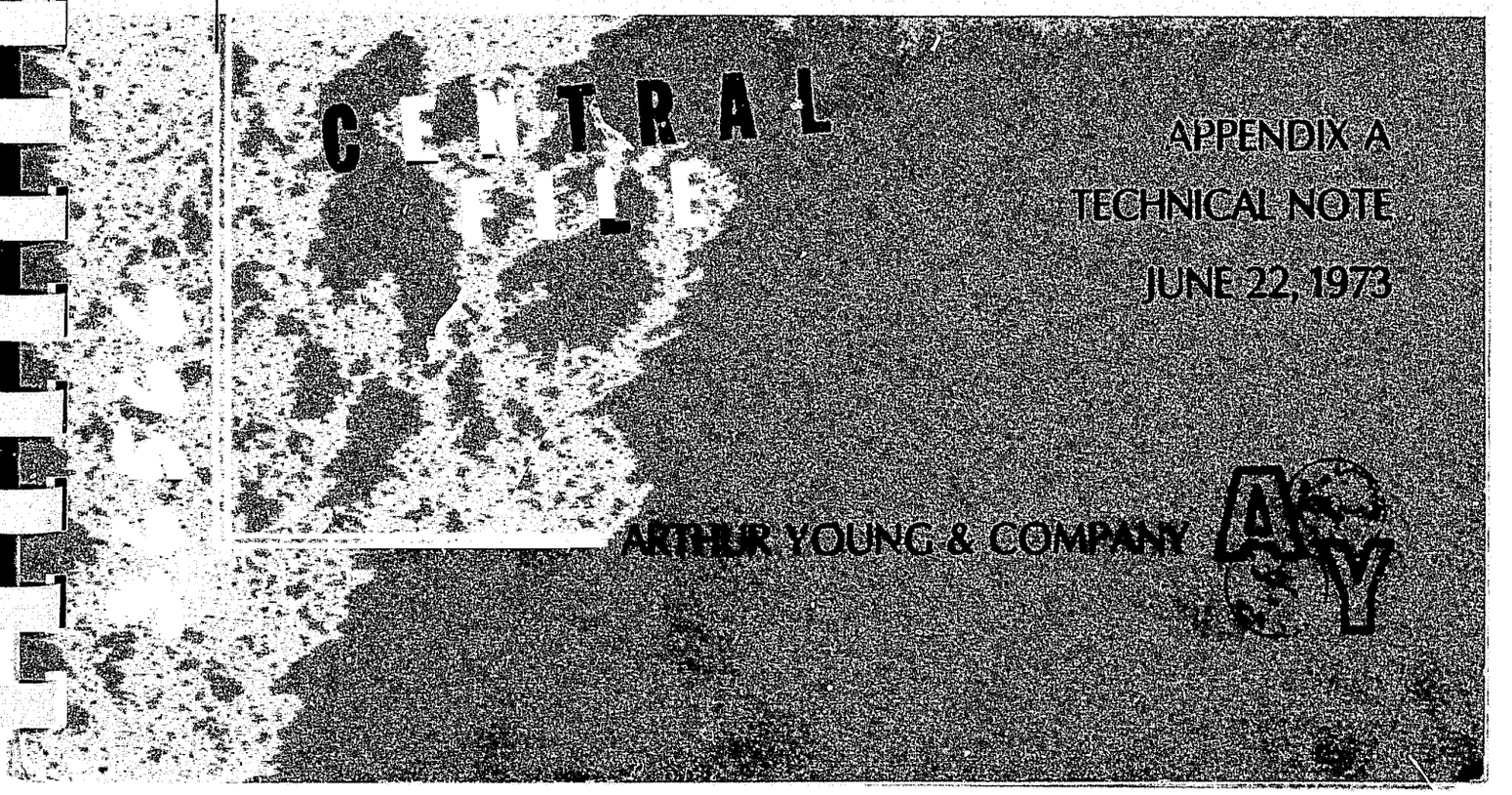
CITY OF BALTIMORE
MAYOR'S COORDINATING COUNCIL
ON CRIMINAL JUSTICE

BALTIMORE POLICE DEPARTMENT

DESCRIPTION AND ANALYSIS OF CENTRAL RECORDS INFORMATION SERVICES



APPENDIX A
TECHNICAL NOTE
JUNE 22, 1973

ARTHUR YOUNG & COMPANY

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DESCRIPTION AND ANALYSIS

I. MANAGEMENT SUMMARY

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The objective of this Appendix is to describe and present in the form of a detailed analysis the organizational structure, information flow processes and services provided by the Central Records Division of the Baltimore Police Department. This Division serves as a unique and vital function of the criminal justice process of the City of Baltimore. The Division's workload and information response capability impacts directly upon related city and state criminal justice agencies' systems and upon their inherent capabilities. In conjunction with the administration of the Division, the Arthur Young & Company Project Team developed detailed flow charts of all significant information flow processes and also performed a special statistical analysis based on all record and warrant request checks served by the Division during the month of March 1973.

The Central Records Division provides an information dissemination service regarding record and warrant checks, identification of arrested persons, arrest processing, offense and traffic reports and related responses to criminal history/record information requests. The Division, with a staff of 160 persons, serves, on a 24-hour day, seven days a week basis, approximately forty-one (41) City of Baltimore, local government, State of Maryland, and Federal criminal justice agencies. It also provides information to authorized individuals and related public agencies. The Division maintains mechanized files containing approximately two million cards.

The Division is capably administered and its staff is dedicated in the performance of their assigned duties. The Division does, however, experience current difficulties in keeping pace with the arrest file growth (60,000 new charges are added to the Arrest File each year) and increasing requests for record and warrant checks and related information. The ability of the Division to respond to the mounting service demands, e.g., 620 telephone requests for record checks for persons arrested in a 24-hour period, is hampered in part by problems inherent in its "system," i.e., its files layout,

manual record maintenance procedures, the operation of key work stations and file searching techniques. Another key factor bearing upon the Central Records Division's effectiveness is the degree of invalid or incomplete data received from other agencies.

A summary of major problem areas being addressed by the Central Records Division is as follows:

- Identification of arrested persons is time consuming.
- Determination of court dispositions is difficult or, occasionally, not possible.
- Agency charge codes are variable, preventing uniform crime analysis.
- The voluminous manual files are difficult to use and are not easily purged.
- Central Records Division does not have sufficient personnel to handle the daily volume of record requests and inputs. This factor results in time delays in providing information and contributes to the possibility of errors.
- A record request made through the Hot Desk provides a check of the Baltimore City arrest file, but does not routinely check for arrests made outside of the city.
- The criminal history files can be inaccurate in that the arrest card records have incomplete identification information, may contain the same identification number, may identify different persons in one file, arrest cards may be missing, or files may contain obsolete warrants still considered active.
- Verifying and canceling warrants is a slow process and contributes to the possibility of errors.
- Recent arrests made in different Districts for the same defendant cannot be easily determined.
- Non-uniform numbering systems used by different agencies to identify the same individual complicates the compilation of criminal history information.

The sections which follow provide an overview of the functions of each of the Division's six sections and describe in flow chart form the primary action and major document flows of the Division's information maintenance and dissemination services. In addition,

charts are presented which plot the daily volume and service times for record/warrant checks by agency and the method of inquiry. This special analysis covers the month of March 1973 and is provided to convey the magnitude of the Division's operations as well as to describe factors of data quality, response timeliness, the variability of agencies being served and the general availability of information in the file access process.

II. CENTRAL RECORDS DIVISION

II. CENTRAL RECORDS DIVISION

This section presents an overview of the Central Records Division and how it operates relative to criminal records. Those functions relating to adult arrest information flow and procedures are emphasized. Key related files and their contents are described.

1. BACKGROUND

The Central Records Division of the Baltimore Police Department serves as a major and essential function of the City of Baltimore's total criminal justice process. The Division performs record and warrant checks, identification of arrested persons, processing of arrest, offense and traffic reports, and other services related to criminal histories and related record services. Its volume of transactions is significant, for example, as many as 620 telephone requests for record checks in 24 hours have been received for service at the Hot Desk of the Criminal History Section of the Central Records Division relative to corresponding arrests during the same period. These checks, which take from 5-15 minutes apiece, are made from the Central Records' mechanized card file containing two million cards, as well as NCIC and MILES. The arrest histories and outstanding warrant information telephone checks are a critical information service to the Police Department, the District Court, and Pretrial Release during the initial bail determination and similar functions which require decisions within minutes.

2. ORGANIZATION OF CENTRAL RECORDS DIVISION

The Central Records Division is currently organized in six sections. These sections are the Criminal History, Mail, Reproduction, Staff Review, Warrant, and Identification Sections. The organization is illustrated in Exhibit A-1, following this page.

General Order 67-7, dated April 14, 1967, as revised, is the primary organizational and functional description of criminal records organization and flow. It also contains related descriptions of the duties and responsibilities of affected Central Records Sections.

CENTRAL RECORDS DIVISION ORGANIZATION CHART

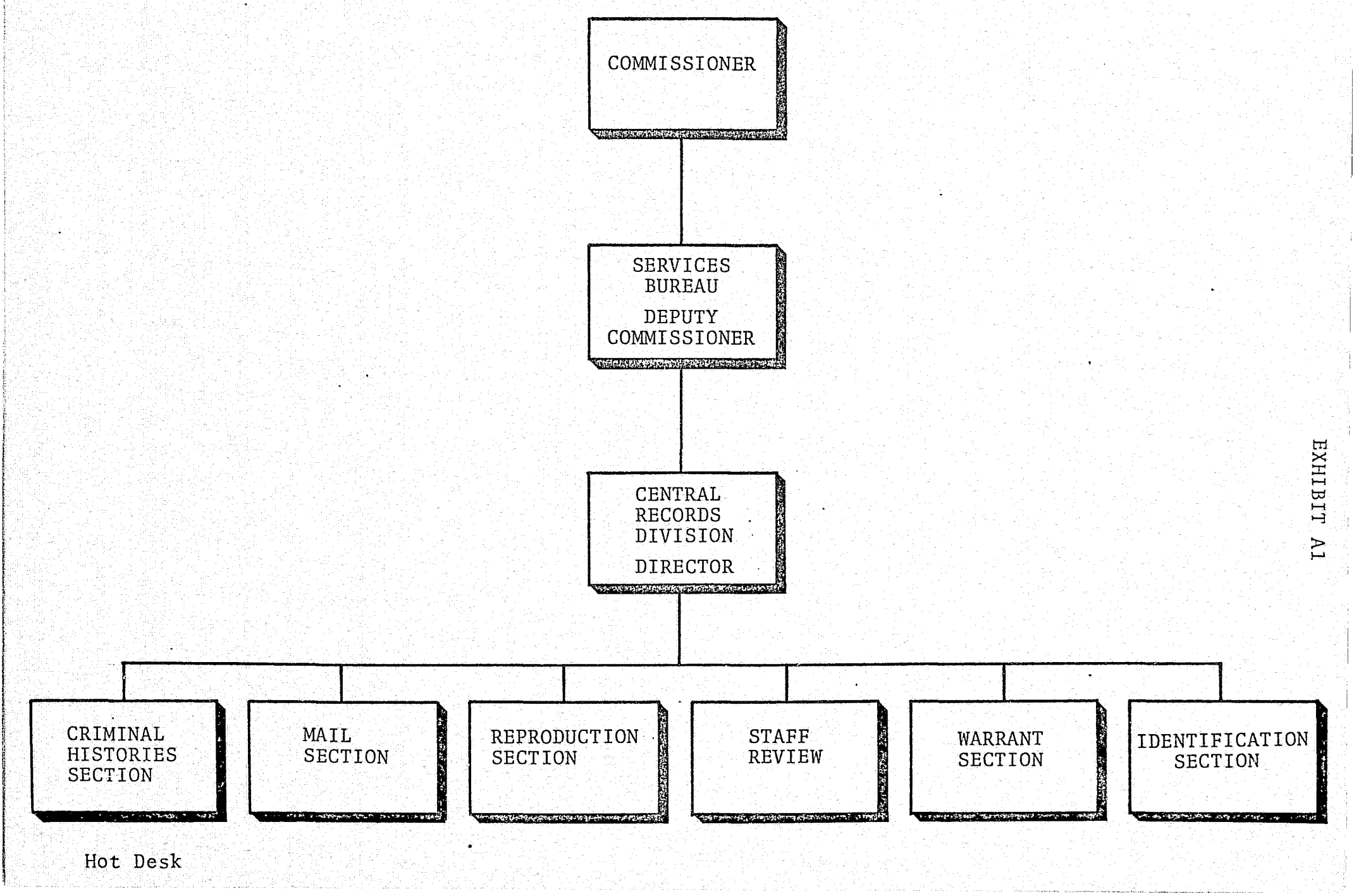


EXHIBIT A1

The major role of each section relative to criminal records is as follows:

- Criminal History - This section files and maintains all case reports, arrest reports, complaint cards, and cross-references. The Hot Desk unit of the Criminal History Section provides the following:

  - Maintains and issues arrest register numbers
  - Furnishes upon request by telephone or teletype information regarding wants, warrants, stolen property, case file numbers or other information on file at Central Records; also furnishes the same information by courier to the Dispatch Section of the Communications Division and through an intercommunicator to the information counter.

  The section provides county service to police, other criminal justice agencies and individuals for records checks.

- Mail Section - All reports, photograph negatives, fingerprint cards to and from Districts or other reporting units are received or sent from the Mail Section.

- Reproduction Section - The necessary copies of field reports are prepared in the Reproduction Section for proper distribution of follow-up units, files and related agencies.

- Staff Review Section - The Staff Review Section coordinates, monitors, and reviews all field reports for clarity and completeness, coordinates all corrections to field reports, as required; assigns the proper UCR code to the offense, if applicable; and directs the internal follow-up or distribution of field reports.

- Warrant Section - The Warrant Section recieves and distributes for service all traffic, non-support bastardy and paternity warrants and summonses. It forwards to other police departments warrants and summonses to be served outside Baltimore City and, likewise, receives warrants from other jurisdictions to be served within the city.

- Identification Section - This Section classifies, files, and maintains fingerprints of arrested persons, corresponding FBI Rap Sheets and offender photographs. The section maintains and issues identification numbers of fingerprinted arrested persons and provides counter service for fingerprints and photographs.

3. FILES DESCRIPTION

The Central Records Division indexes, files and maintains the various documents comprising criminal records and related case information. The respective files and their contents are:

- Lektriever Mechanized Arrest File
  - Arrest cards
  - Warrant cards
  - Recognizance cards
  - Alias cards
  - Probation cards
- Criminal History Open Shelf Files (Reports)
  - Arrest reports
  - Prisoner inventory sheet
  - Offense reports
  - Case related miscellaneous reports
- Identification Section Open Shelf Files
  - Duplicate fingerprint cards
  - Arrested person photographic negative
  - FBI Rap Sheet
- Lektriever Mechanized Fingerprint File
  - Arrested person fingerprint card
- Criminal History Index Files
  - Complaint index cards
- Identification Section Index Files
  - Name index cards

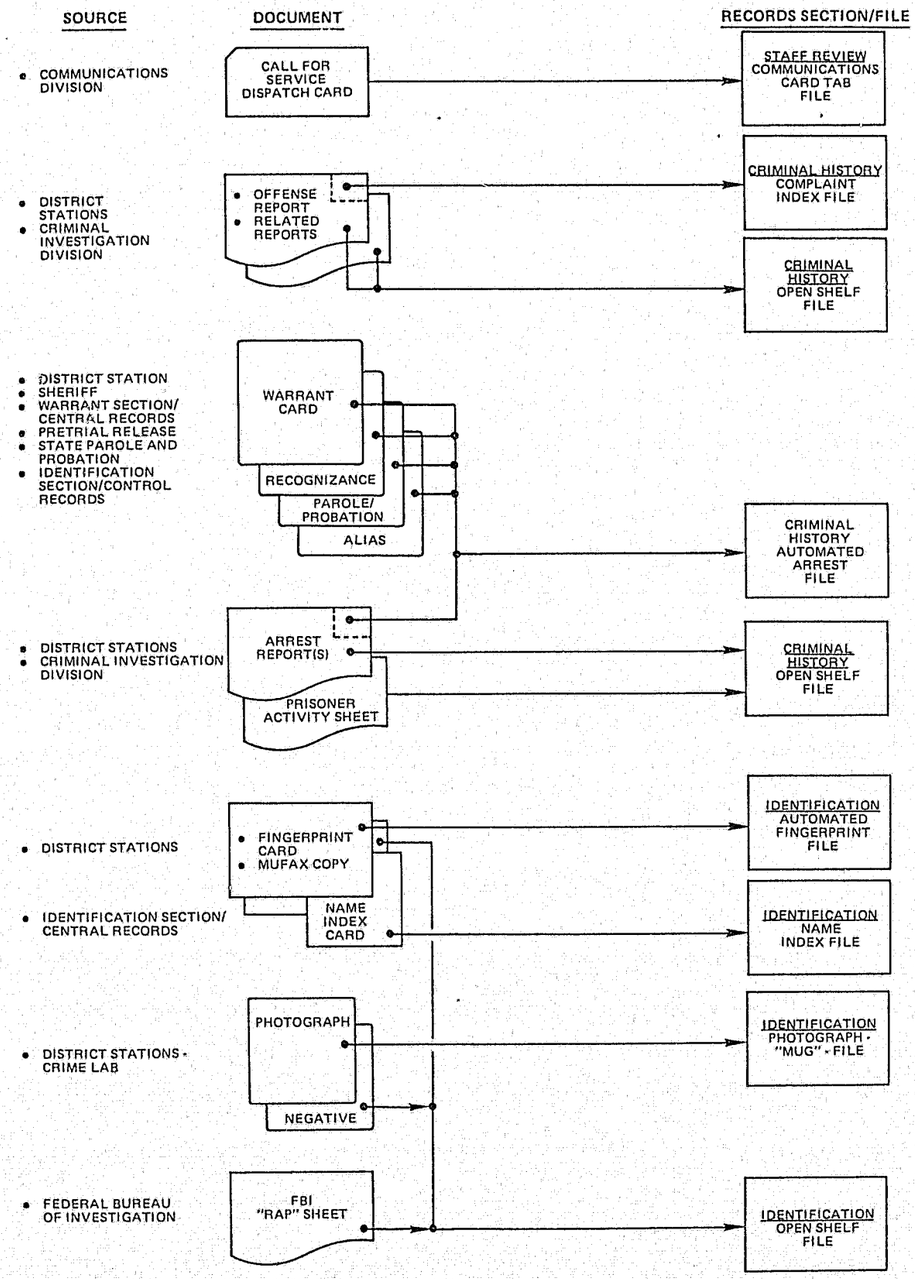
4. FUNCTIONAL DESCRIPTIONS OF CRIMINAL HISTORIES, HOT DESK, ARREST REPORT FLOW, IDENTIFICATION PROCEDURES AND RELATED INFORMATION FLOW"

The physical creation of criminal histories, the operation of the Hot Desk for record/warrant checks, arrest procedural oparations, the information flow of arrest reports and the processing of finger-print cards have been flow-charted or diagrammed. These charts/ flow diagrams, following this page, are:

- Exhibit A-2 - Central Records Division - Creation of Criminal Case Records/Criminal Histories
- Exhibit A-3 - Hot Desk Operation for Arrest Process
- Exhibit A-4 - Hot Desk Operations for Record Check
- Exhibit A-5 - Hot Desk Operation for Warrant Check
- Exhibit A-6 - Arrest Information Sequence - Police District
- Exhibit A-7 - Arrest Information Flow - Central Records Arrest Reports
- Exhibit A-8 - Arrest Information Flow - Central Records, Identification Cards.

