

**2016**  
**ANNUAL REPORT**  
**RECORDS SECTION**



**ADDISON POLICE**  
**DEPARTMENT**

**Prepared by:**  
**Records Director Mike Tierney**

## **Introduction**

This again was yet another year of change for the Records Management Section. All positions were filled from the beginning of the year until the end of the year, as two new part-time Clerk Typists were trained. With the advent of a new CAD/RMS for the County and the Field Services Division shifting to a 12-hour shift in 2016, all officers were trained to type their own reports. The Village was split into four beats instead of five at the start of the year. We worked with DuPage County's ETSB GIS coordinator throughout the year to correct the beat boundaries and the sector boundaries.

The transcriptionists became report reviewers and call takers for ACDC. They worked into the evening and on weekends. They completed the transmittal on the weekends to comply with an Illinois Supreme Court Rule. Additionally, clerks enter the patrol officer's daily activity sheets for manpower allocation purposes.

Records personnel do not hesitate to assist each other, other members of the department, other Village employees or the citizens they interact with on a daily basis.

The Records Section is the repository for the data generated as a result of the activities of the other police department operational components. Personnel are learning new ways to accomplish their assigned tasks as the electronic age becomes more ingrained with police work.

## **Personnel**

**Mike Tierney, Director of the Records**

**Clerk Gail Haneberg**  
**Clerk Debbie Pekosh**  
**Clerk Sue Termini**  
**Clerk Erin LaMantia**  
**Clerk Cindy Lopez**  
**Clerk Laura Lopez**  
**Clerk Ashley Salman**  
**Clerk Alexis Markess**  
**Clerk Joe Malatesta**

## **Records Section Accomplishments**

Imaging Training Manuals – Records continues imaging Training Manuals for Investigations. This allows for destruction of the hard copies in the future.

Illinois Concealed Carry Permits – Records and Investigations were tasked with doing background checks on Addison residents requesting Concealed Carry permits. Several

hundred were done and very few objections were made. Even fewer objections were sustained by the Illinois State Police.

Park District Reports – DCOP Maranowicz directed Records to compile crime statistics for the Addison Park District’s “Eagle Eye” program to assist Crime Prevention. Clerk Haneberg was assigned that.

LEADER – A new transmittal process was instituted in 2015 by the DuPage County Circuit Court Clerk’s Office. This process has a statewide database component where officers and investigators can locate citations and warnings issued to individual drivers. The database is searchable by person, vehicle, location and license plate. All municipalities using electronic citations in DuPage County have their stops uploaded to this database automatically. To assist in building this database, the Command Staff agreed our stop cards would be entered into this system. Patrol personnel were instructed to manually add information to the current stop cards to allow for the maximum information to be uploaded. With the majority of officers trained in electronic citations (VP2), this has made it easier to enter the tickets and warnings into this system. In 2016, more than 10,000 tickets were entered into this database. In 2017, all officers and telecommunicators will have the ability to search this database.

Record Scanning – Records continues to add records to the Laser Fiche database. As NetRMS will be obsolete by 2019 and with no clear information from ETSB and the DuPage County IT department as to how records from NetRMS will be accessed after Hexagon’s Intergraph product goes live, in 2016, we began scanning all records necessary to keep pursuant to the Illinois Secretary of State’s Archives rules.

Electronic Citation IVC – In 2016, the Circuit Clerk’s Office moved from the APS to the VP2 platform for electronic Illinois Vehicle Code tickets. We began testing the new program with traffic officers. By the end of 2016, 90% of patrol had been trained and was using the electronic citations.

Beat and Sector Map – In January 2016, the police department moved to a four beat system and moved boundaries to give each beat the same approximate number of calls for service. The beat and sector map was uploaded by ETSB GIS personnel. The boundaries in NetRMS and CAD had to be adjusted several times as the old program is very difficult to manage. Most of the issues were mitigated by the end of 2016; however, some refinement will continue to occur before the new CAD/RMS product is live.

Intergovernmental Agreement with the Addison Fire Protection District – The Fire Department asked that the police department share information from crash reports with them. The Village Attorney drafted an ordinance for that agreement, and the Board of Trustees approved it in early 2016. We have shared several reports with the AFPD due to this IGA.

