, it will show "ESCAPED" in the severity column. In all situations involving an inmate, the disposition will be reverse image yellow (black letters on yellow background).
- A separate warrant flag has been added to the subject maintenance screen and the previously used severity code for outstanding warrant is obsolete. Along with this, the Subject Search program has the new warrant code added in the search criteria. Persons with outstanding warrants will continue to show the text "WARRANT" in reverse image red on the search list.
- Occupation has been added to the subject information maintenance screen. This item is primarily intended for use during the booking process in the jail module. This item becomes one of the many items that are retained from one booking to the next for a given subject which reduces the amount of information that needs to be entered during the booking process.
- Birth location (city/county and state) has been added to the subject information maintenance screen. This item is also primarily intended for use during the booking process in the jail module. This item becomes one of the many items that are retained from one booking to the next for a given subject which reduces the amount of information that needs to be entered during the booking process.
- The "HOME" or "MAIN" phone number has been added to the subject maintenance screen as a maintainable item. This new field replaces the existing display only phone number. Changes to the phone number on the Subject Maintenance screen will cause the phone number list to be indirectly maintained behind the scenes. That is to say, there remains only one stored list of phone numbers, but, they can be maintained on either the Subject Maintenance screen or the Phone Number Maintenance screen. Any

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changes made on the Subject Maintenance to the phone number will be reflected on the Phone Number Maintenance or inquiry screen. Changes made on the Subject Maintenance to the phone number will also generate activity log entries as if maintained on the Phone Number Maintenance screen.

- The drivers license number and state has been added to the subject maintenance screen as a maintainable item. Changes to the drivers license number on the Subject Maintenance screen will cause the Subject Miscellaneous ID list to be indirectly maintained behind the scenes. That is to say, there remains only one stored list of Miscellaneous IDs, but, they can be maintained on either the Subject Maintenance screen or the Subject Miscellaneous ID Maintenance screen. Any changes made on the Subject Maintenance to the drivers license number will be reflected on the Subject Miscellaneous ID maintenance or inquiry screen. Changes made on the Subject Maintenance to the drivers license number will also generate activity log entries as if maintained on the Subject Miscellaneous ID Maintenance screen.
- The Activity Log Search program has gained some new search capabilities. Entries can now be searched by user, activity type, and two reference fields usually containing the name at the time the entry was made. The addition of user name will provide a means for supervisory personnel to review a specific person's activity. A very useful tool when training new personnel. The activity type code provides a means of searching for specific types of maintenance activity. For instance all the combines or all the name changes performed in a period of time.
- A new viewing format has been added to the Activity Log Search program. This new view is called "Document View" and differs from the standard "List View" in that the "Document View" reads like a document with paragraphs. Each paragraph represents a single entry in the activity log and begins with the basic information of Date, Time, and Description. The detailed reference information describing the actual items changed or other information placed in the log entry follows in multiple indented lines. When trying to read or review all the activity involved for the subject, it is easier to understand and faster to read through when all the other detail items are left out. The activity detail view remains available for those times when more specifics about the place and time of the activity are required.

Jail Management Module

- The Work with Inmate program has been enhanced to notify jail staff when the name of an inmate has been changed. When using the Work with Inmate program, it will compare the names on the booking sheets to the names in MNI and notify the user if any inmates names have changed. The inmate name listed on the booking sheet will not change until a jailer confirms it. Name changes caused by combining two subjects together will also be detected. This provides a built-in automatic communication method between jail staff and all the other users of the system. This feature eliminates the need for a manual communications process and the need for an out right prohibition of changes to inmates by staff other than jailers.
- A new viewing format has been added to the Activity Log Search program. This new view is called "Document View" and differs from the standard "List View" in that the "Document View" reads like a document with paragraphs. Each paragraph represents a single entry in the activity log and begins with the basic information of Date, Time, and Description. The detailed reference information describing the actual items changed or other information placed in the log entry follows in multiple indented lines. When trying to read or review all the activity involved for the inmate, it is easier to understand and faster to read through when all the other detail items are left out. The activity detail view remains available for those times when more specifics about the place and time of the activity are required.
- A new disposition has been introduced for indicating an inmate has been prepared for release. This disposition code (550) can be assigned after warrant checks and other release process steps have been completed. This disposition code will cause the inmate to be highlighted on the Work with Inmate screen as a way of communicating to others that the process is completed.