EXHIBIT A-2

CENTRAL RECORDS DIVISION
CREATION OF CRIMINAL CASE RECORDS/CRIMINAL HISTORIES



HOT DESK OPERATION FOR ARREST PROCESS

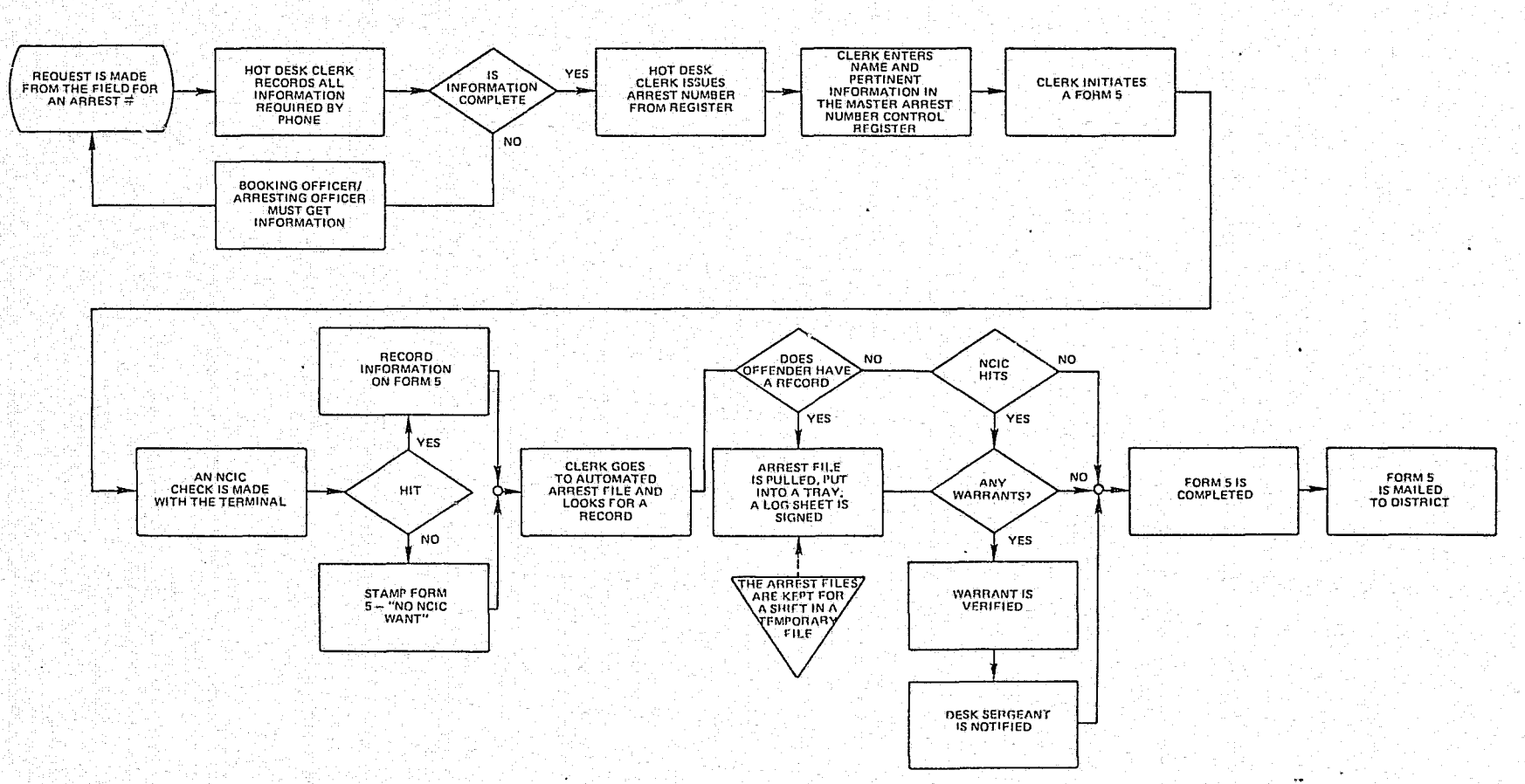


EXHIBIT A-3

HOT DESK OPERATION FOR RECORD CHECK

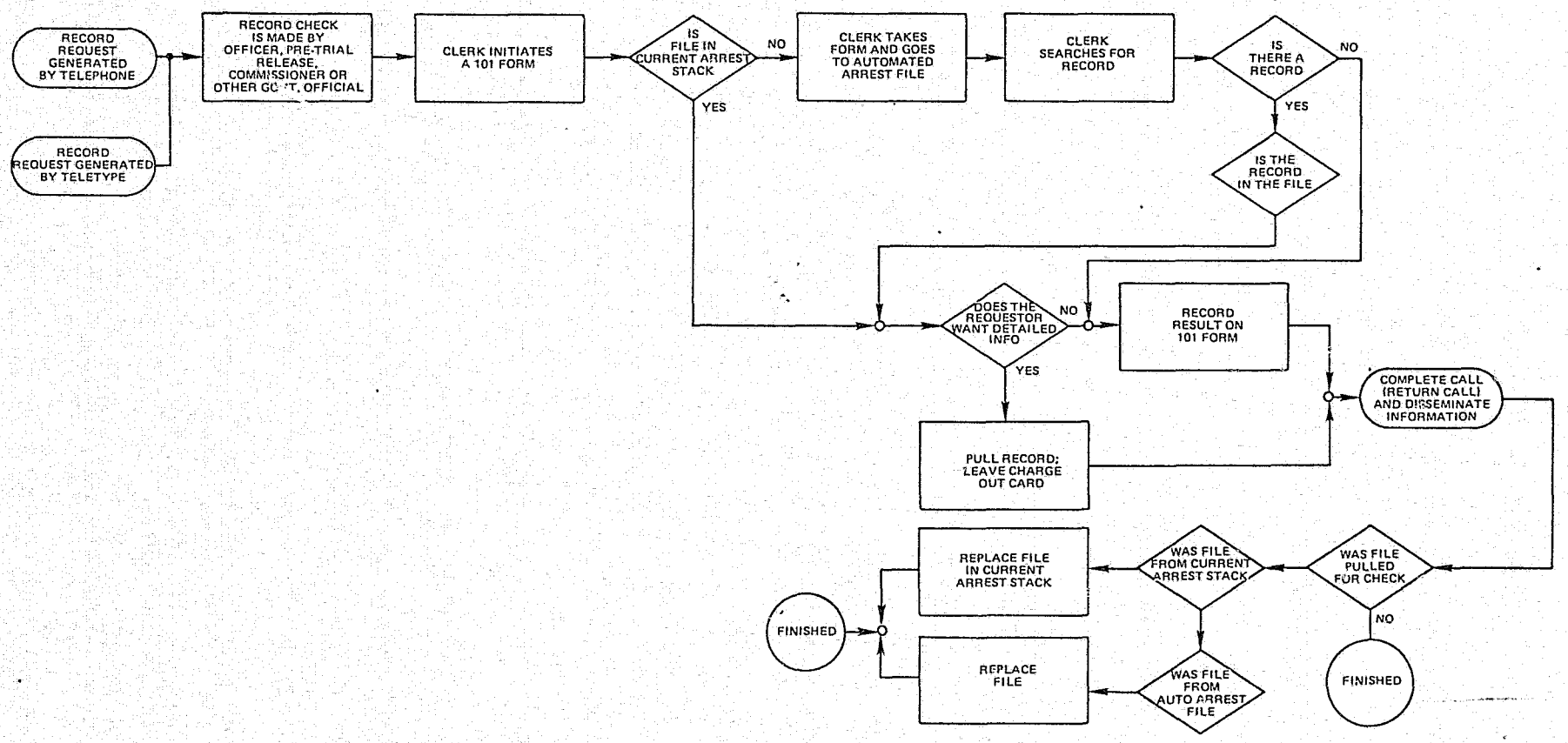


EXHIBIT A-4

HOT DESK OPERATION FOR WARRANT CHECK

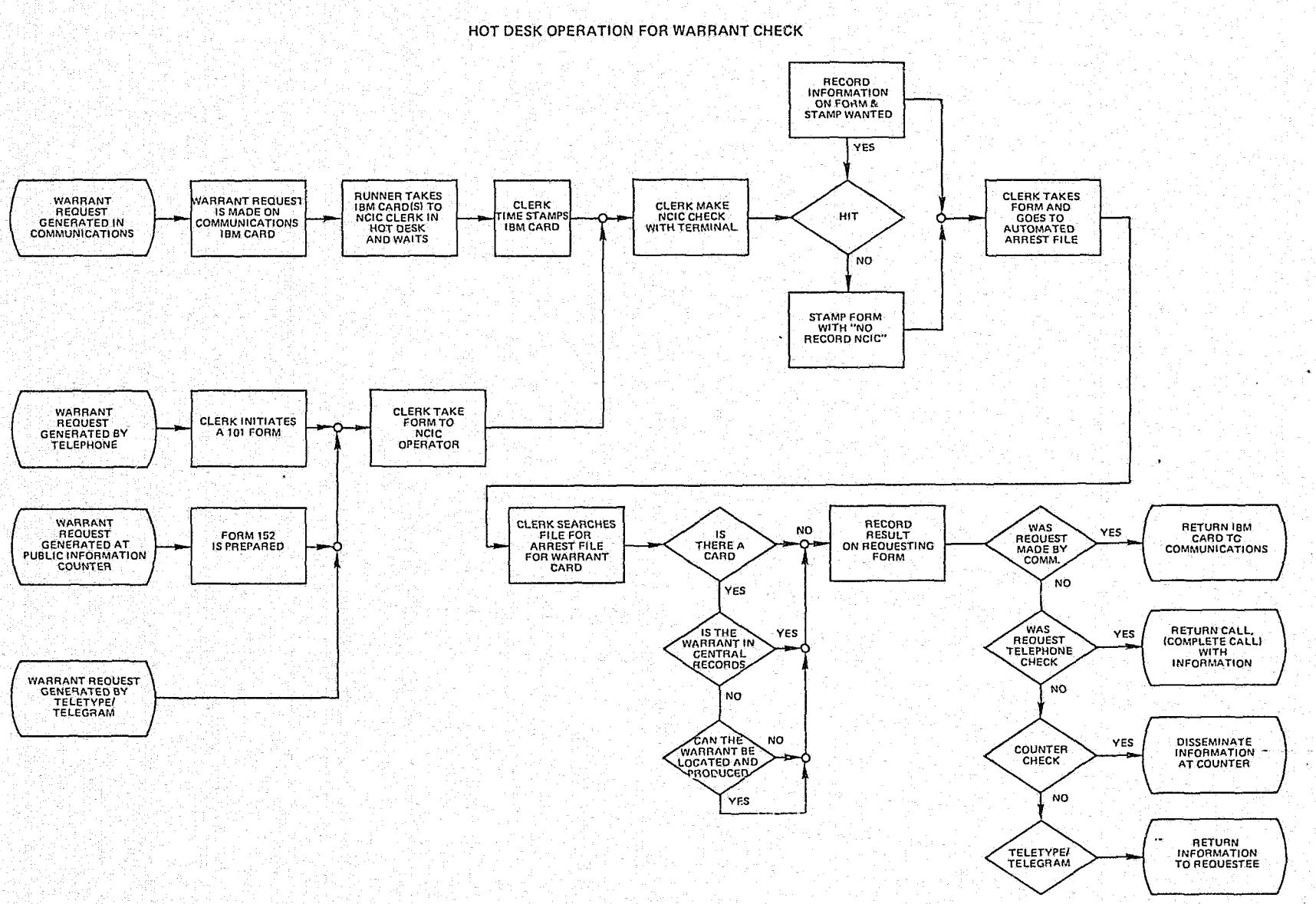


EXHIBIT A-5

ARREST INFORMATION SEQUENCE — POLICE DISTRICT

EXHIBIT A-6, a

ARREST INFORMATION SEQUENCE – POLICE DISTRICT, CON'T.

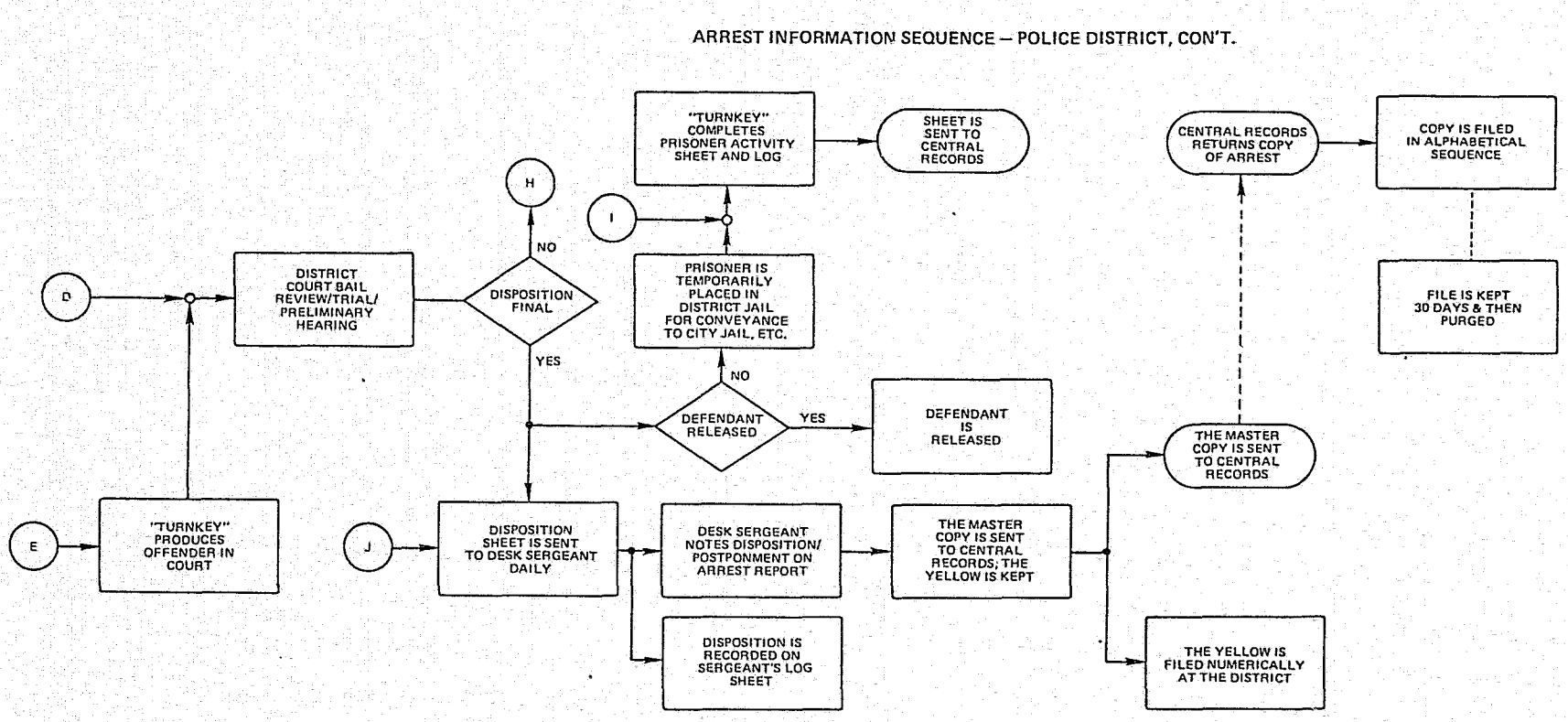


EXHIBIT A-6, c

ARREST INFORMATION FLOW, CENTRAL RECORDS
ARREST REPORTS

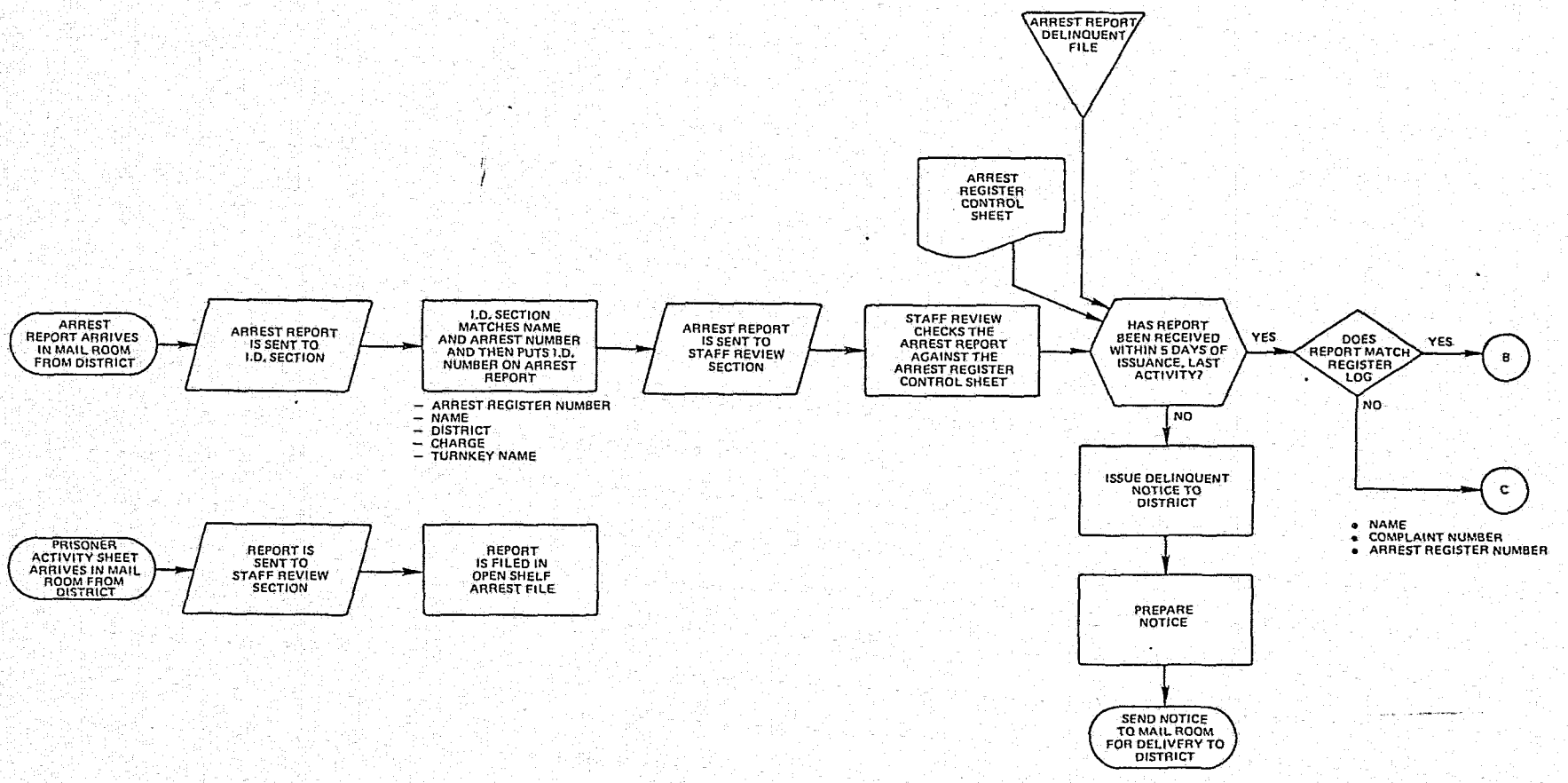
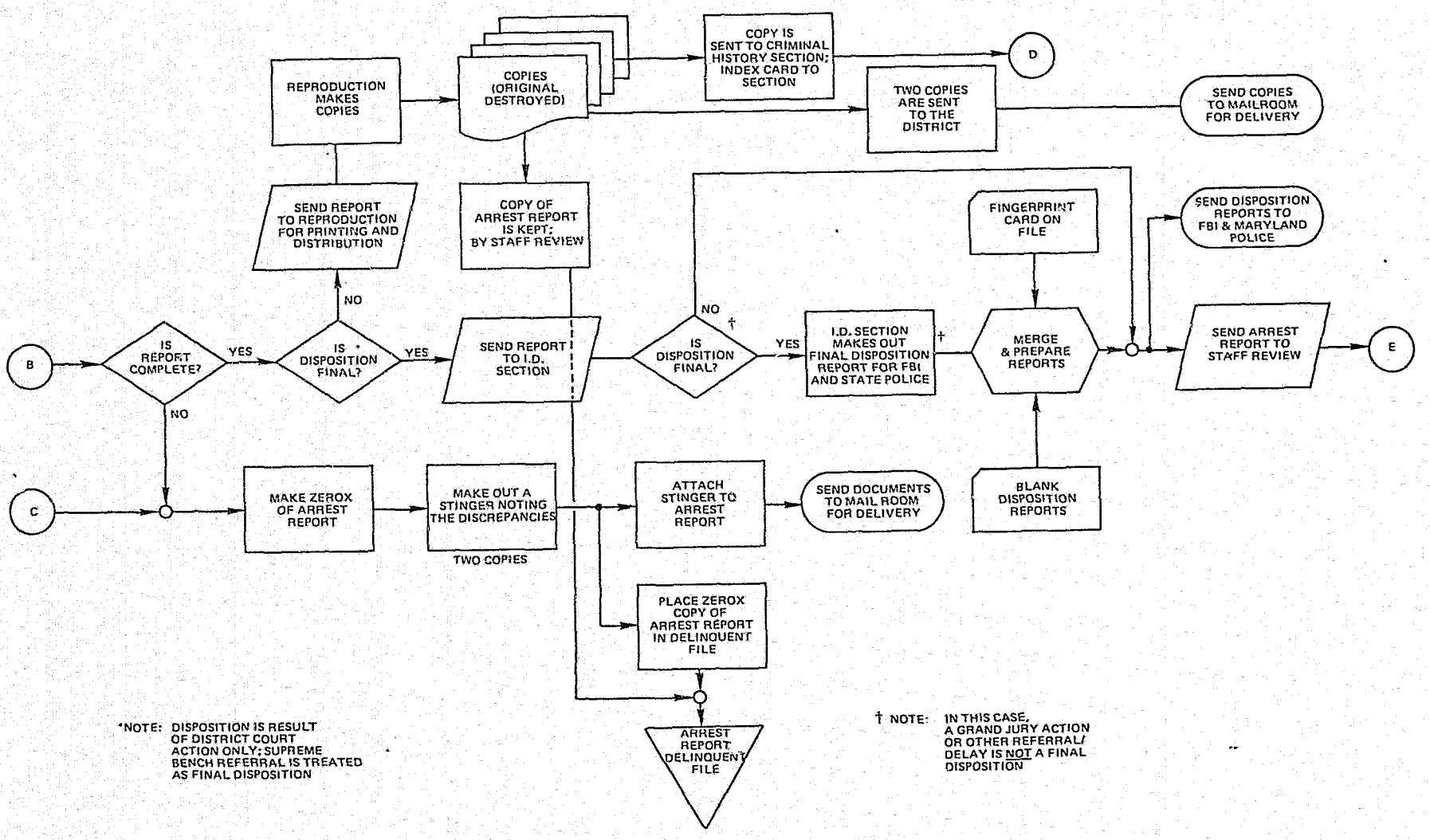


EXHIBIT A-7, a

ARREST INFORMATION FLOW -- CENTRAL RECORDS
ARREST REPORTS, CON'T.



*NOTE: DISPOSITION IS RESULT OF DISTRICT COURT ACTION ONLY; SUPREME BENCH REFERRAL IS TREATED AS FINAL DISPOSITION

† NOTE: IN THIS CASE, A GRAND JURY ACTION OR OTHER REFERRAL/ DELAY IS NOT A FINAL DISPOSITION

EXHIBIT A-7, b

ARREST INFORMATION FLOW – CENTRAL RECORDS
ARREST REPORTS, CON'T.

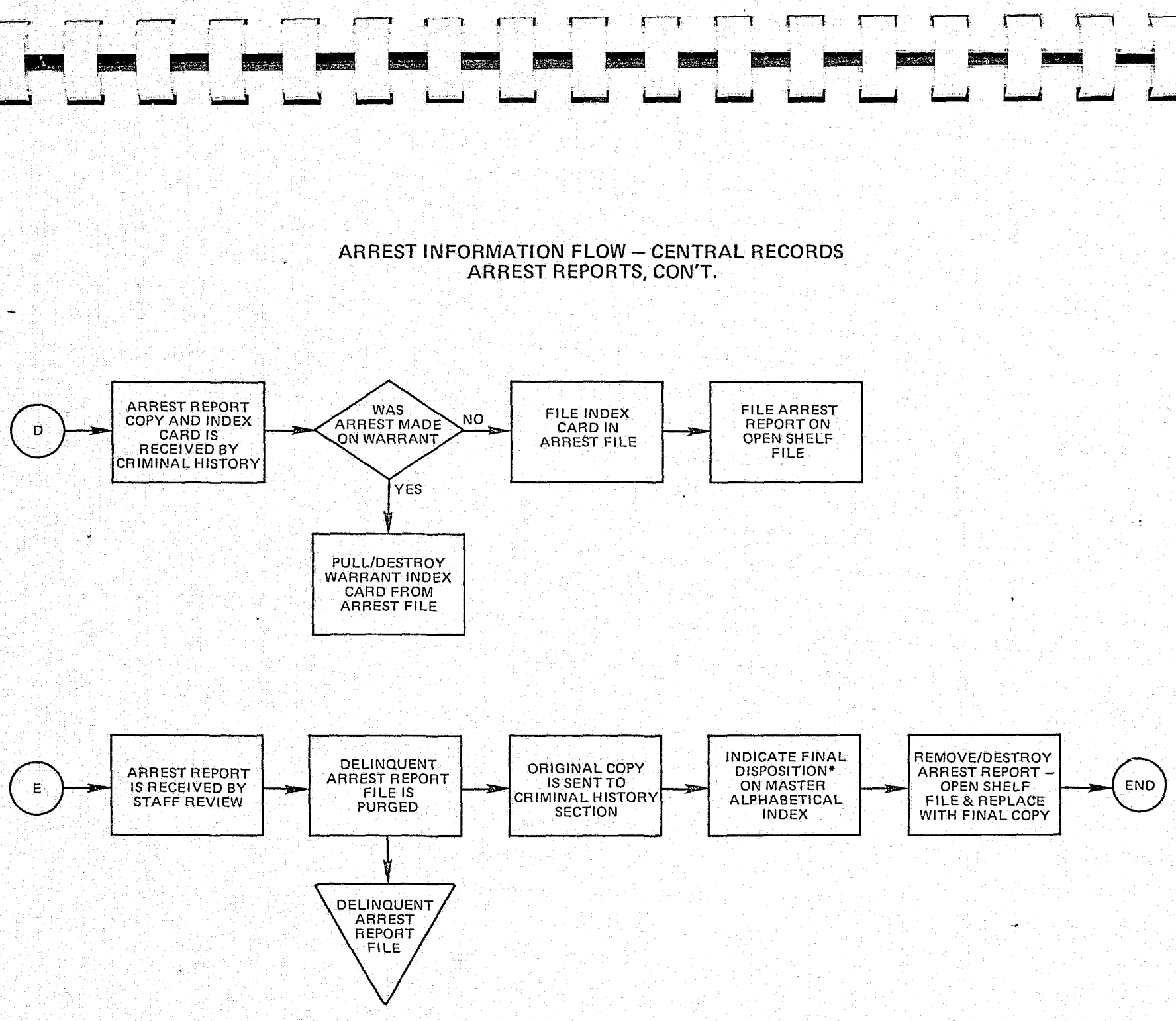
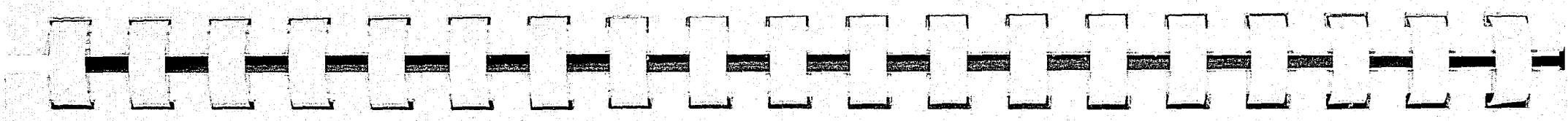


EXHIBIT A-7, c

ARREST INFORMATION FLOW – CENTRAL RECORDS
IDENTIFICATION CARDS



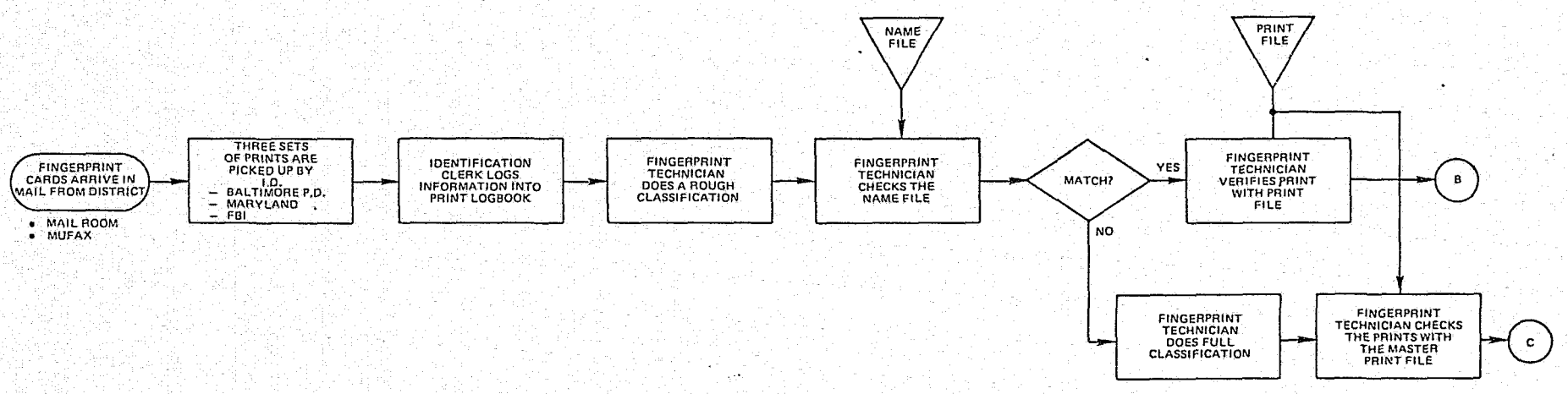


EXHIBIT A-8, a

ARREST INFORMATION FLOW – CENTRAL RECORDS
IDENTIFICATION CARDS, CON'T.