New Livescan – All sworn personnel were trained in the iTouch Biometrics Livescan machine. Throughout 2016, the software continued to be upgraded making it easier to use.

NetRMS Report Writing – In 2016, all but 10 reports were typed by the personnel submitting the report. A few reports were dictated with the consent of the officer's supervisor on complicated cases. The police department discontinued the maintenance contract with the transcription software provider in 2016.

ACDC CALEA Assistance – A goal of the department is to have ACDC CALEA certified. Accreditation Manager Weinbrenner has sought assistance with that project. It was determined a Records Clerk would be assigned to work with him beginning in 2016. Clerk Haneberg was assigned and continues to do a great job!

Remote Access - MIS provided Director Tierney with a Surface Pro tablet for internal and external use on January 7, 2016. MIS Manager Sampey gave him an overview of the functionality and remote access. He attended a training session in MIS on January 20, 2016, for the Surface.

Call Takers - Due to the rapid expansive growth of ACDC, the call taking needed to begin in Records quickly. Clerk Pekosh was assigned to that task and will be training personnel for the next several weeks. To start, only Addison non-emergency calls were be answered during Clerk Pekosh's regular hours. During the year, all part-time employees were trained as call takers, and Records now assists ACDC 60 hours a week by handling non-emergency calls in CAD.

## **Miscellaneous Accomplishments**

- On January 14, 2016, all of the 2015 Traffic Stop Study (Racial Profiling) data was uploaded to the Illinois Department of Transportation.
- A process was put into place in February 2016 to track heroin-related calls. ETSB created UCR codes to better track the rise in use of heroin in DuPage County.
- On February 4, 2016, the Illinois Department of Transportation (IDOT) activated the portal to enter pedestrian stop cards due to an unfunded mandate from the State of Illinois legislators. The department uploaded 70 stop cards in 2016.
- A new database was created in Google Docs by Administrative Assistant Cairo to store passwords created for sensitive NetRMS cases in February 2016.
- The Records Section was notified by Buildings and Grounds that the carpeting would be removed and replaced from March 7 to 9, 2016, and all cubicles needed to be emptied and prepared to move. The repair began on March 12, 2016, but was postponed due to complications. With the assistance of MIS and Buildings and Ground personnel, we moved most of the Records Section to the Training Room on March 29, 2016 to prepare for the carpet work. The project seemed to take forever, but once completed the area looks fresh and orderly.
- Clerks Gundrum, LaMantia, Termini and Director Tierney attended and assisted at the annual Volunteer Appreciation dinner on April 21, 2016, at the DuPage High School District 88 building. Clerk Cindy Lopez assisted Crime Prevention with the organization of the dinner.

- In May 2016, the Village changed to an internet-based phone and voicemail provider. That necessitated a change of telephones in Records. All clerks were trained by MIS in the use of the new phones and voicemail systems.
- Beginning in May 2016, when Director Tierney hand-delivered reports requested by the Cook County Guardian Ad Litum, a dialog was opened between that office, the Department of Children and Family Services, the Cook County Public Guardian and staff from Lutherbrook to address the issues the Addison Police Department had experienced in the past 18 months with the high number of runaways from their facility. Meetings were scheduled every 100 days to facilitate a plan to keep the children safe.
- Clerks Cindy Lopez and LaMantia assisted Crime Prevention on May 18, 2016, for the annual Law Enforcement Memorial service in the Village Rotunda.
- In September 2016, it was determined that the part-time clerks would also wear the same uniform the full-time clerks wear to be identifiable at the Reception window.
- To assist the Buildings and Grounds Foreman in moving the Addison Police Department to a keyless system, Records became ground zero by changing the door lock on November 28, 2016. No clerk has a key for the door.
- Throughout the year, Director Tierney attended many meetings concerning the pending change from Motorola CAD/RMS to Hexagon (formerly Intergraph). Included were meetings with the Records managers to discuss the training needs for the new Intergraph CAD/RMS, site visits, review of the statement of work and demonstrations.

