



# MARGATE POLICE DEPARTMENT

## MEMORANDUM

TO: Dana E. Watson, Chief of Police

FROM: Lori Eller, Sergeant, Internal Investigations Unit *LE*  
Efrain F. Suarez, Sergeant, Internal Investigations Unit *ES*

DATE: October 26, 2016

### SUBJECT: INTERNAL AFFAIRS TRACKING SOFTWARE

As you are aware, the Internal Investigations Unit (IIU) is utilizing USA Software<sup>1</sup> as the records and data management system for all Internal Affairs files, disciplinary records, Early Warning System (EWS) and use of force data tracking. The Margate Police Department initially acquired this system in 1998 and has been utilizing it exclusively for this purpose since that time. Accordingly, the system is somewhat outdated in terms of its usefulness and reliability for our needs, both in IIU and broadly throughout the agency. Moreover, it does not promote or support the file cohesion that some newer and more contemporary software platforms offer.

It is also noteworthy that since acquisition, the system has remained virtually unchanged, with minimal modification to account for substantial advances in police technology specifically related to more modern data driven policing methods<sup>2</sup>. I would also like to note that a number of technical issues have been encountered with data entry while utilizing USA Software. Due to this, as you will recall, a meeting with USA Software representatives was hosted by our agency to discuss said issues. Overall, the meeting was productive in terms of addressing some of our concerns, and certain system functionality was restored. Notwithstanding, certain fundamental deficiencies persist. Some of these deficiencies were discussed with USA Software personnel. However, discussion revealed that there are basic functions that USA Software does not provide that more contemporary systems offer. Some specific examples of this are automated case number assignment and external/remote EWS alert notifications.

Due to the aforementioned deficiencies, research was conducted to identify a viable alternative. Of particular interest was CI Technologies Professional Standards Software, IA Pro. Currently, IAPro is utilized by over 600 public safety agencies to provide software solutions for Professional Standards units worldwide<sup>3</sup>. In Florida, 44 police agencies utilize it; to include the following local departments:

- *Hollywood Police Department*
- *Miramar Police Department*
- *Plantation Police Department*

<sup>1</sup> USA Software: 9900 Stirling Rd. Suite 103, Cooper City, Florida 33024

<sup>2</sup> Task Force on 21<sup>st</sup> Century Policing – Police Data Initiative: <https://www.whitehouse.gov/blog/2015/05/18/launching-police-data-initiative>

<sup>3</sup> <http://www.iapro.com/clients/>

- *Boca Raton Police Department*
- *Coconut Creek Police Department*
- *Coral Springs Police Department*
- *Fort Lauderdale Police Department*
- *Lauderhill Police Department*
- *Miami Beach Police Department*
- *Miami Police Department*
- *Palm Beach Sheriff's Office*
- *West Palm Beach Police Department*
- *Aventura Police Department*
- *FDLE*

IAPro software is an advanced program that offers data conversion and migration, an early intervention process, access for command staff, allows for multiple work stations and utilizes up to date technology to streamline the entire Professional Standards process. The comprehensive program can be tailored to fit the requirements of any agency's Professional Standards or Internal Affairs Units.

IAPro allows for the organization of files by offering quick entry, easy search options and reporting of data. Once the data is entered into the software, IAPro will analyze the information, categorize, format and present the information in the form of reports or graphs. Files can be easily maintained within the platform as it works in conjunction with Microsoft Word. This allows documents and templates to be saved and automatically populated by IAPro, thus reducing work and simplifying the process.

IAPro offers a component to this software known as BlueTeam Field Support Services Software. This component allows the submission of digital/paperless use of force reports and supporting documents. Documents are submitted electronically through the chain of command for approval via the BlueTeam software. The information submitted is automatically populated within the Professional Standards Division's data system, reducing the need for individual data entry, as well as the monitoring of incidents. When incidents rise to a level of concern, BlueTeam produces alerts<sup>4</sup> which help to reduce liability for the agency.

A query of the surrounding agencies found that both the Coral Springs and Coconut Creek Police Departments use the IAPro software as the preferred method for their Professional Standards process. Internal Investigations Unit Sergeant Les Lytle conducted an on-site observation of Coral Springs Police Department's Professional Standards Unit specifically to observe and sample the IAPro Software. In addition, Sergeant Les Lytle informally interviewed Professional Standards Division Sergeant David Kirkland of the Coral Springs Police Department regarding this software. Sergeant Kirkland indicated that IAPro is an exemplary product that is more than adequate for their needs, and highly recommended the software platform.

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<sup>4</sup> *Early Warning System*

Additionally, I contacted Broward Sheriff's Office Internal Affairs Unit and spoke with Lieutenant William Wesolowski. He advised me that they are currently using AIM<sup>5</sup>. However, they are reportedly not satisfied with the quality of the software and are also seeking alternatives. Lieutenant Wesolowski indicated that their organization is also considering IAPro, and informed me that there is a significant possibility that they will also acquire this software platform.

The Broward Sheriff's Office is a large police organization. Lieutenant Wesolowski's comments are noteworthy and demonstrate that in addition to the substantial number of law enforcement organizations currently utilizing IAPro, there is also broad interest in this database as it is the contemporary benchmark software solution for Professional Standards. In this regard, IAPro has received high reviews from their user agencies, who are reportedly very pleased with system features and functionality. As such, we are confident that this software will not only enhance our Professional Standards process, it will update our capabilities with use of force incident monitoring.

It is worth noting that in December 2014, the US Government launched a task force to examine means to strengthen public trust and foster stronger relationships between local law enforcement and the communities they protect. Internal Affairs will play a significant role in that processes. Of particular interest is that the Government intends to use "open data" to build transparency with the community. IAPro will be instrumental in this process, as the task force stated:

*"Code for America and CI Technologies will work together to build an open source software tool to make it easier for the 500+ U.S. law enforcement agencies using IA Pro police integrity software to extract and open up data."*

As is apparent, IAPro is now and will continue to be the standard bearer and benchmark for Professional Standards software worldwide. As technology and data driven policing trends continue to advance, IAPro will be an integral and crucial part of the future in the law enforcement community. Therefore, in conjunction with our research of the IAPro system, Sergeant Lytle contacted the parent company, CI Technologies, Inc., and spoke with sales representative, Jerri Kelly. Support documentation and a price quote was requested for IAPro Professional Standards Software, BlueTeam Field Support Services Software (optional), and off-site data migration. The table below depicts the information received:

<b>Item:</b>	<b>Description:</b>	<b>Required/Optional:</b>	<b>Price:</b>
<b>IAPro:</b>	<ul style="list-style-type: none"> <li>• Unlimited-use Site License</li> <li>• Unlimited number of users</li> <li>• Unlimited number of workstations</li> <li>• Installation</li> <li>• Pre-load of employee information</li> </ul> <b>2.5 days on-site training:</b> <ul style="list-style-type: none"> <li>• IAPro user training</li> <li>• System configuration with core users</li> <li>• Travel expenses for trainer</li> </ul>	<b>(REQUIRED)</b>  <b>Core Program</b>	\$6,000.00

<sup>5</sup> Administrative Investigations Management – On Target Performance Systems