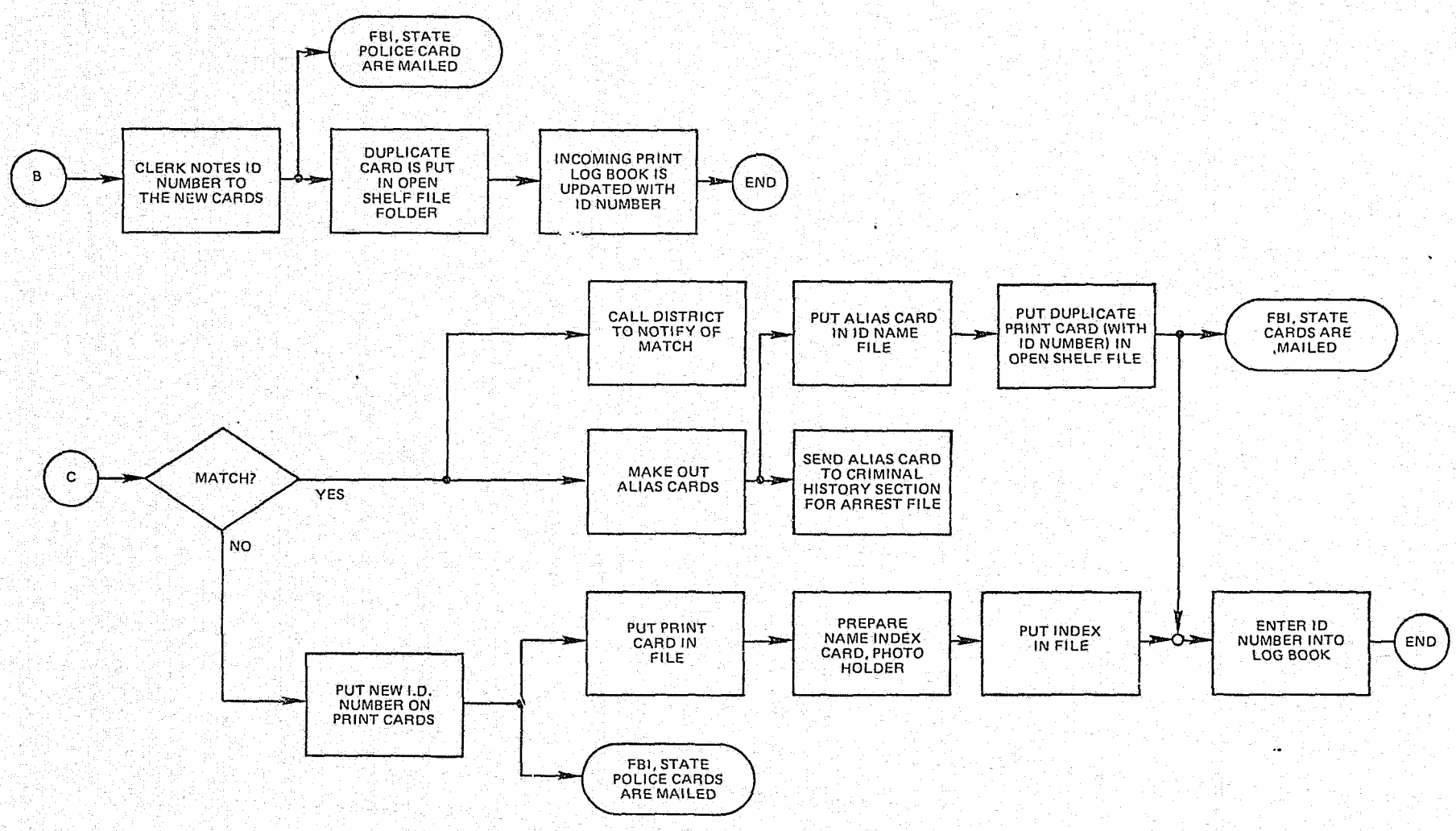


EXHIBIT A-8, b

III. RECORD/WARRANT CHECK STATISTICAL SURVEY

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The statistical survey described in this section was developed to determine the use and quality of the record/warrant retrieval process. The data has been collected or synthesized to serve as a valuable input in developing the criminal records/history portion of the overall criminal justice system design.

1. SURVEY DEFINITION AND PARAMETERS

The Criminal Case Records/Warrant Retrieval System process was evaluated during March 1973 by means of a statistical survey. The process is described in terms of the following parameters:

- Quality - Errors contained in the search for records; errors contained in the documents.
- Availability - Time it takes to initiate a search for records/warrants; gain access to Central Records system files
- Timeliness - Time it takes to search for records versus need for responsiveness.
- Agencies served - Nature and number of agencies served.

The record/warrant check methods of inquiry representation of Central Records, illustrated in Exhibit A-9, was used as the system model for the survey.

The calculation of user and service times by computer, based on 21,000 documented transactions for March 1973, provides parameter values in two of the four categories, i.e., timeliness and agencies served. The correlation of the timeliness statistical evaluation with the procedures documented in Exhibits A-2 through A-8 provides a range of values for a qualitative description of system availability. Finally, a sampling of record system users, analysis of arrests versus recidivists and a correlation with related disposition statistics provides a basis for describing system quality.

CENTRAL RECORDS DIVISION
RECORD/WARRANT CHECK – METHODS OF INQUIRY

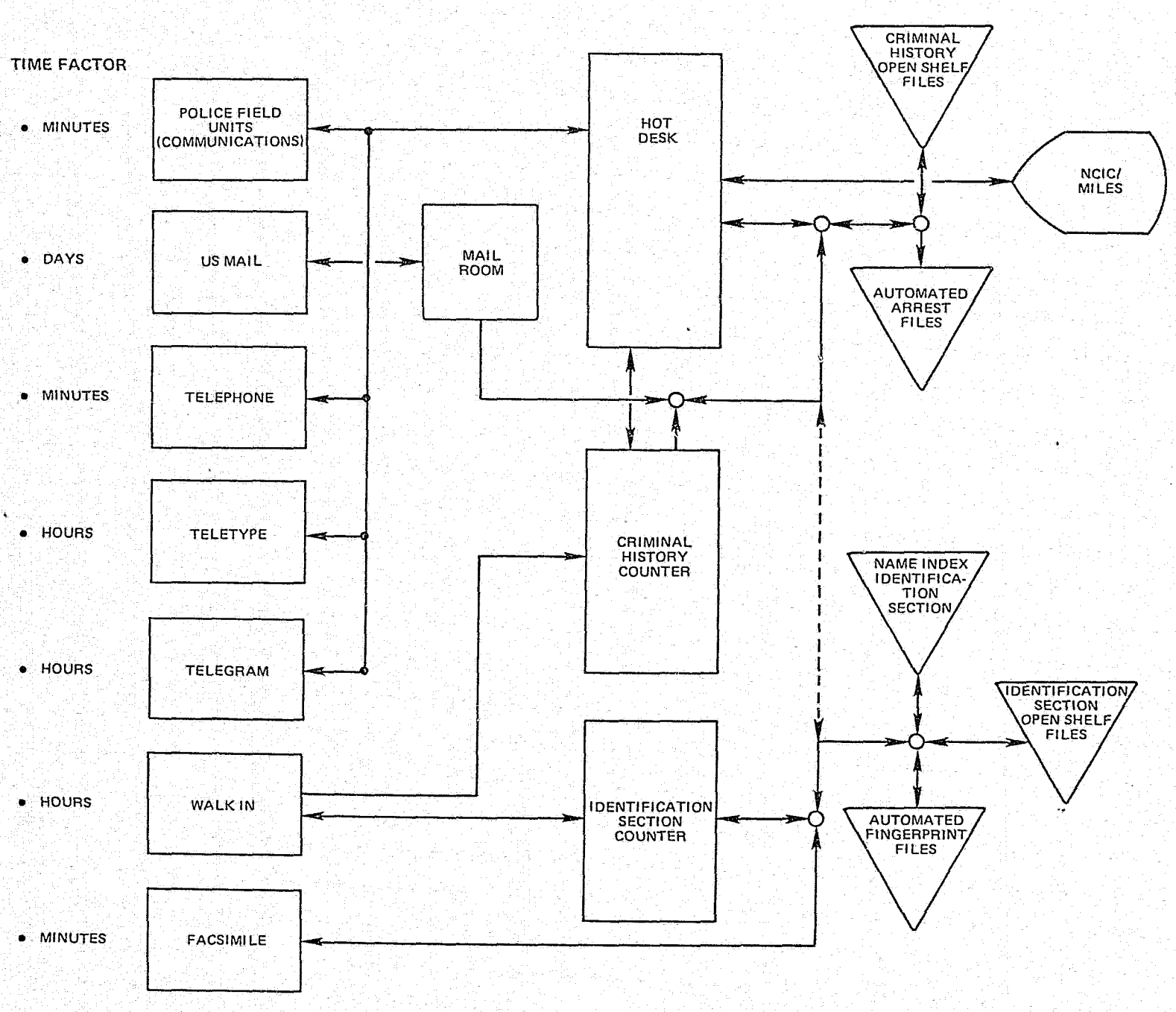


EXHIBIT A-9

2. RECORD SYSTEM RETRIEVAL QUALITY ERRORS

It was determined through interviews with Police Department personnel and other City of Baltimore criminal justice agency personnel that there are several types of errors connected with the current manual record maintenance procedures, Hot Desk operation, and manual filing operation. The system-wide accumulation of these errors manifest themselves as system quality errors.

The following key user indications of problems associated with the system were used as a basis to analyze and document the error process.

- Complaints by judges of "bad" record checks. Defendants will appear in court and indicate that they have a record, but when the Form 5 is received from the Hot Desk, it indicates that the individual does not have a record.
- Concerning a recidivist, Pretrial Release, the District Court Commissioner and also the defendant may disagree on the number of prior arrests reported by the Hot Desk.
- Disposition data on prior arrests can be incorrect or not available.

An analysis of the filing, storage and retrieval processes than constitute record/warrant checks procedural activity was undertaken to determine the source and nature of the mechanical or procedural difficulties associated with the problems identified above. The Hot Desk operation and arrest report processes flowcharted in the previous section can serve as a basis for analyzing the process and identifying the areas of difficulty. The results of this analysis and related statistical sampling is summarized below.

- Final dispositions of cases referred to the Supreme Bench have not been recorded in the Arrest File since 1969.
- Final disposition of cases referred to the District Court are inaccurate in approximately 25% of the arrest reports. The lack of Supreme Bench dispositions affects approximately 10,000 arrest reports per year and similarly affects about 12,500 District Court arrest reports yearly. This constitutes 40% of the yearly arrest reports currently filed in Central Records.

- An unreliable initial record check is primarily due to the following factors:

  - Record is out of file for another record check and, therefore, appears as a no record when being searched at the same time by a different clerk
  - Record has been sent to another agency
  - Record is misfiled
  - Record is lost
  - Record cannot be found due to alias or different name spelling.

- The primary reason for the reporting of differing numbers of prior arrests is due to the multiple arrest report procedures of the Police Department's field reporting system. The Department policy requires that a separate report be made for each charge. Consequently, one physical arrest might have several charges. Therefore, when the Hot Desk supplies a list of numbers of arrests to Pretrial Release, the Court Commissioner, or on Form 5, they are listing the number of charges, not individual physical arrests.

3. SYSTEM QUALITY PARAMETER VALUES

The following methodology has been used to develop preliminary system quality parameter values.

- The percentage of arrested persons fingerprinted from mid-February to mid-June 1973, who have had prior prints on file, has varied from 61% - 69%. During that time it was estimated by Department staff that 5% - 10% of those arrested were issued a number who had prior Baltimore arrests, but did not have a prior fingerprint on file. Consequently, the total recidivist rate can be postulated as between 66% and 79% during this period, based on the estimates identified above.

- It was estimated that during the period of mid-February to mid-June 1973, that an initial record in the Arrest File was found through a Hot Desk inquiry for approximately 60% - 70% of the arrested persons checked. This range of of values was determined through an opinion survey of Hot Desk users (Police, District Court Commissionsrs, and Pretrial Release) and through a statistical sample conducted during the period by the Arthur Young & Company Project Team. Correlating the data postulated above indicates the following:

- Actual recidivism during the studied period was 66% - 79%.

- Records found during the first Hot Desk inquiry attempt into the Arrest File was 60% - 70%.

Taking the range of these two estimates, an average value for initial records can be defined as 65% while the average value for a record not found, when one should be available, can similarly be defined as 6%.

- It was estimated by several record system users as cited above, that 50 to 100 records per week related to recent arrested persons are unable to be located. These are not available for the reasons previously cited. This estimate can be used to provide a comparison with the 6% factor defined above. Since the current arrest volume per week ranges between 600 to 1,100 persons, this 6% would correspondingly range between 36 and 66 records being not available. Recognizing the problems of actual data correlation to numerous known problem areas, the numbers 36 to 66, taken as a conservative estimate, would tend to indicate a 6% unreliable initial record check.

- Currently, about 60,000 new charges are added to the mechanical Arrest File per year. Of those, 10,000 represent cases referred to the Supreme Bench. Since final dispositions of cases sent to the Supreme Bench have not been updated since 1969, one can project a disposition data file error of 17%. However, a sampling of District Court dispositions indicated that a similar disposition error was contained in 25% of the 50,000 arrest records. Consequently, it can be estimated that 38% of all arrest records in the file have incorrect or missing final dispositions.

- The recent Department experience of entering IMPACT arrest data into the CHASE system suggests that 60-80% of the information has some type of missing data element, inaccuracy or other related problem. Since these records subsequently become arrest cards in the arrest file, this range can be used to estimate the overall problems in the following major areas, which are:

  - Final disposition missing or inaccurate
  - Inaccurate/no Baltimore Police Identification Number
  - Inaccurate/no address of arrestee
  - Inaccurate Social Security Number
  - Misspelled name
  - Multiple aliases
  - Other missing data elements or variable inaccuracies.

Exhibit A-10, following this page, summarizes the analysis described and presents an overall estimate of record check system retrieval quantity.

4. RECORD/WARRANT CHECK SYSTEM AVAILABILITY

The critical time requirement for record/warrant checks are those checks processed through the Hot Desk. This includes checks for patrol units via communications and for requests by telephone, primarily from Police Officers, District Court Commissioners and Pretrial Release. A survey of users indicates that a typical telephone requestor in the evening may have to wait two to five minutes before the telephone is answered, and then may have to wait 10 to 30 minutes to receive a reply to his request. Consequently, the construction of a Hot Desk response model, following this page, serves as method of calculating values for record/waraant check system availability.

5. AVAILABILITY MODEL

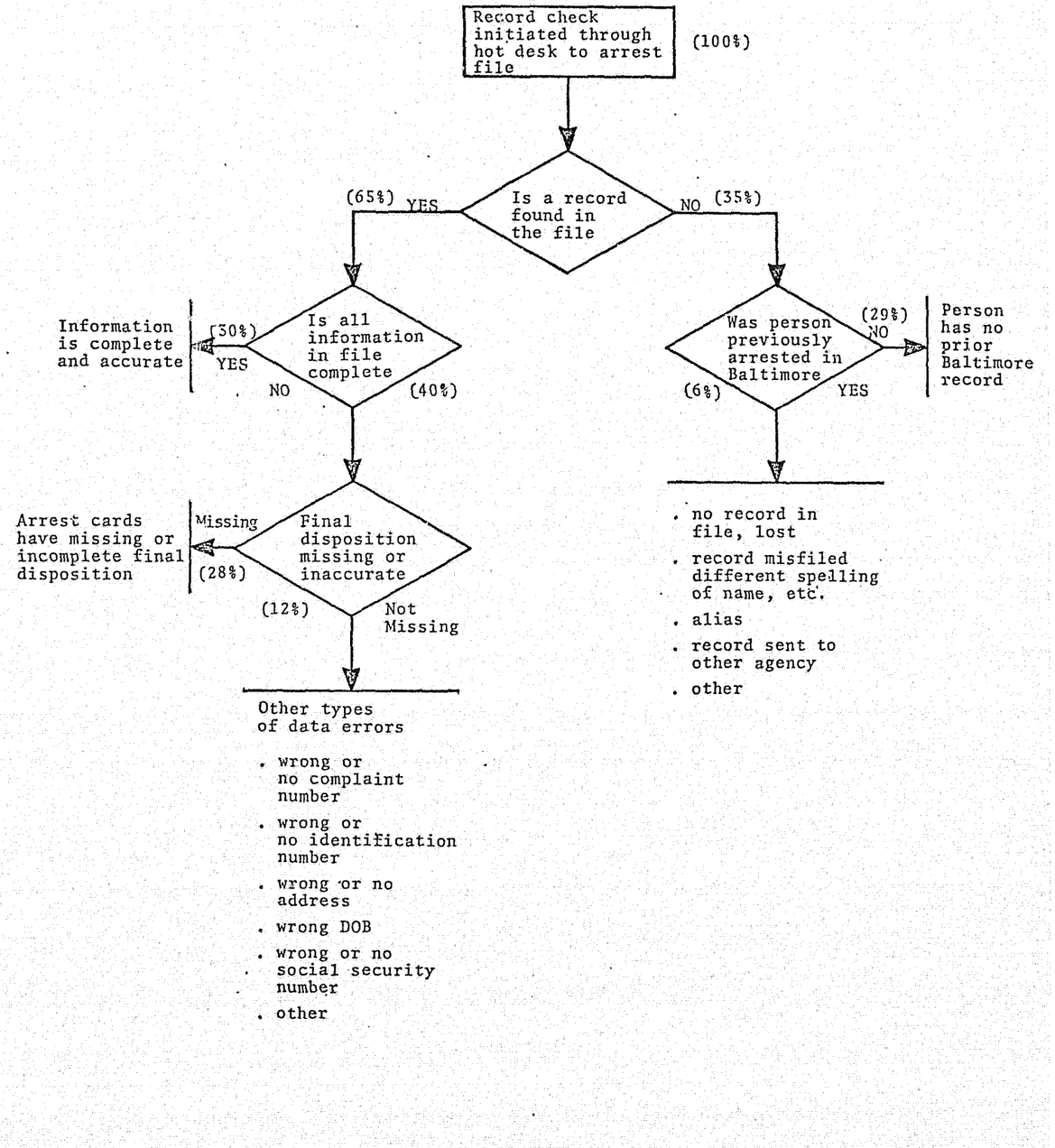
The evaluation of results from the statistical sample, arrest data and related statistics can be used to prepare a multiservice, random access queueing model. The following description of typical Hot Desk service and data approximations for typical periods provide the basis for the following availability model:

- Issue arrest numbers/custody numbers; prepare Form 5 - 12 per hour at 6 minutes each
- Communications record/warrant checks - 24 per hour at 8 minutes each
- Telephone record/warrant checks - 12 per hour at 8 minutes each
- Typical Hot Desk staff - One civilian, four cadets, and two floor clerks
- The Hot Desk telephone number has eight rotary extensions.

The random access queueing model* is:

*James Martin, Systems Analysis for Data Transmission, pp. 413-504, 848-850, Prentice Hall, Englewood, N.J., 1972.

RECORD CHECK SYSTEM RETRIEVAL QUALITY ESTIMATE



$$\text{Utilization} = \frac{\left(\frac{\text{Number of checks per hour}}{\text{60 minutes per hour}}\right)\ (\text{Average service time in min.})}{\text{Number of Clerks}}$$

The typical Hot Desk personnel utilization is:

$$\frac{(48/60)\ (7.5)}{5 + 2} = 0.86;\ 86\%\ \text{utilization}$$

This approaches the actual utilization limit that can be expected in a manual records retrieval system.

The typical time to answer the telephone ranges between two values, depending on the number of personnel available to answer the telephone.

- 7 persons: $\frac{(24/60)\ (7)}{7} = 0.40;\ \frac{7}{7(1-.4)} = 1.6$ minute wait
- 5 persons: $\frac{(24/60)\ (7)}{5} = 0.56;\ \frac{7}{5(1-.56)} \cong 3.18$ minute wait

Therefore, one could initially assume that from 3% to 20% of these persons calling in to the Hot Desk would have to wait 1.6 to 3.2 minutes until the telephone was answered. However, since the 86% clerical utilization is higher than that for telephone work alone, 62% of the callers are put on hold for approximately 7 minutes. This factor would increase the time it takes for the telephone to be answered to a range of values between 2.5 to 6 minutes.

The availability model described above corresponds fairly well with the statistical sample conducted by Arthur Young & Company. The model demonstrates the impact of record check (Hot Desk) personnel availability, number of checks and length of service time on the system availability to the system users.