## **Training**

- Clerks Haneberg and Pekosh attended the table top exercise for a planned mass casualty drill at Addison Trail High School on January 4, 2016.
- Director Tierney attended the bi-monthly LERMI meetings in February, April August and November 2016.
- On February 5, 2016, Clerks Adamow and Salman attended training at SLEA for Front Desk Service, Crisis and Security.
- During February 2016, all Records Section personnel took and passed the critical incident test on blood borne pathogens.
- On February 16, 2016, Director Tierney joined members of the Command Staff for a training session at the 108th Annual Chicago Auto Show.
- Clerks LaMantia, Cindy Lopez, Pekosh, Salman and Termini attended Matron Training on February 25, 2016, in the training room. During their absence, all Records functions were handled swiftly and professionally by the remaining personnel, Clerk Haneberg and Volunteer Doris Edick.
- On March 3, 2016, Director Tierney attended a FOIA/Records Retention Course at the Glendale Heights Police Department.
- The police department conducted an active shooter drill at Marcus Theater on March 4, 2016. Clerk Termini was assigned to attend the drill.
- All members of the Records Section except Clerk Salman attended CPR training at the Addison Fire Department in March 2016.

- Clerks Adamow, Gundrum and Haneberg attended Matron Training on March 9, 2016, in the training room.
- On May 24, 2016, Clerks LaMantia, Cindy Lopez and Pekosh attended a mandatory training on the new Village Employee Assistance Program. Clerks Haneberg, Laura Lopez and Termini attended the training on May 31, 2016.
- On May 26, 2016, all employees working took part in a tornado drill.
- On July 1, 2016, Director Tierney completed the required on-line certification for FOIA training provided by the Illinois Attorney General's Office. A copy of the certificate of completion was sent to Village Clerk Zucchero.
- On July 28, 2016, Director Tierney completed the Illinois Attorney General's Office's Open Meetings Act on-line training. A copy of that certificate was sent to Village Clerk Zucchero.
- DCOP Maranowicz and Director Tierney attended the Law Enforcement Records Managers Conference in New Orleans from August 8 to 10, 2016. Valuable resources were made available to us, and many professional contacts for future RMS purposes were fashioned.
- Clerk Pekosh and Director Tierney attended the 2016 LERMI Training Day on September 8, 2016, at the Kane County Cougars Stadium. Additionally, Director Tierney taught a segment on U-Visa certifications.
- Director Tierney attended a VOA EAP training in Room 1301 on September 23, 2016.
- On September 28, 2016, Director Tierney attended training on FOIA at the Attorney General's Office.
- All Records Personnel took and passed the Sexual Harassment Critical Incident test in December 2016.

## **Volunteers in Policing (VIP)**

Our volunteers continue to be a valuable asset to the police department and specifically to the Records Section. They perform a variety of tasks.

This past year, our volunteers donated 625.5 hours of their time to the Records Section. Our VIP program has been a valuable resource to our department since 1993, and our volunteers have donated more than 37,000 hours of service. Their loyalty and dedication are truly amazing. Though we had a number of volunteers unavailable for much of the year due to surgery, the other volunteers pitched in to assist when they could. We currently have seven regular volunteers in Records who perform a variety of tasks. We have many more volunteers in the police department who participate in an array of programs under the direction of the Crime Prevention Section.

Some of the volunteer tasks include: making copies of reports, making copies of various manuals and collating the materials, handling some of the tasks involved in the Citizen Satisfaction Survey Program, stuffing envelopes, conducting telephone surveys, assisting with police applicant mailings, assisting with maintenance of the accreditation files, filing tickets, reports and other records, doing data entry, and performing a variety of other special projects and routine tasks. All of our Records Clerks do a great job of making sure our volunteers feel appreciated and welcome.