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- Disposition code 540 has been added for indicating an inmate has been prepared for prison. This disposition code can be assigned after the pre-transfer process steps have been completed. This disposition code will cause the inmate to be highlighted on the Work with Inmate screen as a way of communicating to others that the process is completed.
- Medical screening now has the ability to use different kinds of questionnaires for different purposes. The medical screen has a form name added to it for selecting which medical screening form to use. Various medical forms can be defined for any desired purpose.

Changes to System Security

- Incident security over records entered by agencies other than the owning agency has been modified to allow the owner to modify these records. As the incident owner (owning jurisdiction listed on the service screen on part 1) all documents entered into the incident are modifiable. While this allows the owning agency to more easily control their paper work and records, it does not open any new maintenance access to assisting agencies.

Changes to Reports

- New Segment detail listing query added to Geographic Menu – see other details under the geographic section.
- New Contact Summary by Unit by Suspect code with month table – summarizes unit activities as recorded in contacts and groups them by the suspect code. Primarily the suspect code is only filled out on arrests, so this report will break down the contacts into groups such as “Traffic Citation”, “Traffic Warning”, “Felony Arrest”, etc. This report can be found on a new menu called “Officer Statistics Reports”.
- New Contact Summary by Unit by Report code with month table – summarizes unit activities as recorded in contacts and groups them by the report code. This report will summarize the contacts into groups such as “Accident Reports”, “Field Interview”, “Offense Report”, etc. This report can be found on a new menu called “Officer Statistics Reports”.
- New Unit Response Time Listing – lists selected unit assignments to incidents showing the dispatched, arrived, cleared, and response time. This is a very flexible report which links the assigned officers to the incident service information and to the unit master. For example, selection criteria can be used to produce a review list of ambulances with poor response times to 911 calls.
- New OWI Arrest Listing – lists OWI arrests including name, date, time, sex, age, BAC, day of week. This list is based on our query tool and comes with the ability to use selection criteria over the subject and contact information. For example, selection criteria could be used to limit the list to your jurisdiction. The listing also includes a statistical summary at the end that displays the average time of arrest, average age, and average BAC, broken out by male and female.

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Changes to PROMPTER Tables

Several changes have been made to PROMPTER values lists (tables) throughout the system. In some cases new values have been added to the lists, and in other cases abbreviated descriptions have been created for use in some of the new output areas.

- Added GP – “Group Therapy” to jail calendar event types.
- Added CS – “Community Service” to jail calendar event types.
- Added FR – “Furlough” to jail calendar event types.
- Added “City Line” to cross street name table.
- Added “Village Line” to cross street name table.
- Added “PERSON” to TIME transaction group table
- Added FPC – “Finger Print Classification” to the Miscellaneous ID types
- Added FBC – “Federal Finger Print Classification” to the Miscellaneous ID types
- Added C – “Clearance document” to text document types in incidents
- Added PG – “Ping Advanced MDC” to CAD options
- Added SD – “Send / resend Dispatch to MDC” to CAD options
- Added SRF – “MDC Status Window Refresh” to CAD options
- Added SRS – “MDC Status Window Resend” to CAD options
- New table created for “Years of education” – used in MNI
- New table created for “Nationality” – used in MNI
- New table created for “Citizen Country” – used in MNI
- New table created for “Shoe size” – used in MNI
- New table created for “Unable to Read English” – used in MNI
- New table created for “Language Spoken” – used in MNI
- New table created for “Mental Handicap” – used in MNI
- New table created for “Physical Handicap” – used in MNI
- New table created for “Eye Glasses” – used in MNI
- New table created for “Left/Right Handed” – used in MNI
- New table created for “Speech Type” – used in MNI
- New table created for “Skin Type” – used in MNI

Changes to CRIME Menus

As usually occurs with each of our releases, the menu system becomes more stream lined and we add new features and options to the menu system. This release was no exception and several changes have been made to make it easier to navigate and administrate the system.

- The reports menu and sub-menus have been reorganized in an effort to make it easier to locate desired reports. In general the packaged pre-programmed reports such as UCR reports have been separated from the packaged queries, and the queries have been separated into summaries and lists. With the addition of many new reports in the last few releases some new categories of summaries have emerged and menus were created to support them.
- The Exit key (F3) on a menu will now return to the previous menu only, and not go all the way back to the Master Menu.