6. MARCH 1973 - RECORD/WARRANT WORK LOAD AND SERVICE TIME COMPUTER SURVEY

A detailed analysis providing data concerning information access and system users was conducted through a specialized computer

program developed by Arthur Young & Company specifically for this analysis. This program analyzed nine categories of record check inquiry methods in order to provide base line definitions of record/warrant system volumes and service times.

The basis for this survey was the collection of time-stamped Central Records forms that are used in the process of conducting inquiry checks. All forms or documents (21,000) used in the following categories for record/warrant checks during March 1973 were collected.

Method of Inquiry	Form/Document	User
. Radio Dispatch/ Communications	1.1 form	B.P.D.
. Telephone	101 form	B.P.D./Other Agency
. Counter Service/ Walk-In	152 form 96 form	B.P.D./Other Agency
. Telegram/Teletype	Not Counted (Too Small)	
. U.S. Mail	Copy of Document	Other Agency

Each form or document was time-stamped in Central Records two times: (1) when the check was initiated and, (2) when the task was finished. In the case of communications record/warrant checks (Form 1.1), the form was time-stamped an additional two times, when the dispatcher first took the call and when the dispatcher radioed the inquiry results back to the requesting unit. The computer program prepared service time and work load graphs listed in the following chart, Exhibit A-11, for the inquiry categories identified above. These graphs, printed on the computer driven CalComp plotter, are located after Exhibit A-11. Within each inquiry category, a weekly average and monthly number of record/warrant checks were tabulated. Additionally, service times were tabulated on a weekly and monthly basis for the corresponding weekly or monthly checks. Each check and corresponding service time was tabulated within 15-minute periods of time. Approximately 3% of the source data (forms) were ignored

due to errors. Further, the 500-1000 name Jury List record check was not included because a service time could not be realistically calculated. Record/warrant checks which took longer than 100 minutes (500 throughout March) were deleted from the graphic printouts.

7. WORKLOAD AND SERVICE TIME GRAPHS

There are four basic computer-drawn graphs included for each of nine categories:

- Monthly, number of checks per day
- Monthly, service time per check
- Weekly, number of checks
- Weekly, service time per check

The monthly number of checks per day graphs depict the actual number of checks per 24 hour day, midnight to midnight, that occur for each day during the month of March within each category listed in Exhibit II. The 31st of March was not included on any of the graphs due to source data errors. The monthly service time per check graphs show the average service time, in minutes, for all checks on each day in the corresponding monthly chart for the same category.

The weekly number of checks graphs show the average number of checks per day on a weekly basis for the month of March. Each day is averaged with the same corresponding day of the week for the month (Mondays with Mondays, etc.). The data has been plotted with a resolution of 96 data points per day or 672 per week. Each of the 96 data elements per day represent the discrete 15 minute time periods averaged on an individual basis throughout the 24 hour day. This average consists of the arithmetic average for all checks initially time-stamped within the reported period. The average for the day is then averaged with its counterpart for similar periods over the month on like days. The weekly average service times per check graphs are also plotted with 96 data points per day, 672 per week. The average service times, in minutes, were calculated for the corresponding average number of checks depicted in the matching number of check graphs of the same category.

CENTRAL RECORDS MARCH 1973 - RECORD/WARRANT WORKLOAD AND SERVICE TIME COMPUTER SURVEY

Graph Number	Subject	Monthly Analysis: Checks	Monthly Analysis: Service Time	Weekly Analysis: Checks	Weekly Analysis: Service Time
A-12	Total Record/Warrant	X			
A-13	Total Record/Warrant		X		
A-14	Total Record/Warrant			X	
A-15	Total Record/Warrant				X
A-16	Total Hot Desk	X			
A-17	Total Hot Desk		X		
A-18	Total Hot Desk			X	
A-19	Total Hot Desk				X
A-20	Communications (B.P.D.)	X			
A-21	Communications (B.P.D.)		X		
A-22	Communications (B.P.D.)			X	
A-23	Communications (B.P.D.)				X
A-24	Telephone (B.P.D.)	X			
A-25	Telephone (B.P.D.)		X		
A-26	Telephone (B.P.D.)			X	
A-27	Telephone (B.P.D.)				X
A-28	Telephone (Other Users)	X			
A-29	Telephone (Other Users)		X		
A-30	Telephone (Other Users)			X	
A-31	Telephone (Other Users)				X
A-32	Criminal Hist. Cntr. (B.P.D.)	X			
A-33	Criminal Hist. Cntr. (B.P.D.)		X		
A-34	Criminal Hist. Cntr. (B.P.D.)			X	
A-35	Criminal Hist. Cntr. (B.P.D.)				X

Graph Number	Subject	Monthly Analysis: Checks	Monthly Analysis: Service Time	Weekly Analysis: Checks	Weekly Analysis: Service Time
A-36	Criminal Hist. Cntr. (Other)	X			
A-37	Criminal Hist. Cntr. (Other)		X		
A-38	Criminal Hist. Cntr. (Other)			X	
A-39	Criminal Hist. Cntr. (Other)				X
A-40	Identification Cntr. (B.P.D.)	X			
A-41	Identification Cntr. (B.P.D.)		X		
A-42	Identification Cntr. (B.P.D.)			X	
A-43	Identification Cntr. (B.P.D.)				X
A-44	U.S. Mail (Other Users)	X			
A-45	U.S. Mail (Other Users)		X		
A-46	U.S. Mail (Other Users)			X	
A-47	U.S. Mail (Other Users)				X