## **Goals for 2016**

1. Automated Ticket Program - The purpose of this project is to increase the number of officers using the electronically issued IVC tickets in the squad cars. In 2015, there were three officers using the program. In 2016, we would like to see the number of officers increased by 500%.  
*Status: This was accomplished. By the end of 2016, only six patrol officers were yet to be trained in the program.*
2. Digitizing Files –We will continue working on this project carried over since 2011. We will follow the guidelines given by the Illinois State Archives and continue to minimize the volume of paper in files.  
*Status: This was accomplished. It will be carried over into 2017 as a permanent goal.*
3. Continue Preparation for Implementing a New CAD/RMS – The current system, Motorola’s NetRMS, has never achieved the results promised when it was implemented in 2005. There is a County-wide committee researching the issue. This goal was carried over from 2012 through 2015. The vendor was selected in 2015 and planning will be in full effect in 2016 for a scheduled 2017 implementation.  
*Status: This is an ongoing goal. The vendor, Hexagon, was selected and a contract signed. Workshops were held throughout the year with core records, patrol, supervisors and detective groups. This product will not be implemented until late 2018.*
4. Implement the NIBRS Reporting System. – This system takes the current IUCR crime reporting system and enhances the type and amount of data sent to the State and federal government.  
*Status: This was partially accomplished. Cases are coded out using NIBRS standards; however, no reporting of the statistics has been done yet. This will be carried over to 2017.*
5. Implement Electronic Parking and Administrative Adjudication Enforcement Citations. – There are programs that interface with LEADS that would allow for electronic parking citations that would upload immediately to a searchable database. This could reduce errors and increase revenues. The goal would be to begin a pilot program with Community Service Officers.  
*Status: This was not accomplished. Due to the change in beats, the elimination of transcription, the implementation of VP2 and the expansion of ACDC, there was no desire to implement yet another change for Patrol. This was budgeted for 2017.*
6. Implement a New False Alarm Billing Program. – The current system runs only on Windows XP platform. As Microsoft will no longer support that platform after April 2014, a new system may be needed.

*Status: This was not accomplished. A budget proposal was made for 2017.*

## **Additional Goals for 2016**

7. Train Clerks as Call Takers – With patrol typing their own reports, transcription personnel will now review and correct reports. This will give them time to learn to be call takers.  
*Status: This was accomplished. Part-time employees were trained as call takers in house*
8. Redraw the Beat Boundaries and Reset the Sectors – The staff in late 2015 determined the current five (5) beat system was not fairly drawn due to drastic shifts in the volume of calls for service.  
*Status: The four beats were implemented January 3, 2016. However, we are still working with ETSB to ensure the sectors are correct in CAD.*
9. Submit Transmittals on the Weekend – An Illinois Appellate Court ruled that the Supreme Court Rule regarding transmittals was clear that all items must be submitted to the Clerk’s Office within 48 hours of issuance. The part-time transcriptionists need to be trained, and a procedure needed to be implemented for removing and returning cash bond.  
*Status: This has been accomplished. A part-time clerk typist does the transmittal on Saturday and Sunday*

## **Goals for 2017**

1. Digitizing Files – We will continue working on this project carried over since 2011. We will follow the guidelines given by the Illinois State Archives and continue to minimize the volume of paper in files.
2. Continue Preparation for Implementing a New CAD/RMS – Records will coordinate with ETSB and DuPage County IT to have personnel dedicated to the Intergraph implementation plans for the new CAD/RMS systems.
3. Implement the NIBRS Reporting System. – This system takes the current IUCR crime reporting system and enhances the type and amount of data sent to the State and federal government. A clerk will be sent to training to become familiar with the reporting requirements.
4. Implement Electronic Parking and Administrative Adjudication Enforcement Citations. – There are programs that interface with LEADS that would allow for electronic parking citations that would upload immediately to a searchable database. This could reduce errors and increase revenues. The goal would be to begin a pilot program with Community Service Officers. A budget proposal was submitted for this goal.

5. Implement a New False Alarm Billing Program. – The current system runs only on Windows XP platform. As Microsoft will no longer support that platform after April 2014, a new system may be needed. At the request of the Village’s MIS manager, a budget proposal was submitted.
  
6. Assist Westmont Police Department in Implementing NetRMS – Westmont Police Department will become a customer of ACDC in 2017. They will need to migrate to NetRMS while the Intergraph software is built. We will train all Westmont Police Department personnel on the capabilities of NetRMS.