MARCH 1973 - TOTAL NUMBER OF RECORD/WARRANT CHECKS PER DAY:
REQUESTS BY ALL USERS

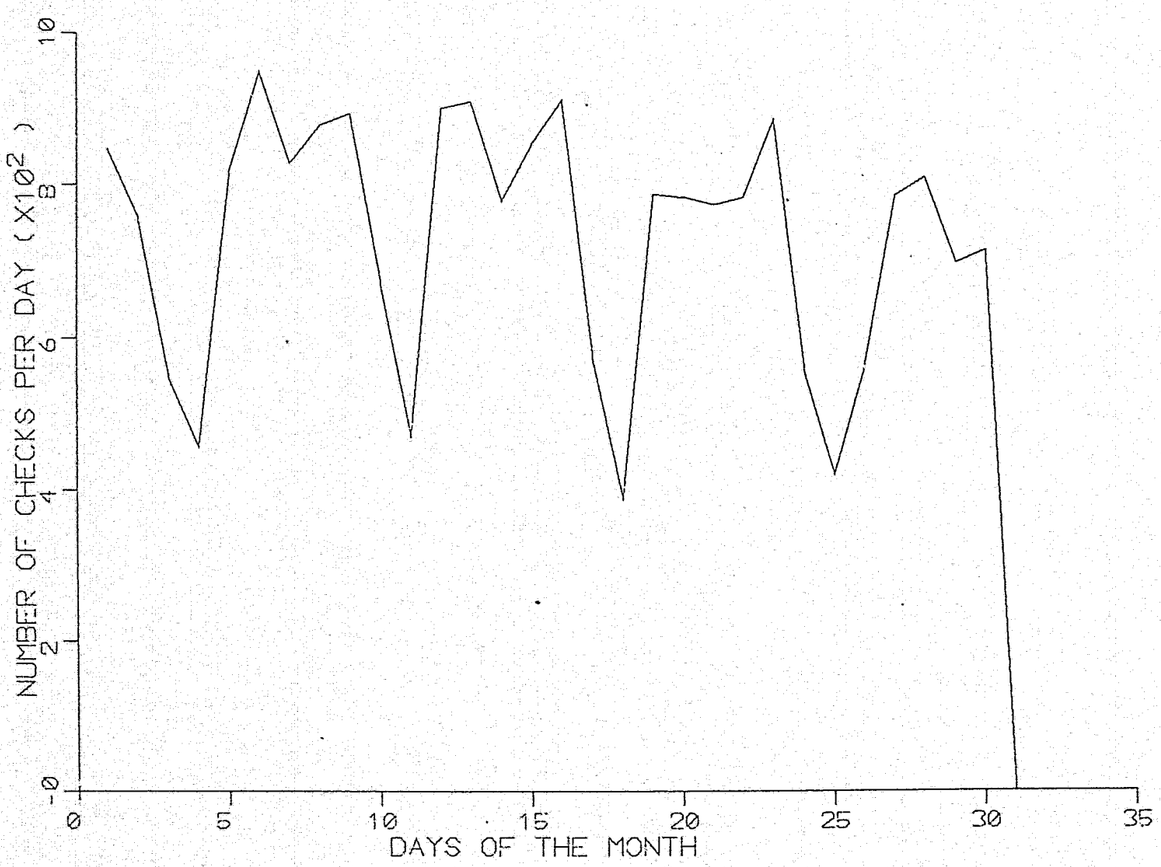


EXHIBIT A-12

MARCH 1973 - SERVICE TIME PER TOTAL RECORD/WARRANT CHECK -
MONTHLY AVERAGE REQUEST BY ALL USERS

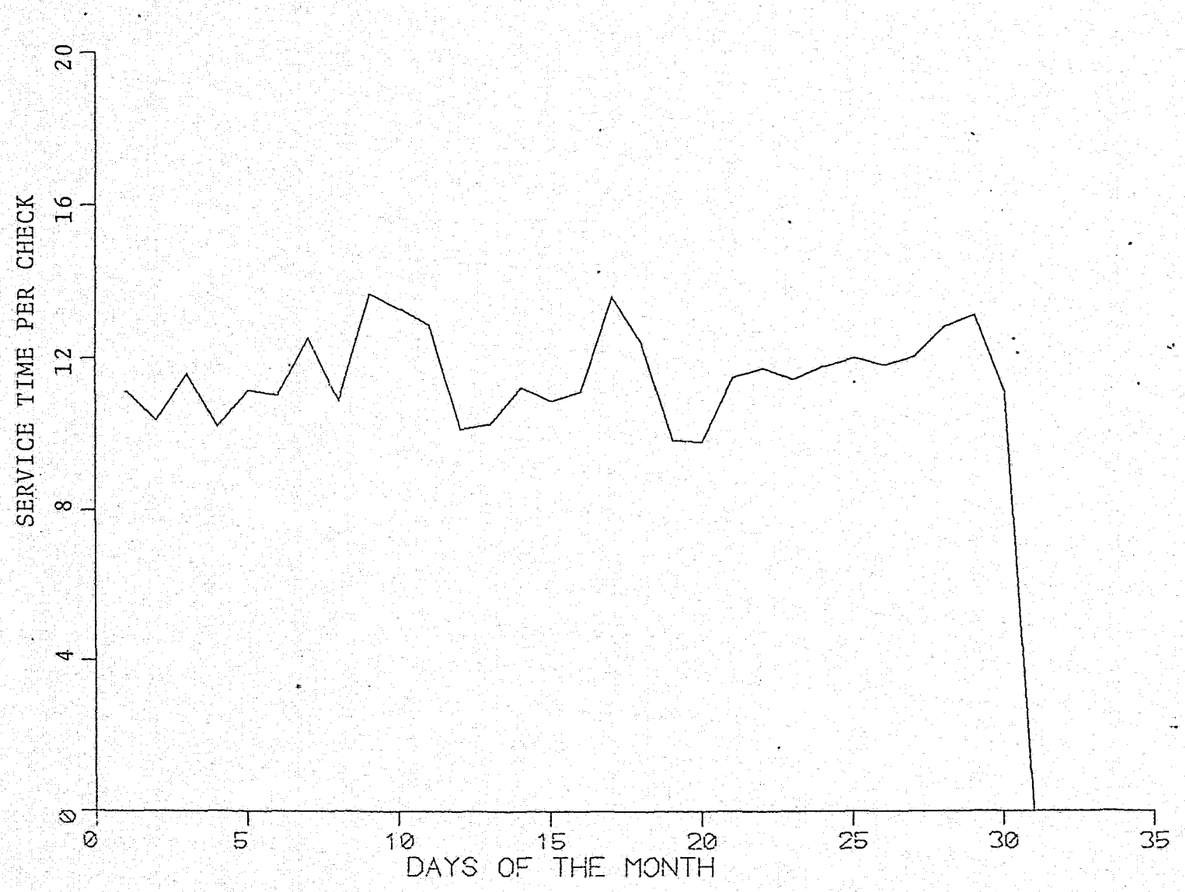


EXHIBIT A-13

MARCH 1973 - TOTAL NUMBER OF RECORD/WARRANT CHECKS PER DAY:
AVERAGE WEEK: REQUESTS BY ALL USERS

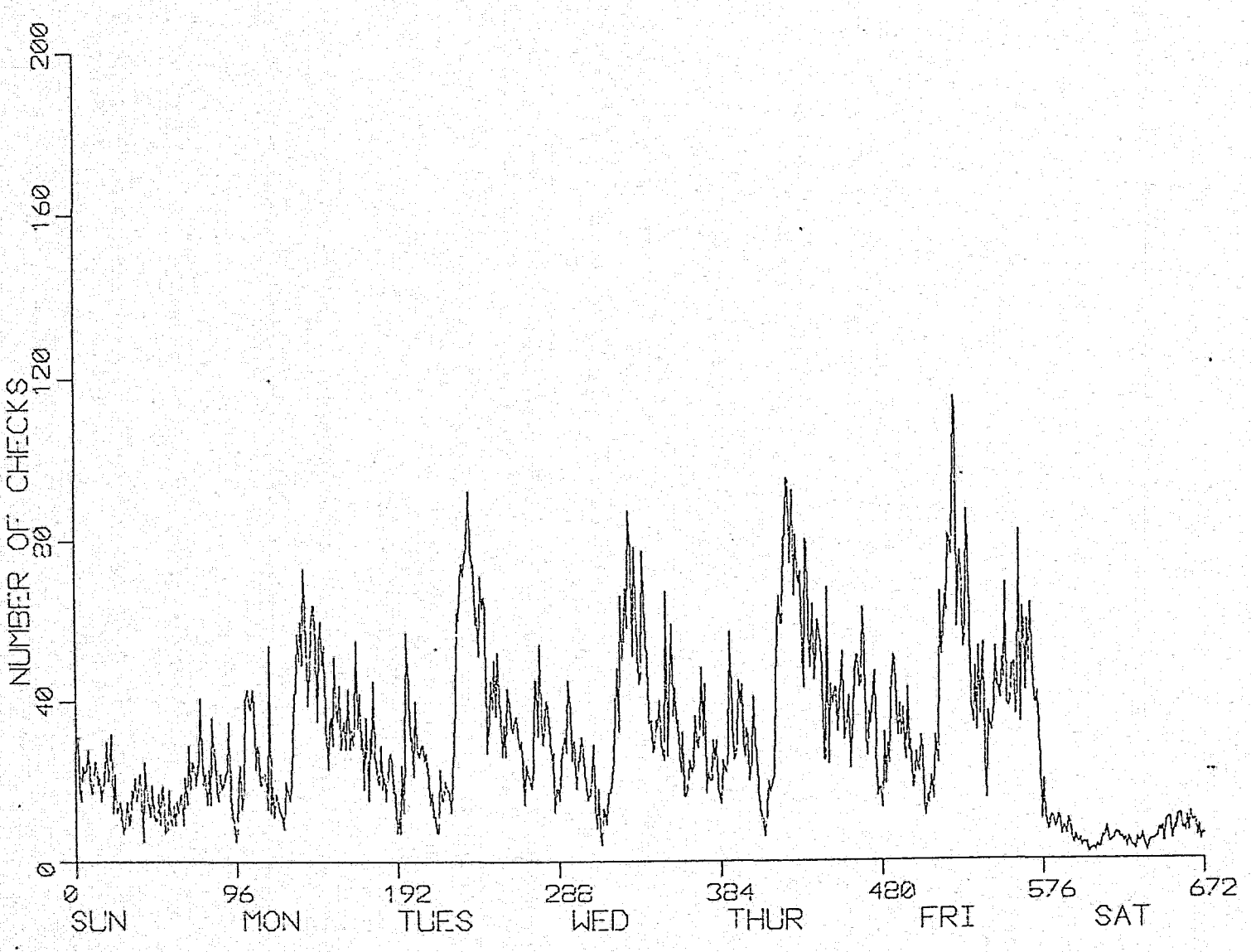


EXHIBIT A-14

MARCH 1973 - SERVICE TIME PER TOTAL RECORD/WARRANT CHECK -
AVERAGE WEEK: REQUESTS BY ALL USERS

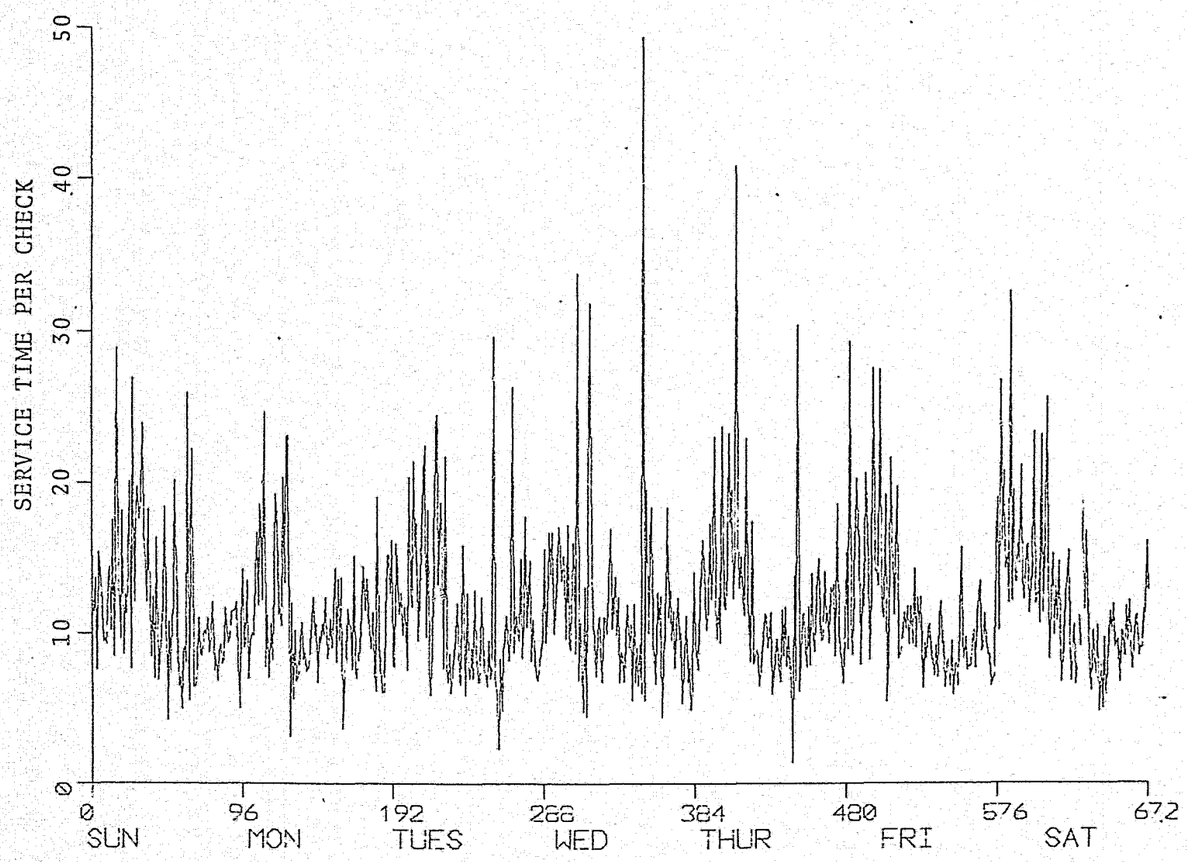


EXHIBIT A-15

MARCH 1973 - TOTAL NUMBER OF RECORD/WARRANT CHECKS
PER DAY AT HOT DESK: REQUESTS BY ALL USERS

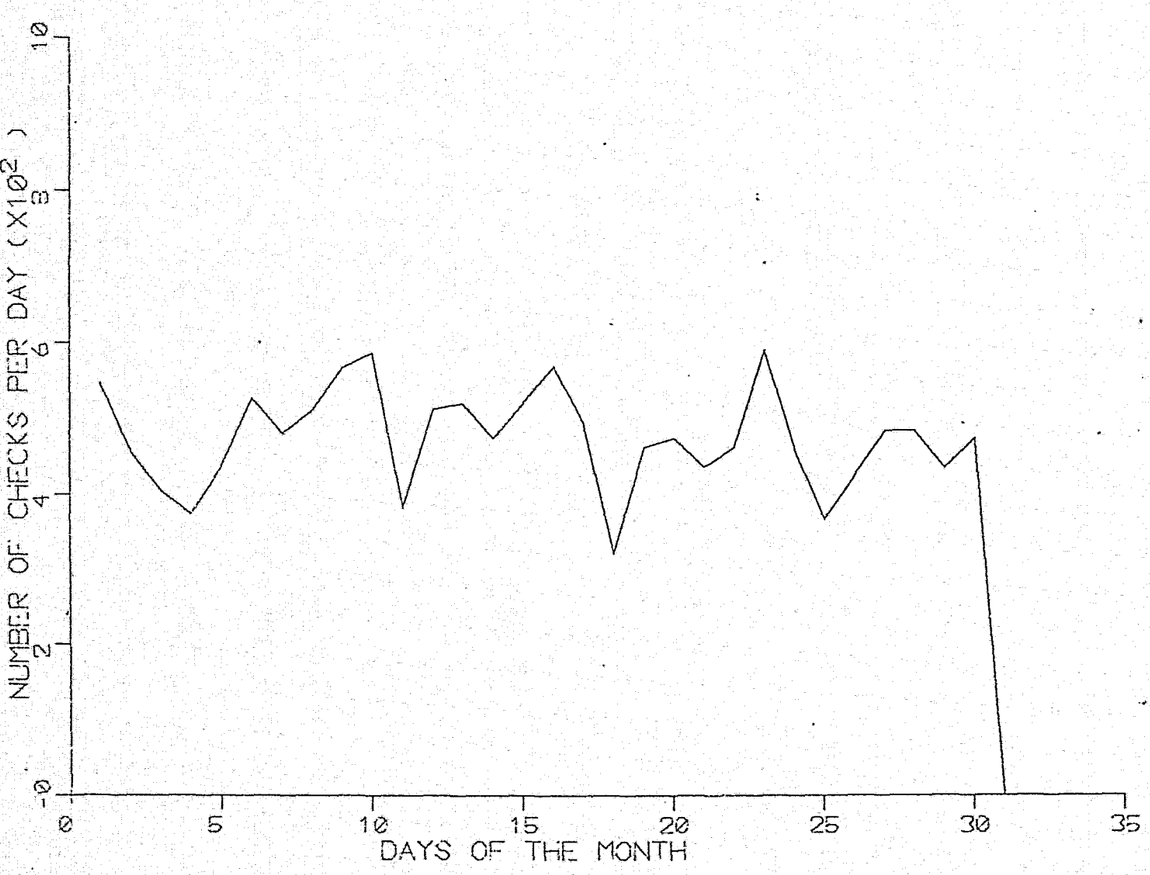


EXHIBIT A-16

MARCH 1973 - SERVICE TIME PER TOTAL RECORD/WARRANT CHECK AT HOT DESK -
MONTHLY AVERAGE: REQUESTS BY ALL USERS

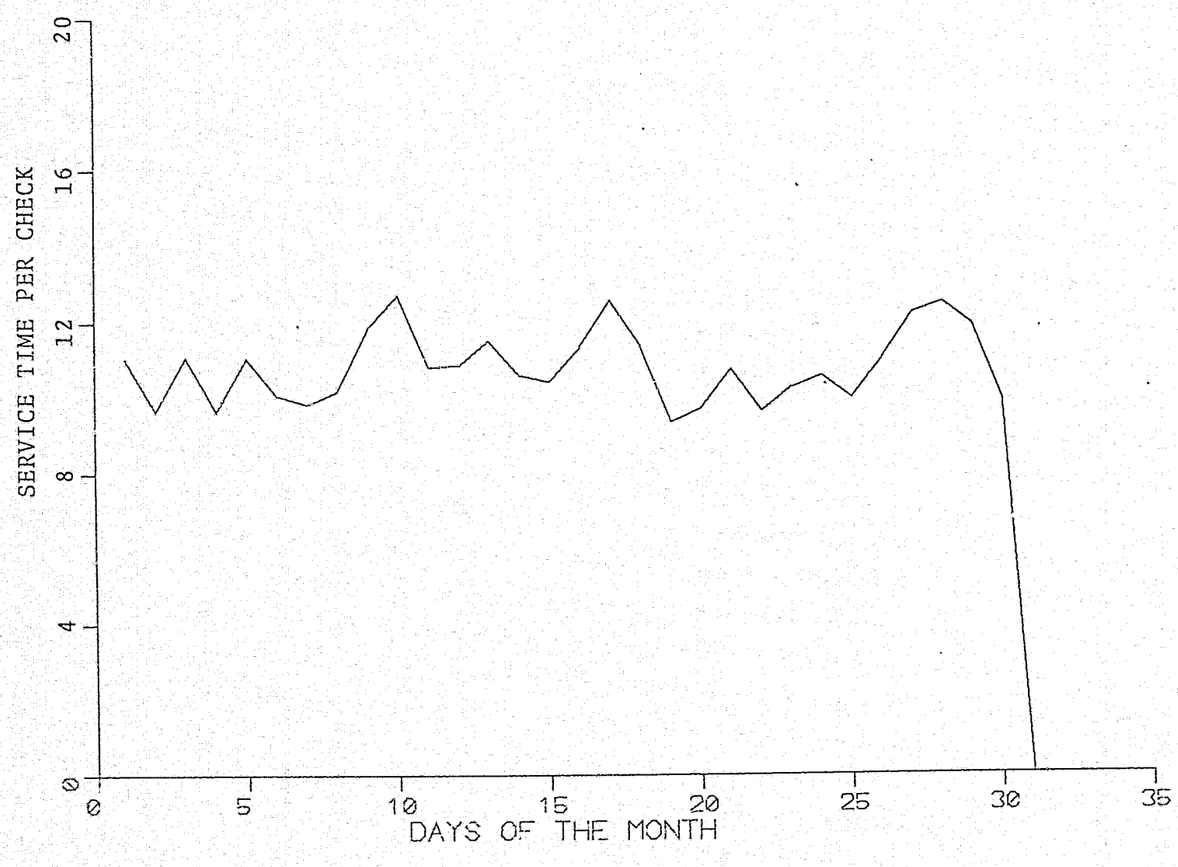


EXHIBIT A-17

MARCH 1973 - TOTAL NUMBER OF RECORD/WARRANT CHECKS PER DAY
AT HOT DESK: AVERAGE WEEK: REQUESTS BY ALL USERS

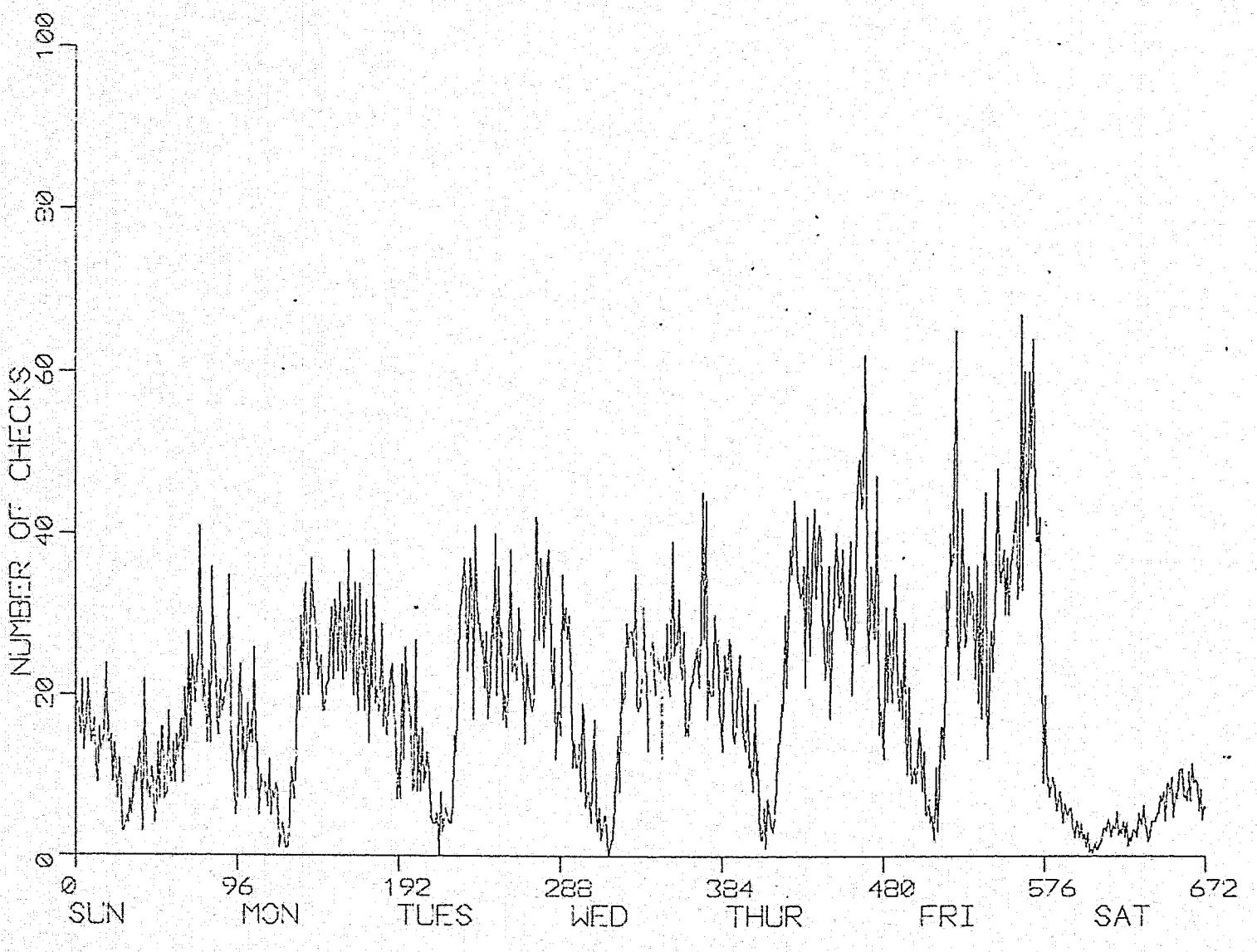


EXHIBIT A-18

MARCH 1973 - SERVICE TIME PER TOTAL RECORD/WARRANT CHECK AT HOT DESK -
AVERAGE WEEK: REQUESTS BY ALL USERS

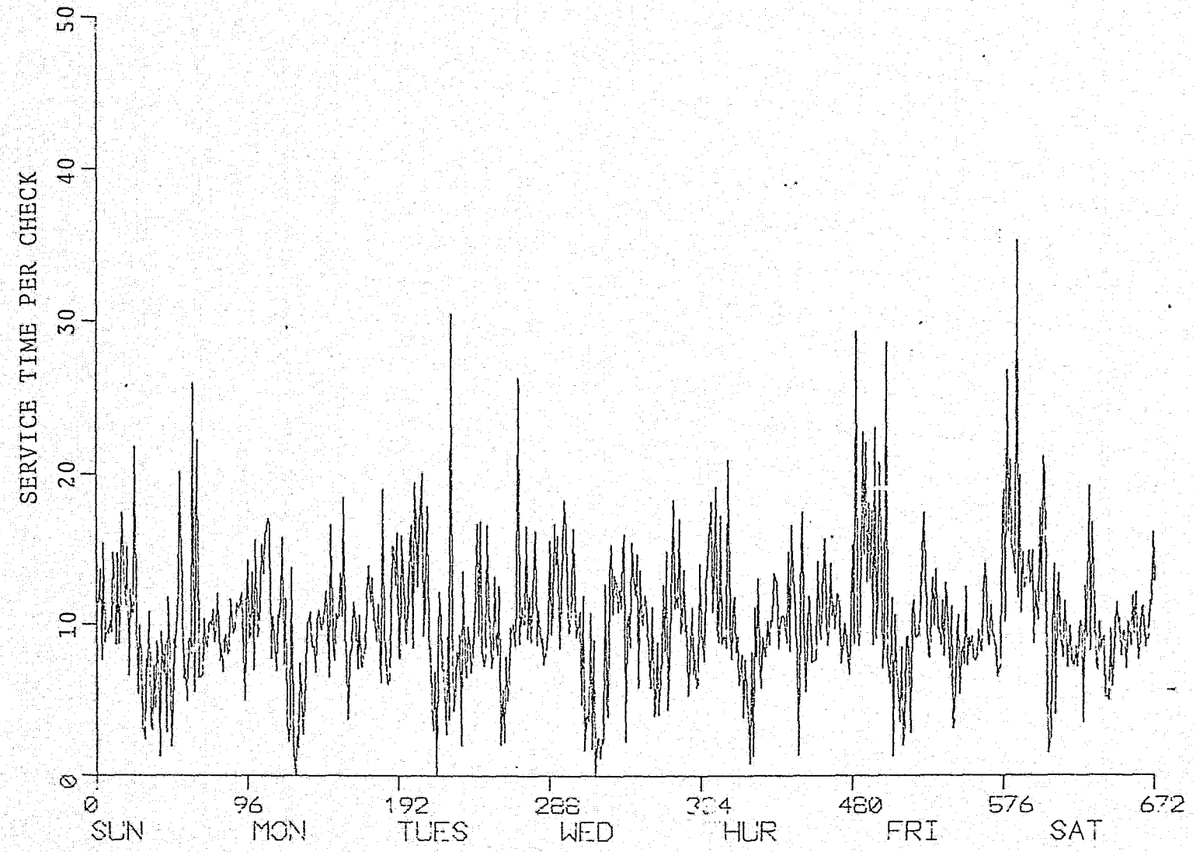


EXHIBIT A-19

MARCH 1973 - SERVICE TIME PER TOTAL RECORD/WARRANT CHECK -
MONTHLY AVERAGE: REQUESTS BY ALL USERS

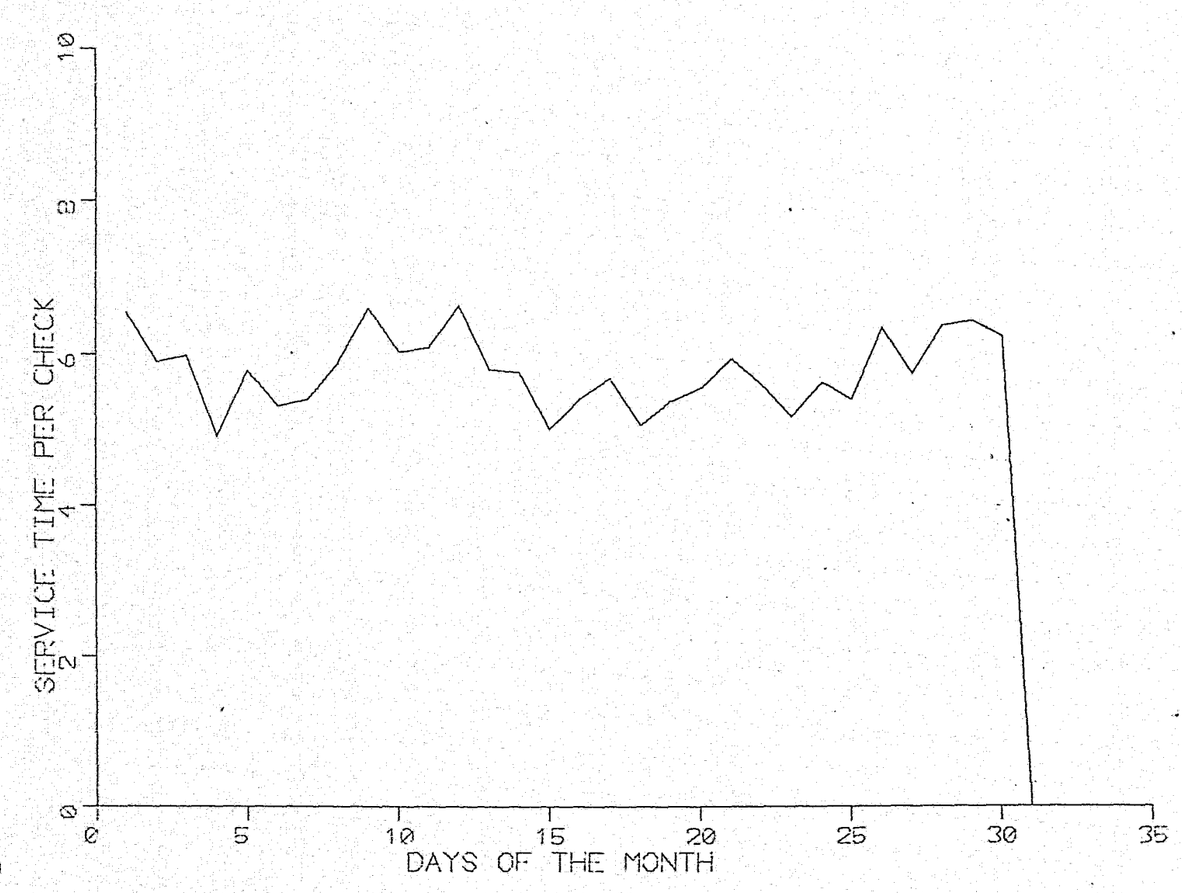


EXHIBIT A-21

MARCH 1973 - TOTAL NUMBER OF RECORD/WARRANT CHECKS PER DAY
FROM COMMUNICATIONS: AVERAGE WEEK: REQUESTS BY ALL USERS

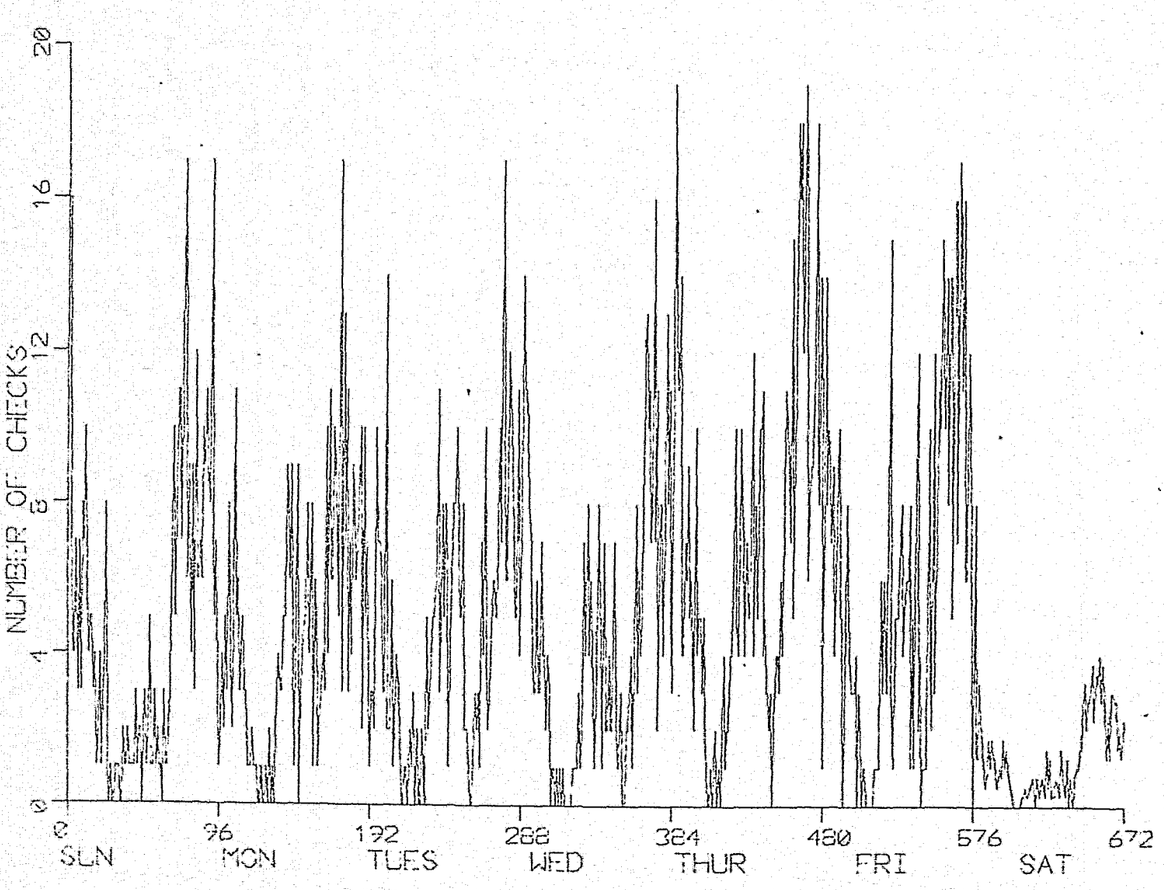


EXHIBIT A-22

MARCH 1973 - SERVICE TIME PER RECORD/WARRANT CHECK
FROM COMMUNICATIONS: AVERAGE WEEK: REQUESTS BY ALL USERS

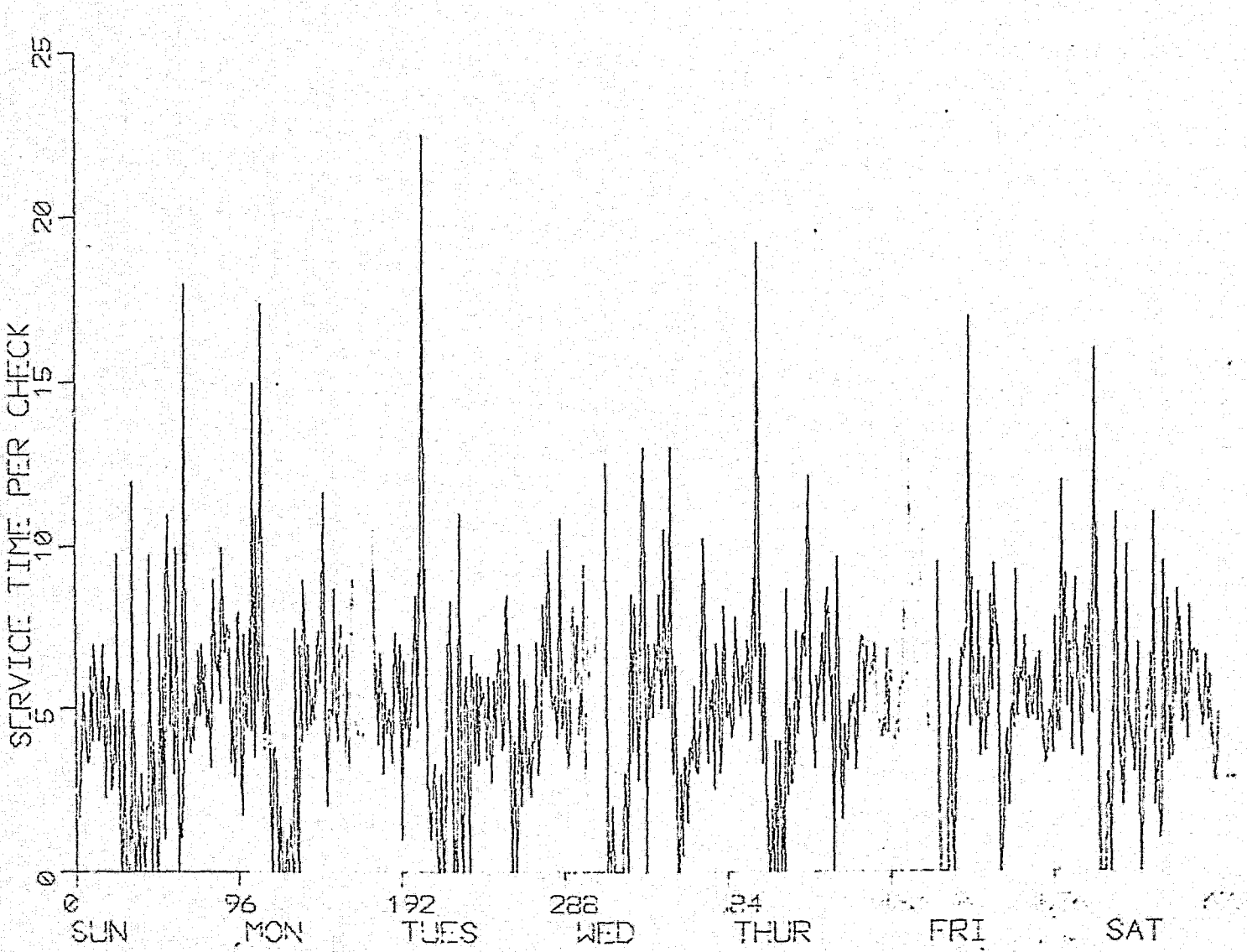


EXHIBIT A-23

CONTINUED

1 OF 2

MARCH 1973 - SERVICE TIME PER RECORD/WARRANT CHECK
FROM COMMUNICATIONS: AVERAGE WEEK: REQUESTS BY ALL USERS

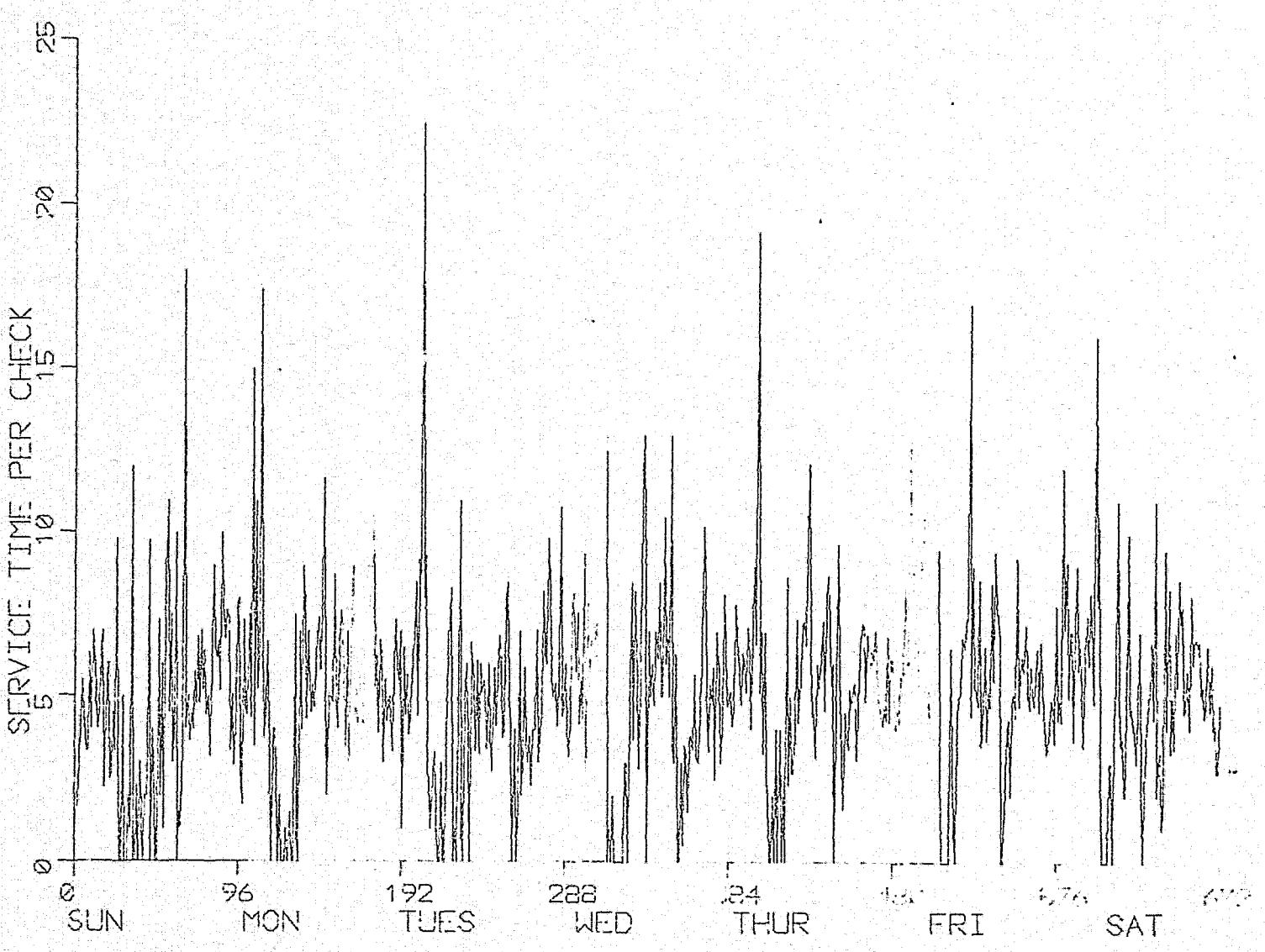


EXHIBIT A-23

MARCH 1973 - TOTAL NUMBER OF RECORD/WARRANT CHECKS PER DAY
BY TELEPHONE AVERAGE MONTH: REQUESTS BY B.P.D.

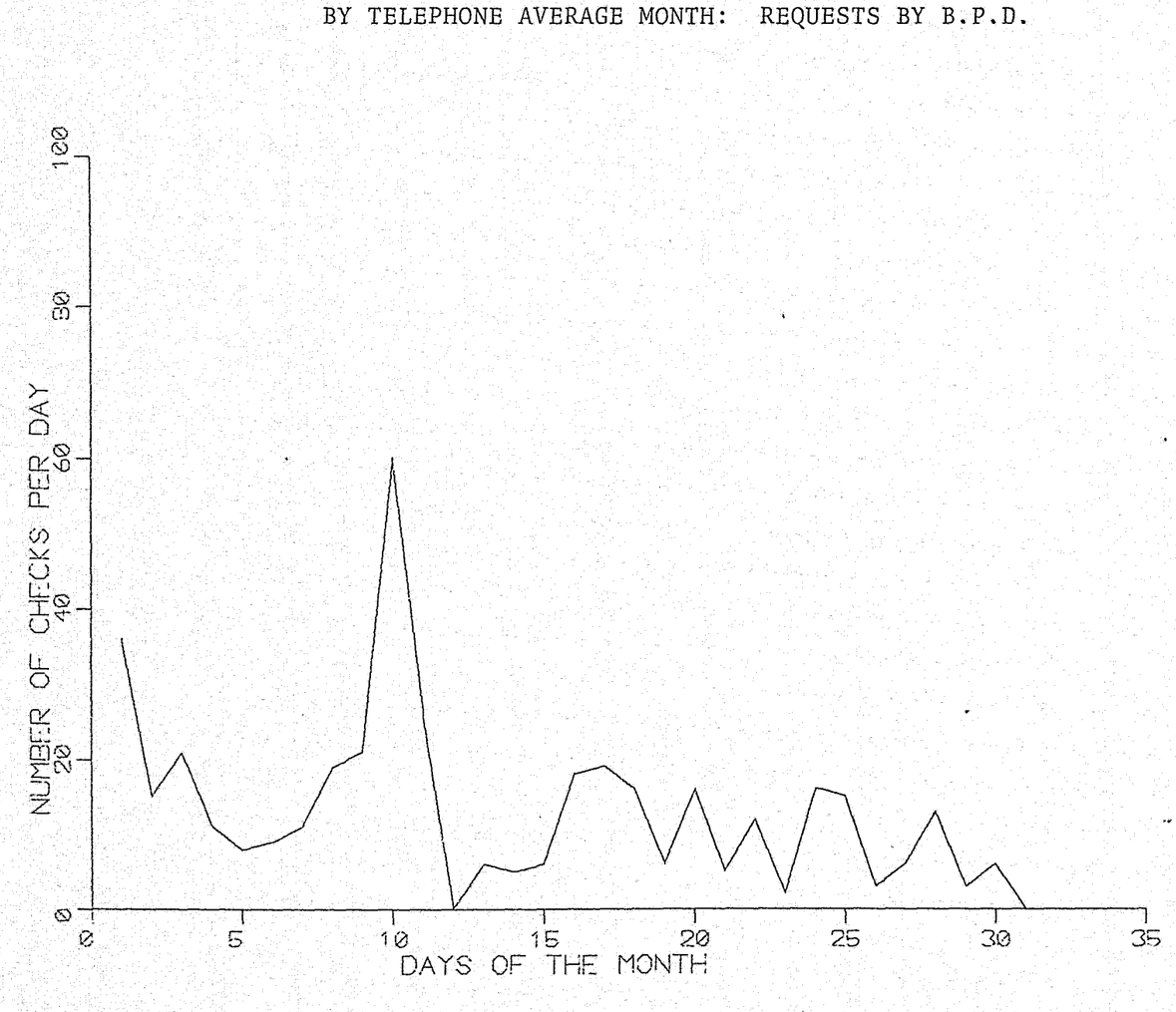


EXHIBIT A-24

MARCH 1973 - SERVICE TIME PER TOTAL RECORD/WARRANT CHECK PER DAY
BY TELEPHONE: REQUESTS BY B.P.D.

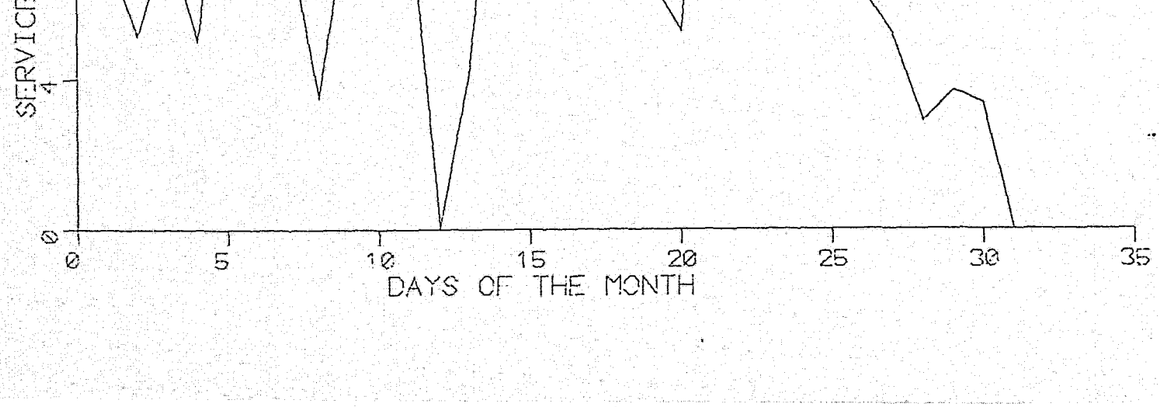


EXHIBIT A-25

MARCH 1973 - TOTAL NUMBER OF RECORD/WARRANT CHECKS PER DAY BY TELEPHONE -
AVERAGE WEEK: REQUESTS BY B.P.D.

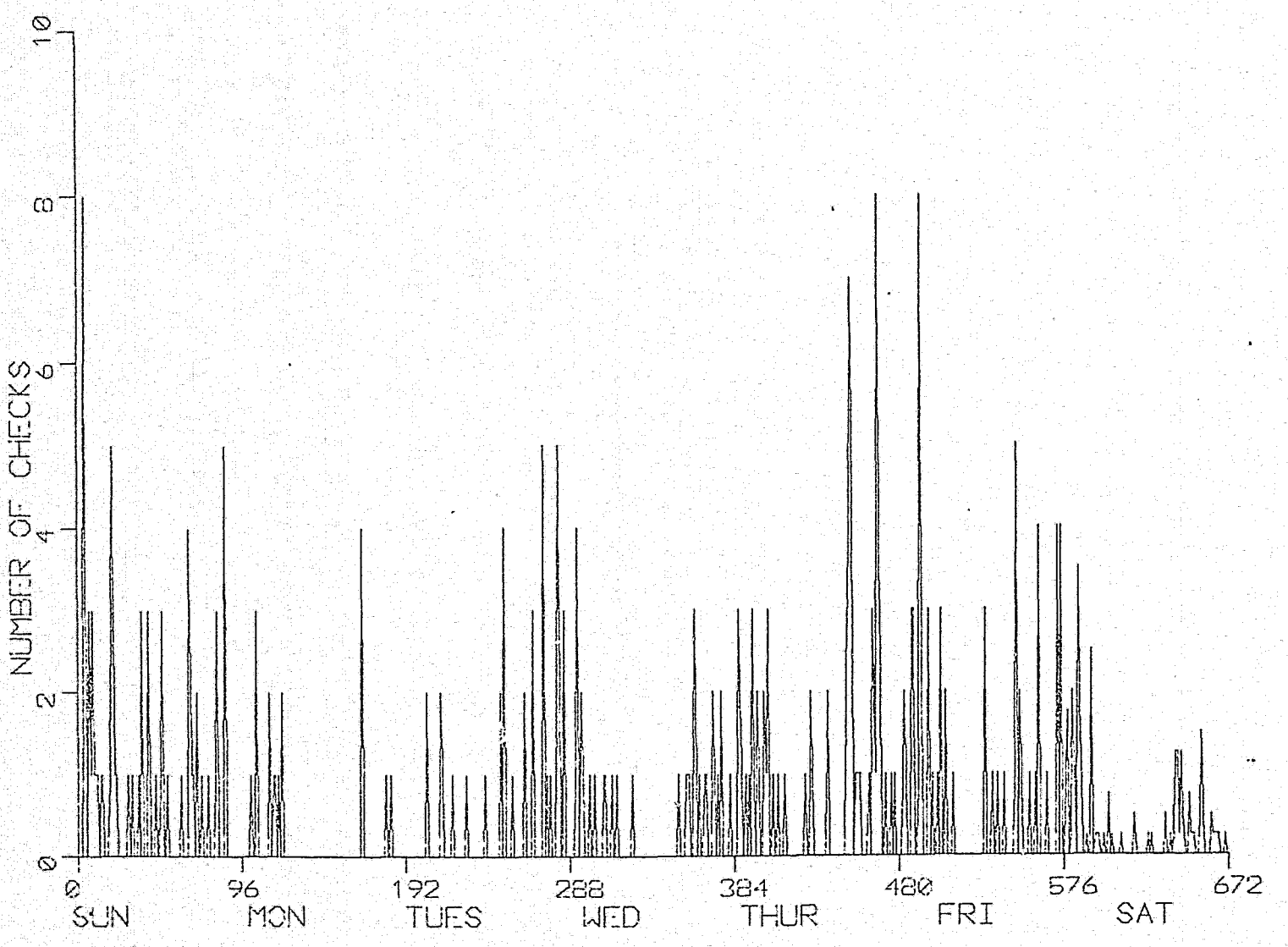


EXHIBIT A-26

MARCH 1973 - SERVICE TIME PER TOTAL RECORD/WARRANT CHECKS
BY TELEPHONE - AVERAGE WEEK: REQUESTS BY B.P.D.

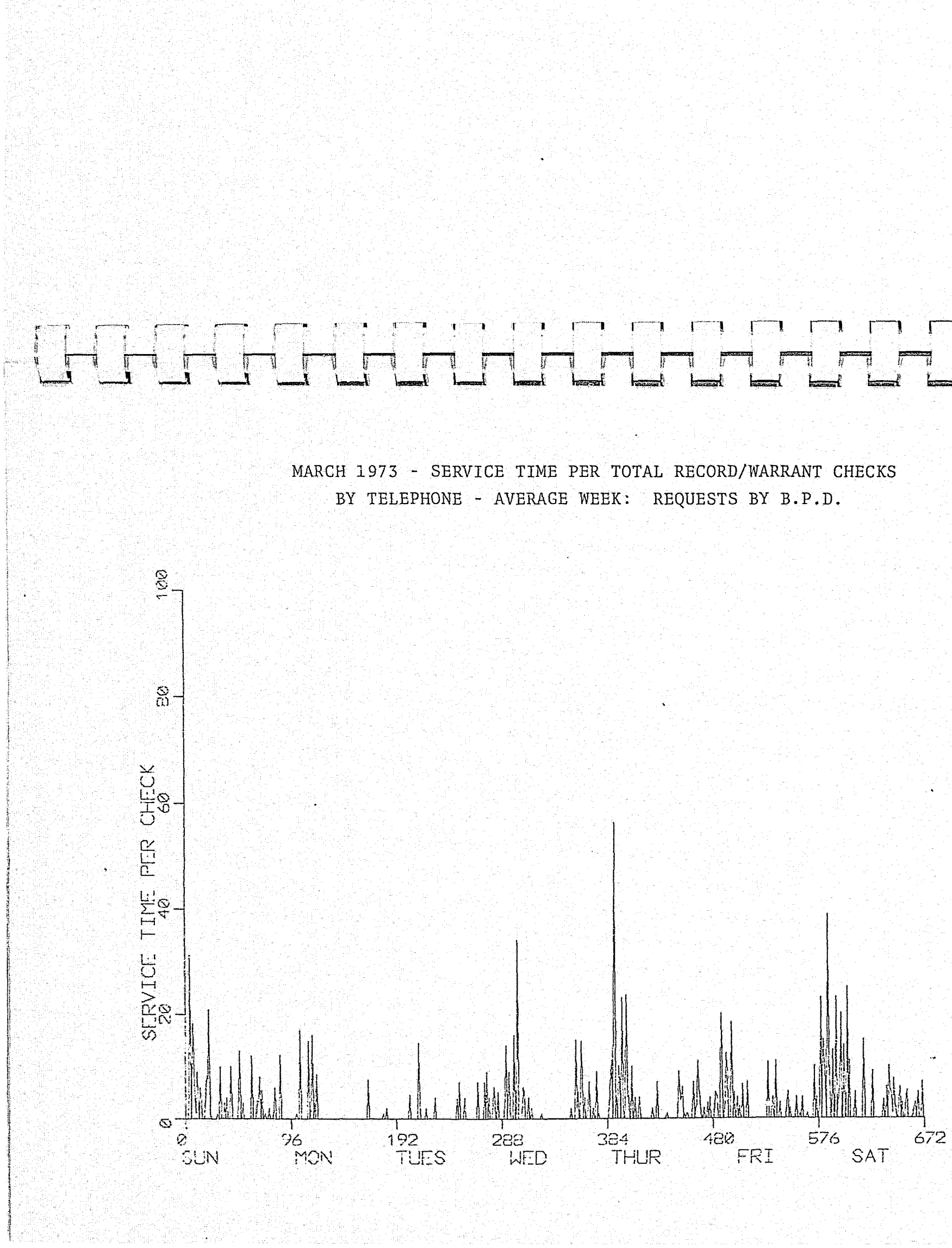


EXHIBIT A-27

MARCH 1973 - TOTAL NUMBER OF RECORD/WARRANT CHECKS PER DAY
BY TELEPHONE AVERAGE MONTH: REQUESTS BY OTHER CRIMINAL JUSTICE AGENCIES

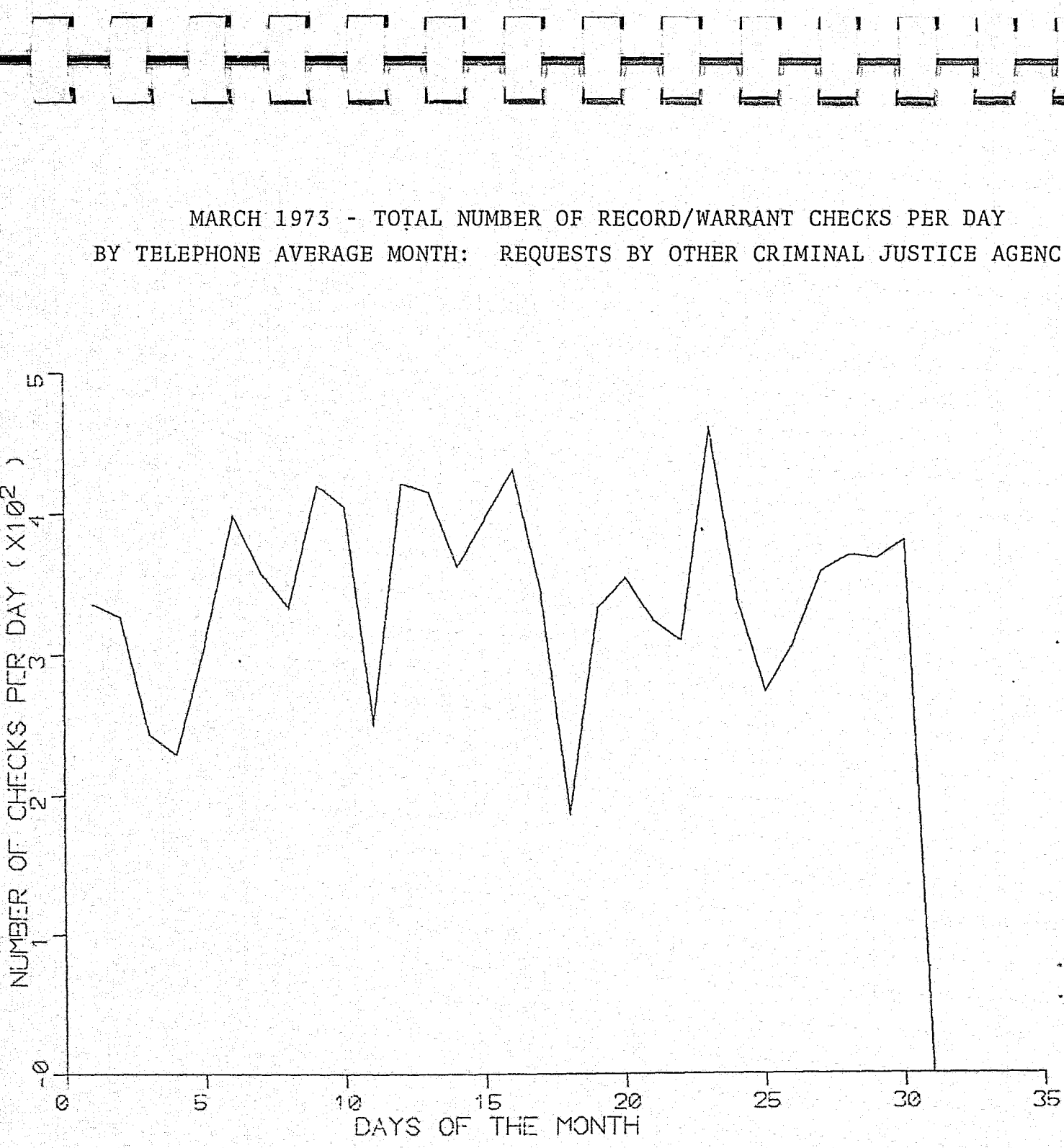


EXHIBIT A-28

MARCH 1973 - SERVICE TIME PER TOTAL RECORD/WARRANT CHECK PER DAY
BY TELEPHONE: REQUESTS BY OTHER CRIMINAL JUSTICE AGENCIES

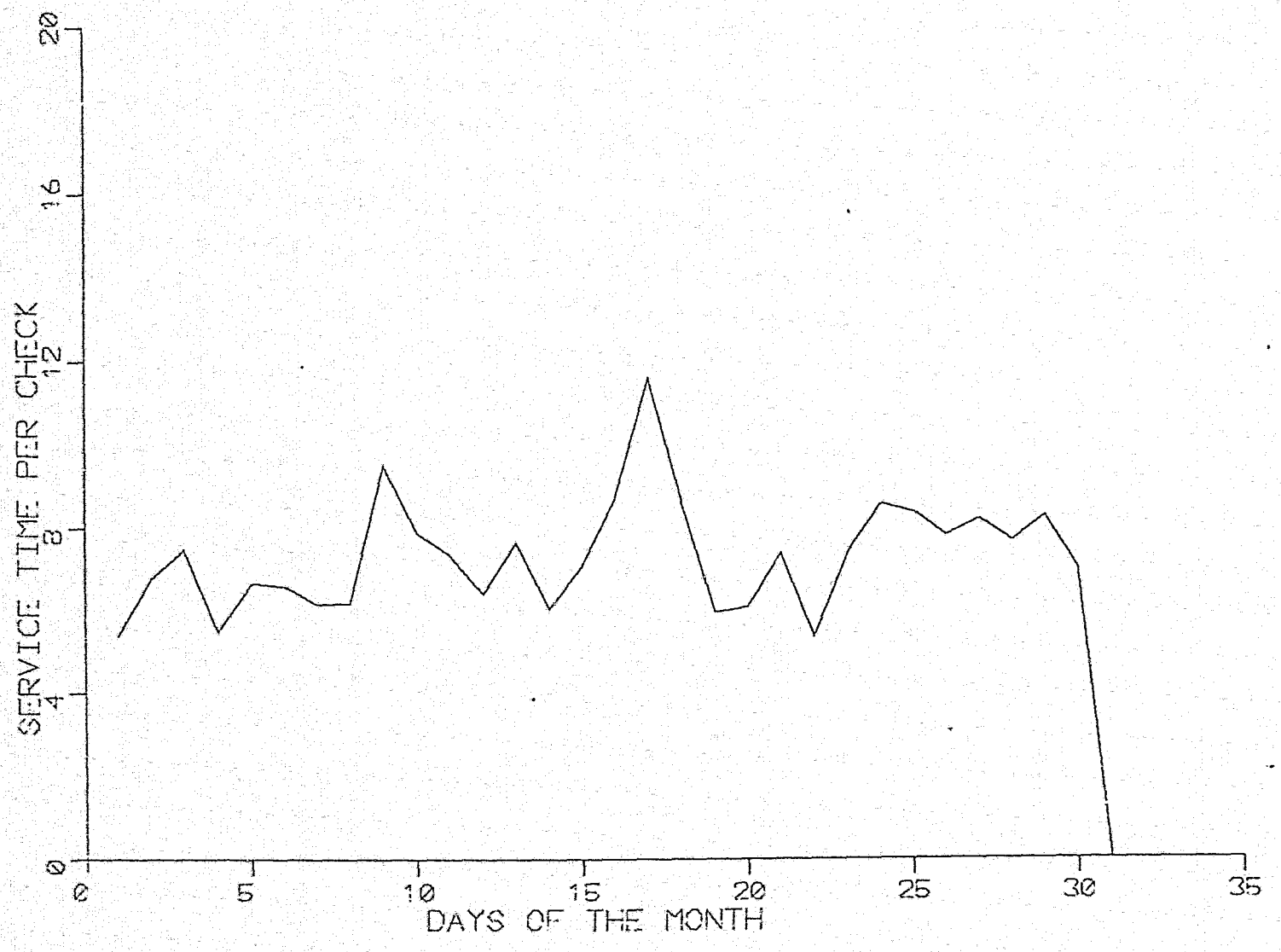


EXHIBIT A-29

MARCH 1973 - TOTAL NUMBER OF RECORD/WARRANT CHECKS PER DAY
BY TELEPHONE - AVERAGE WEEK: REQUESTS BY OTHER CRIMINAL JUSTICE AGENCIES

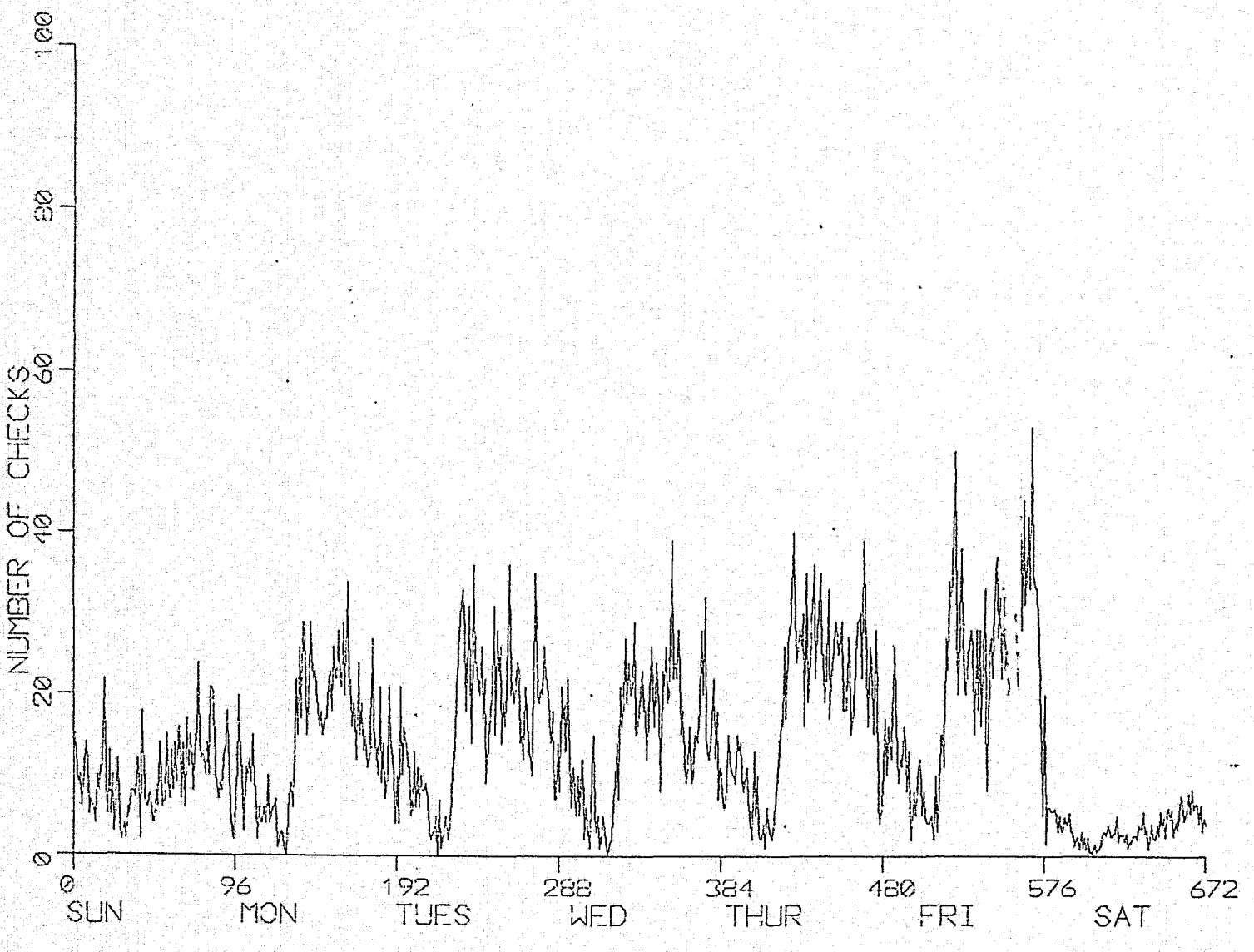


EXHIBIT A-30

MARCH 1973 - SERVICE TIME PER TOTAL RECORD/WARRANT CHECKS BY TELEPHONE -
AVERAGE WEEK: REQUESTS BY OTHER CRIMINAL JUSTICE AGENCIES

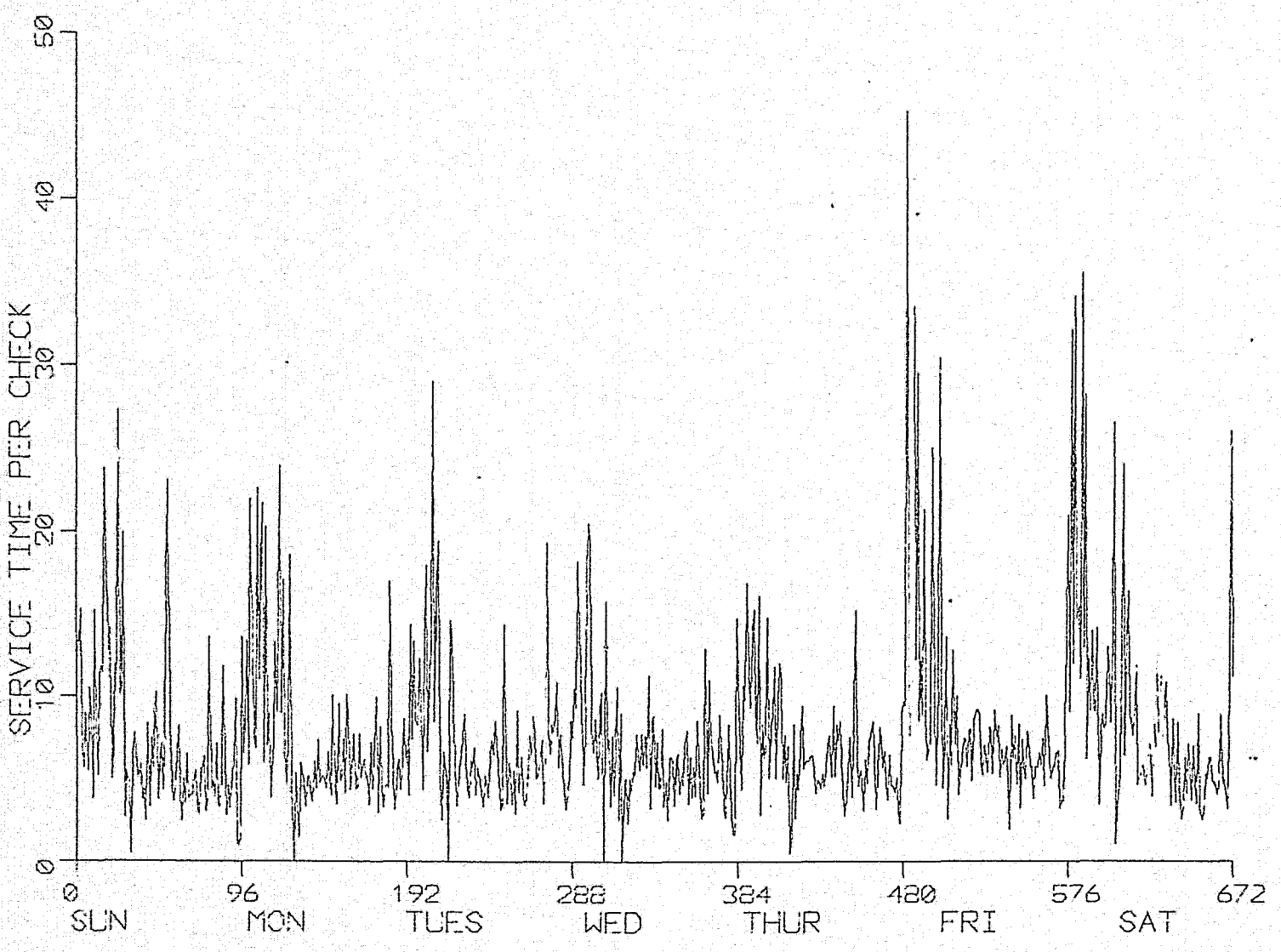


EXHIBIT A-31

MARCH 1973 - TOTAL NUMBER OF RECORD/WARRANT CHECKS PER DAY
AT CRIMINAL HISTORY COUNTER AVERAGE MONTH: REQUESTS BY B.P.D.

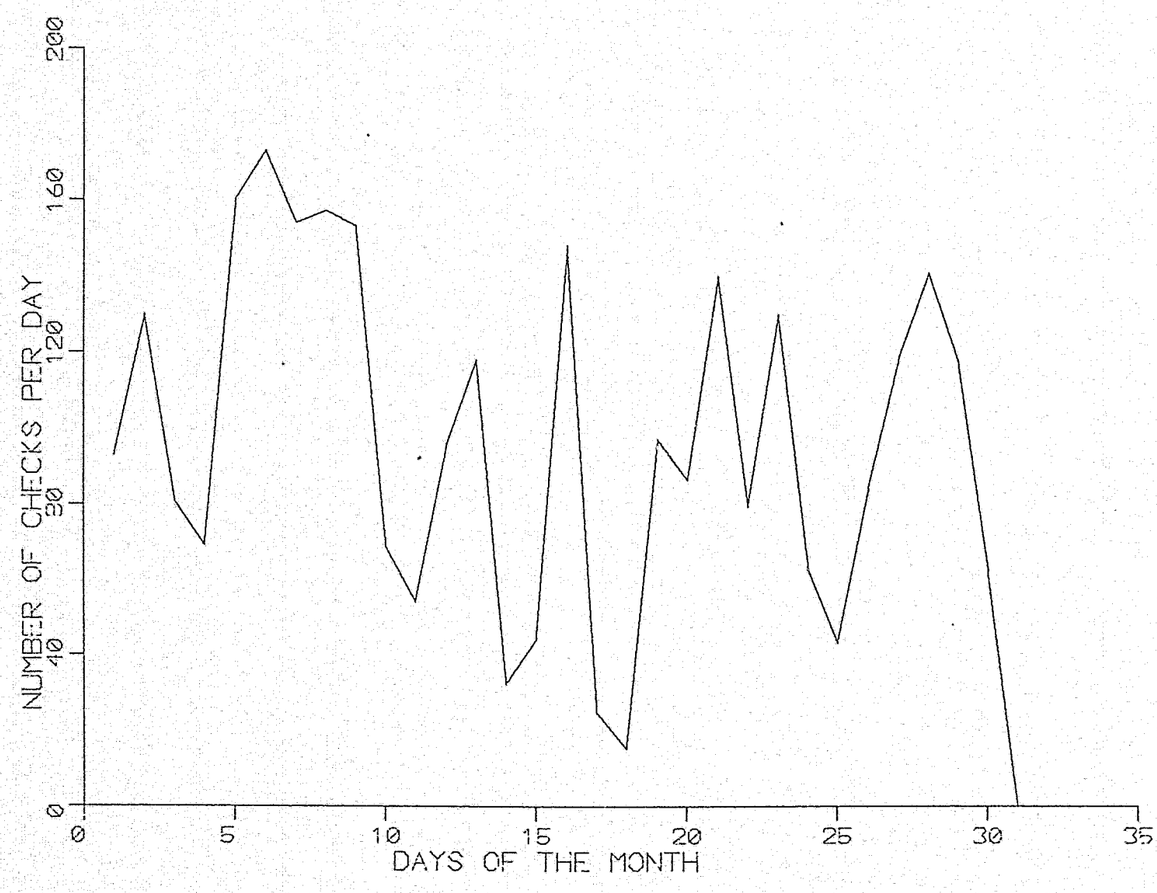


EXHIBIT A-32

MARCH 1973 - SERVICE TIME PER TOTAL RECORD/WARRANT CHECK PER DAY
AT CRIMINAL HISTORY COUNTER: REQUESTS BY B.P.D.

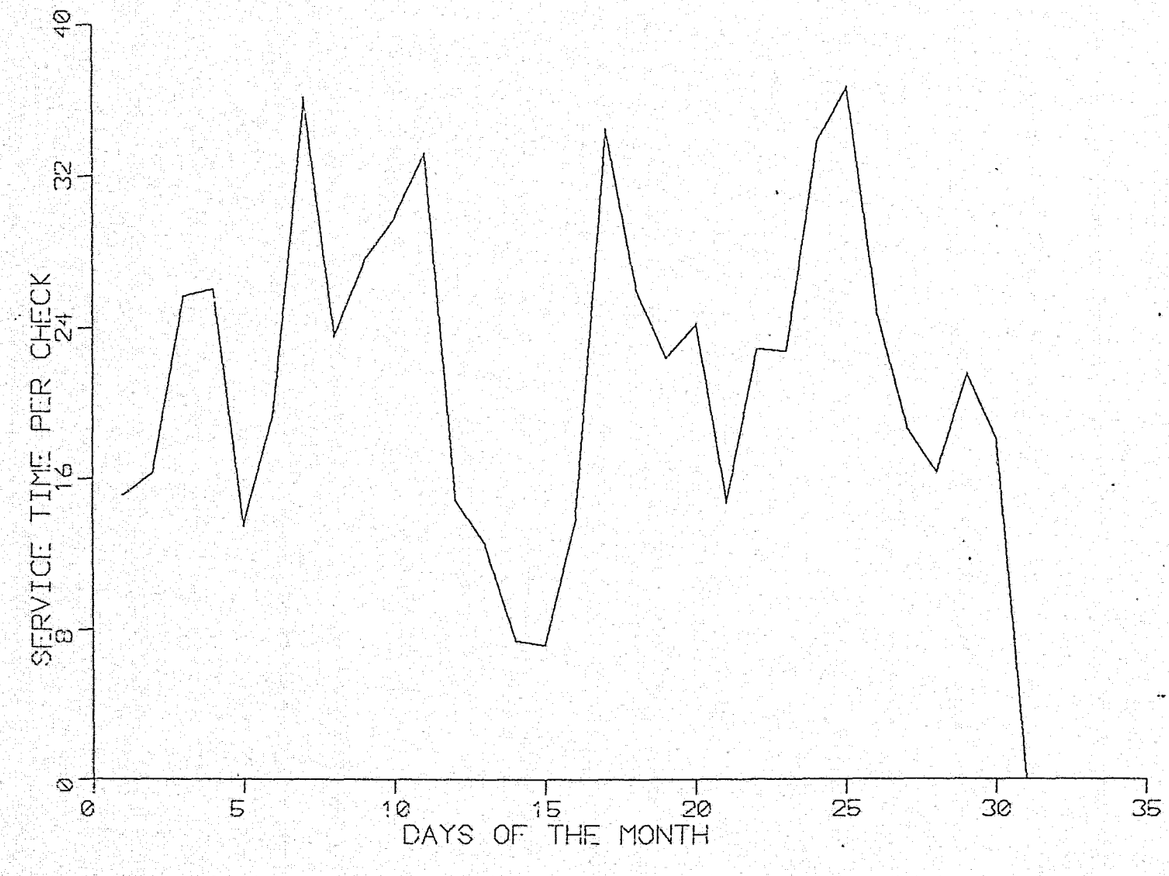


EXHIBIT A-33

MARCH 1973 - TOTAL NUMBER OF RECORD/WARRANT CHECKS PER DAY
AT CRIMINAL HISTORY COUNTER AVERAGE WEEK: REQUESTS BY B.P.D.

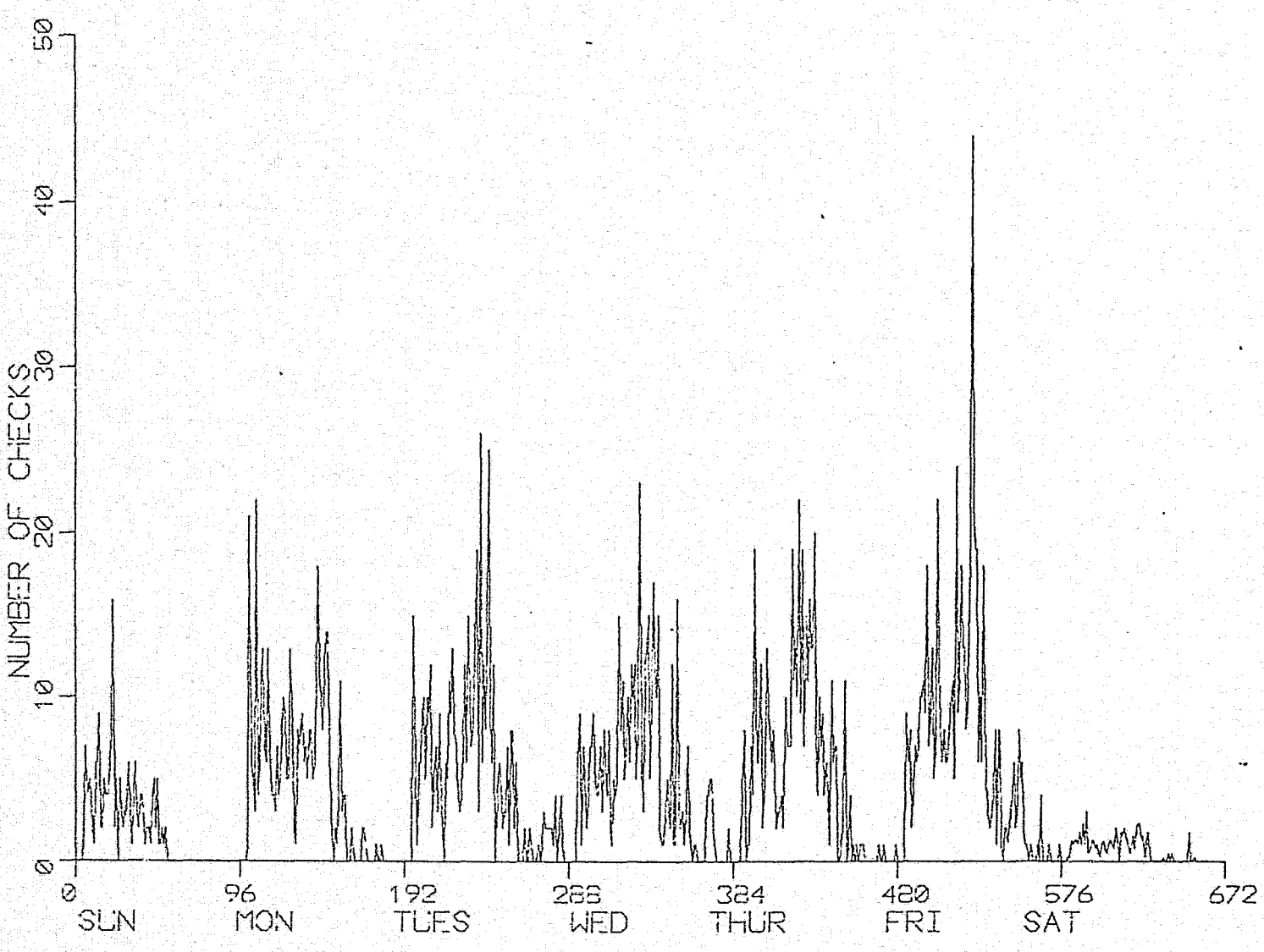


EXHIBIT A-34

MARCH 1973 - SERVICE TIME PER TOTAL RECORD/WARRANT CHECKS
AT CRIMINAL HISTORY COUNTER - AVERAGE WEEK: REQUESTS BY B.P.D.

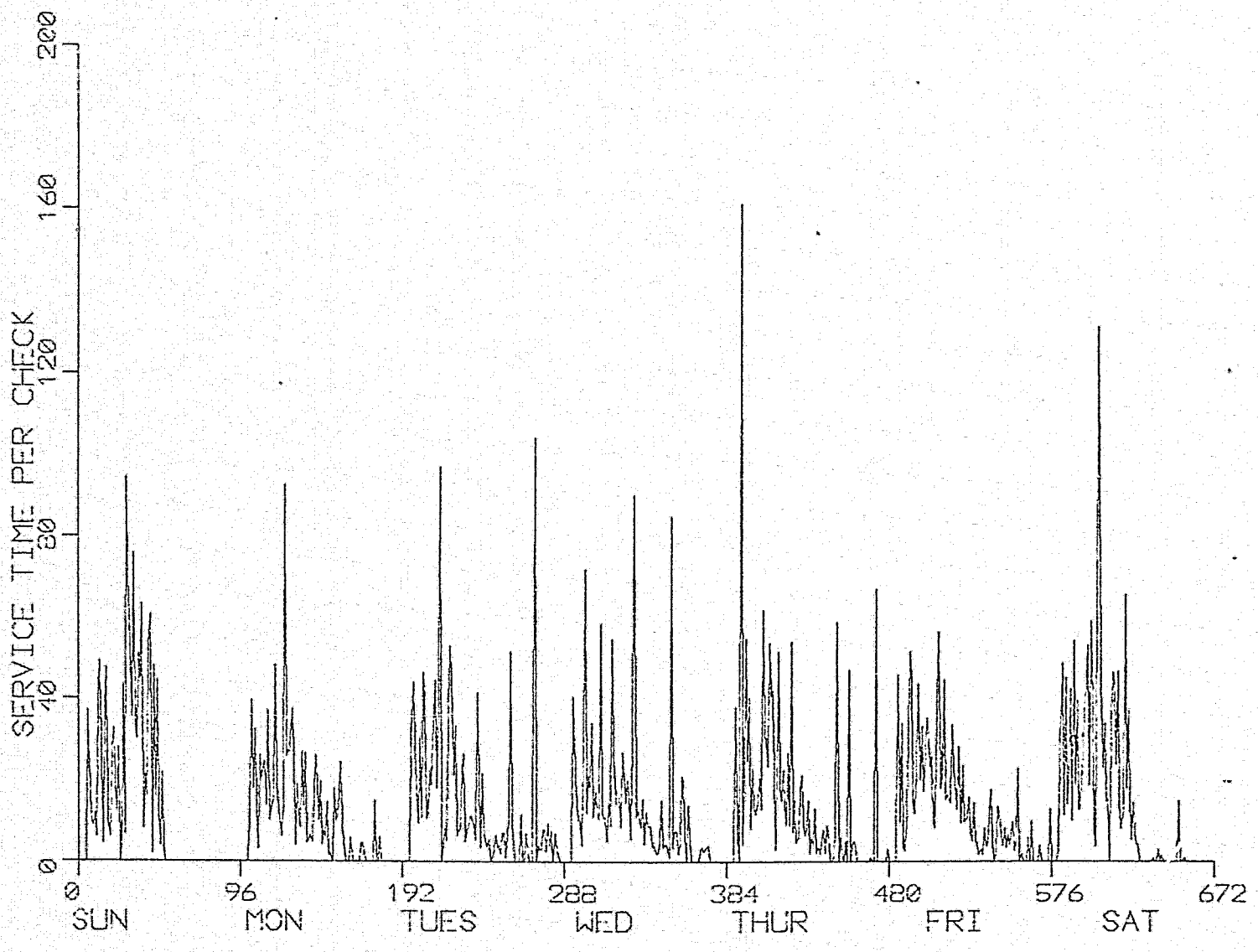


EXHIBIT A-35

MARCH 1973 - TOTAL NUMBER OF RECORD/WARRANT CHECKS PER DAY
AT CRIMINAL HISTORY COUNTER - AVERAGE MONTH: REQUESTS BY OTHER CRIMINAL JUSTICE AGENCIES

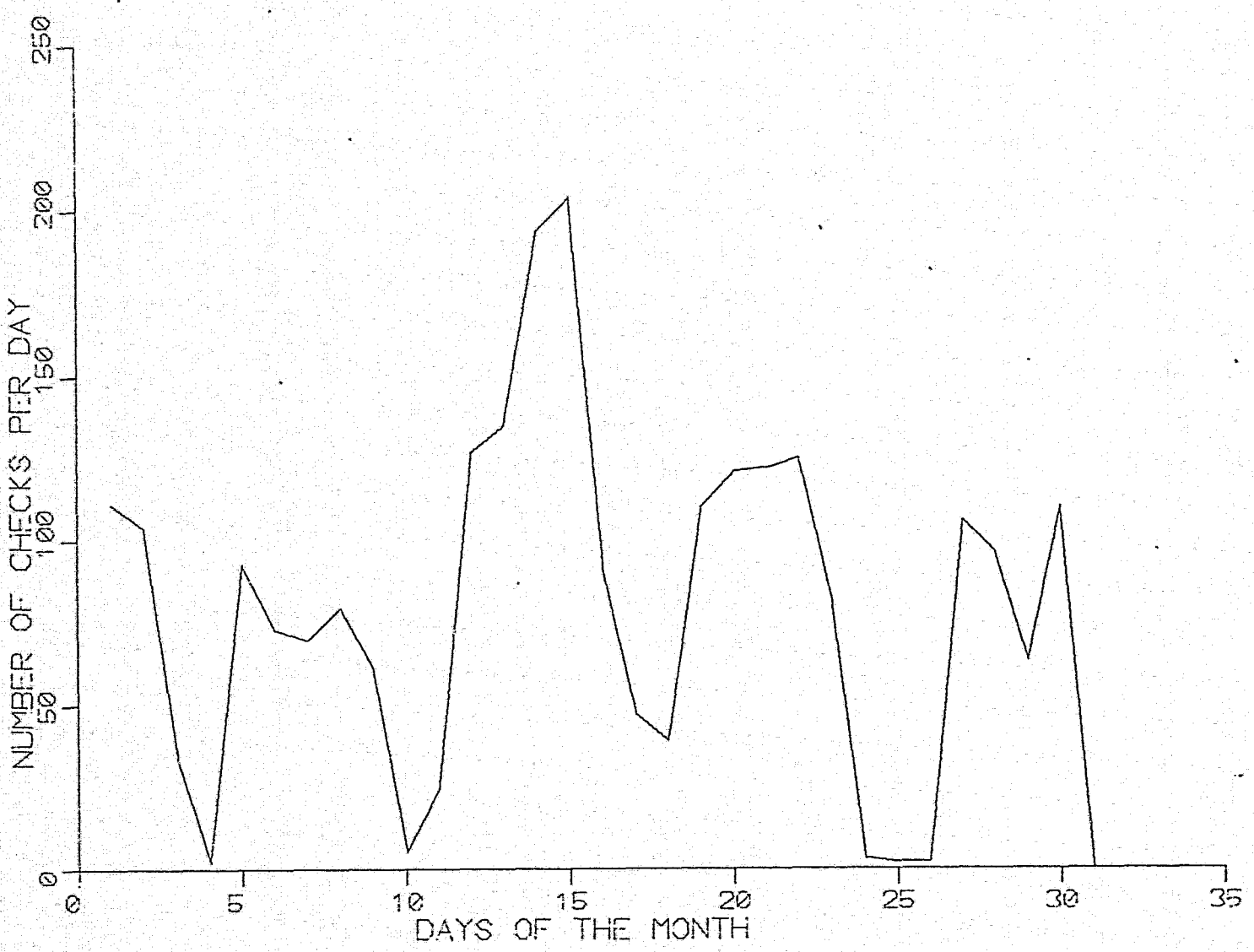


EXHIBIT A-36

MARCH 1973 - SERVICE TIME PER TOTAL RECORD/WARRANT CHECK AT CRIMINAL HISTORY COUNTER: REQUESTS BY OTHER CRIMINAL JUSTICE AGENCIES

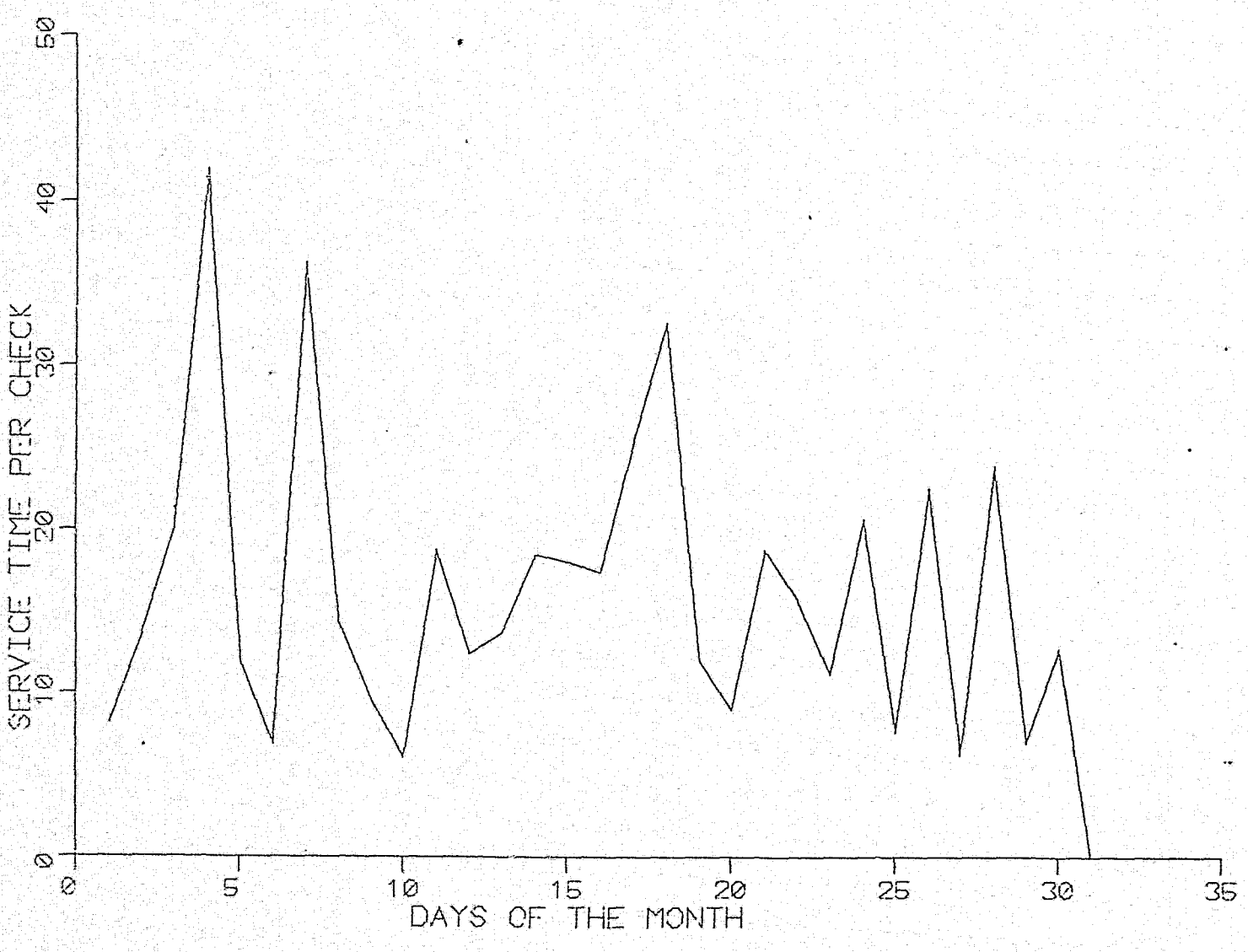


EXHIBIT A-37

MARCH 1973 - TOTAL NUMBER OF RECORD/WARRANT CHECKS PER DAY
AT CRIMINAL HISTORY COUNTER - AVERAGE WEEK: REQUESTS BY OTHER CRIMINAL JUSTICE AGENCIES

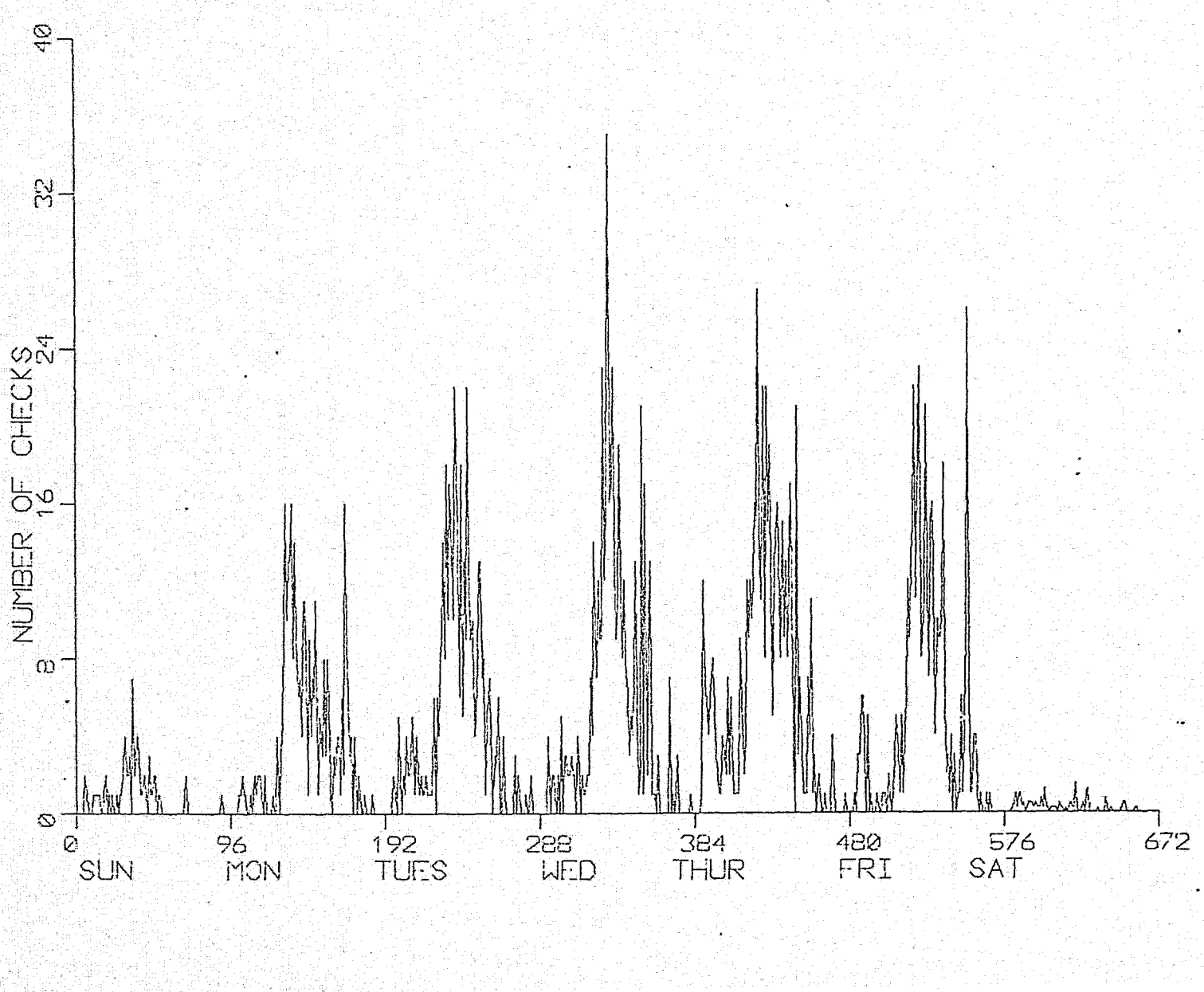


EXHIBIT A-38

MARCH 1973 - SERVICE TIME PER TOTAL RECORD/WARRANT CHECKS
AT CRIMINAL HISTORY COUNTER - AVERAGE WEEK: REQUESTS BY OTHER CRIMINAL JUSTICE AGENCIES

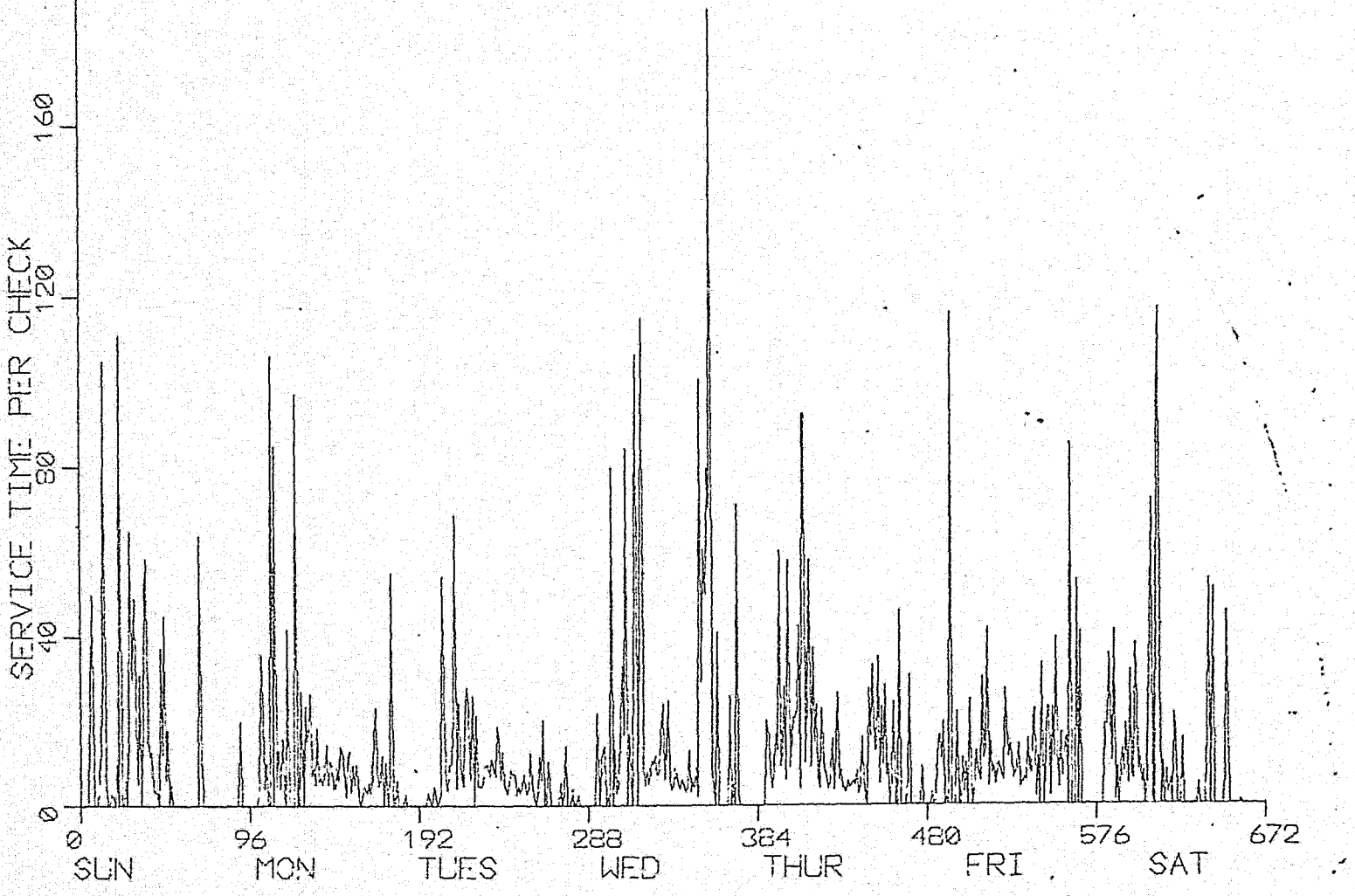


EXHIBIT A-39

MARCH 1973 - TOTAL NUMBER OF RECORD/WARRANT CHECKS PER DAY
AT ID COUNTER AVERAGE MONTH: REQUESTS BY B.P.D.

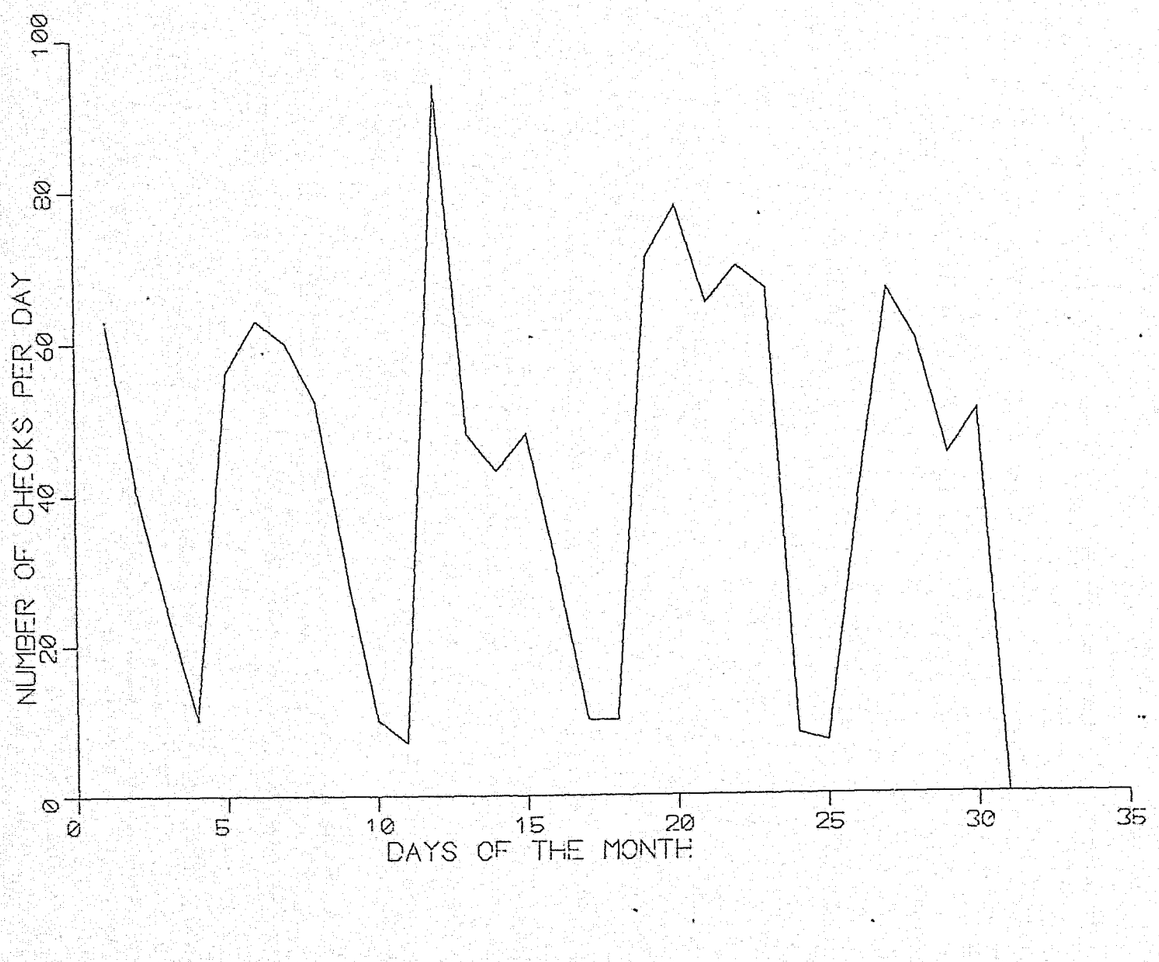


EXHIBIT A-40

MARCH 1973 - SERVICE TIME PER TOTAL RECORD/WARRANT CHECK
PER DAY AT ID COUNTER: REQUESTS BY B.P.D.

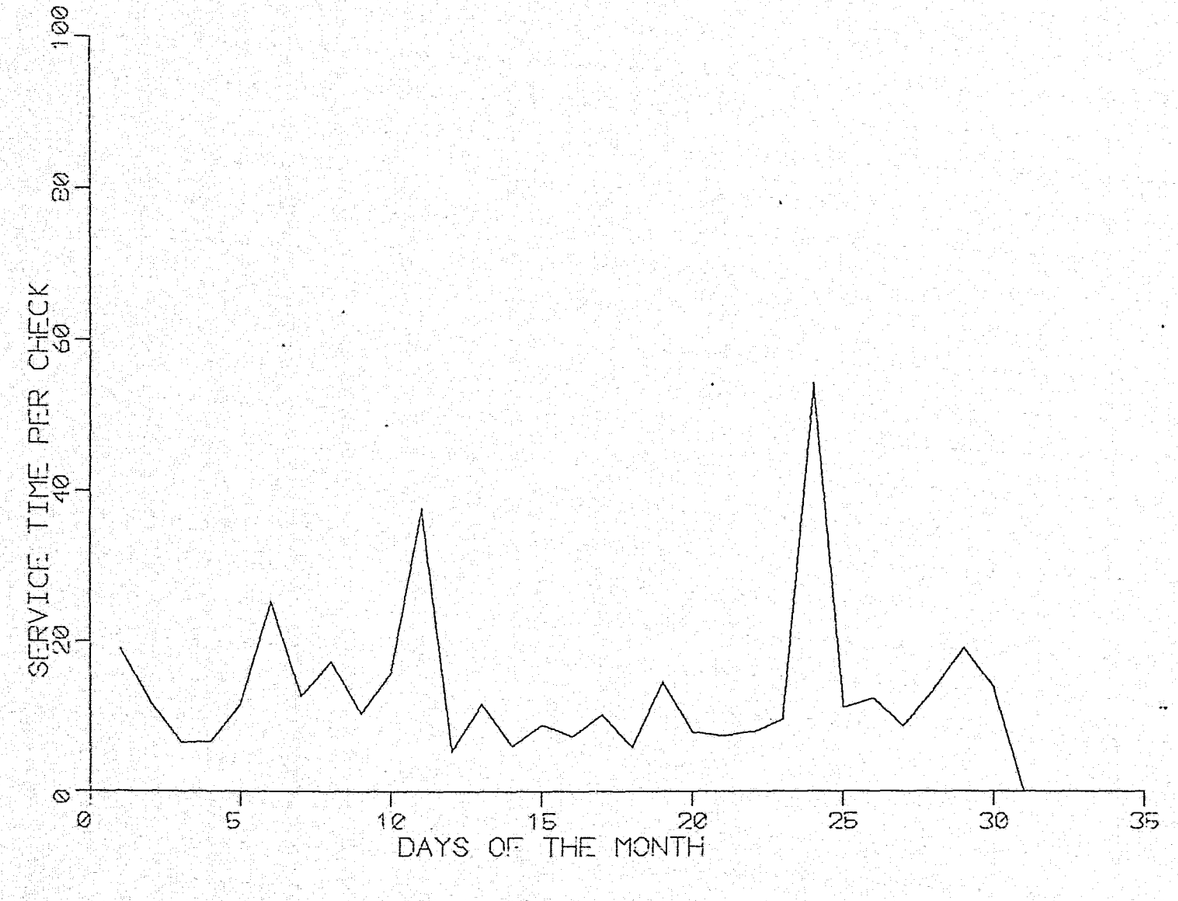


EXHIBIT A-41

MARCH 1973 - TOTAL NUMBER OF RECORD/WARRANT CHECKS PER DAY
AT ID COUNTER - AVERAGE WEEK: REQUESTS BY B.P.D.

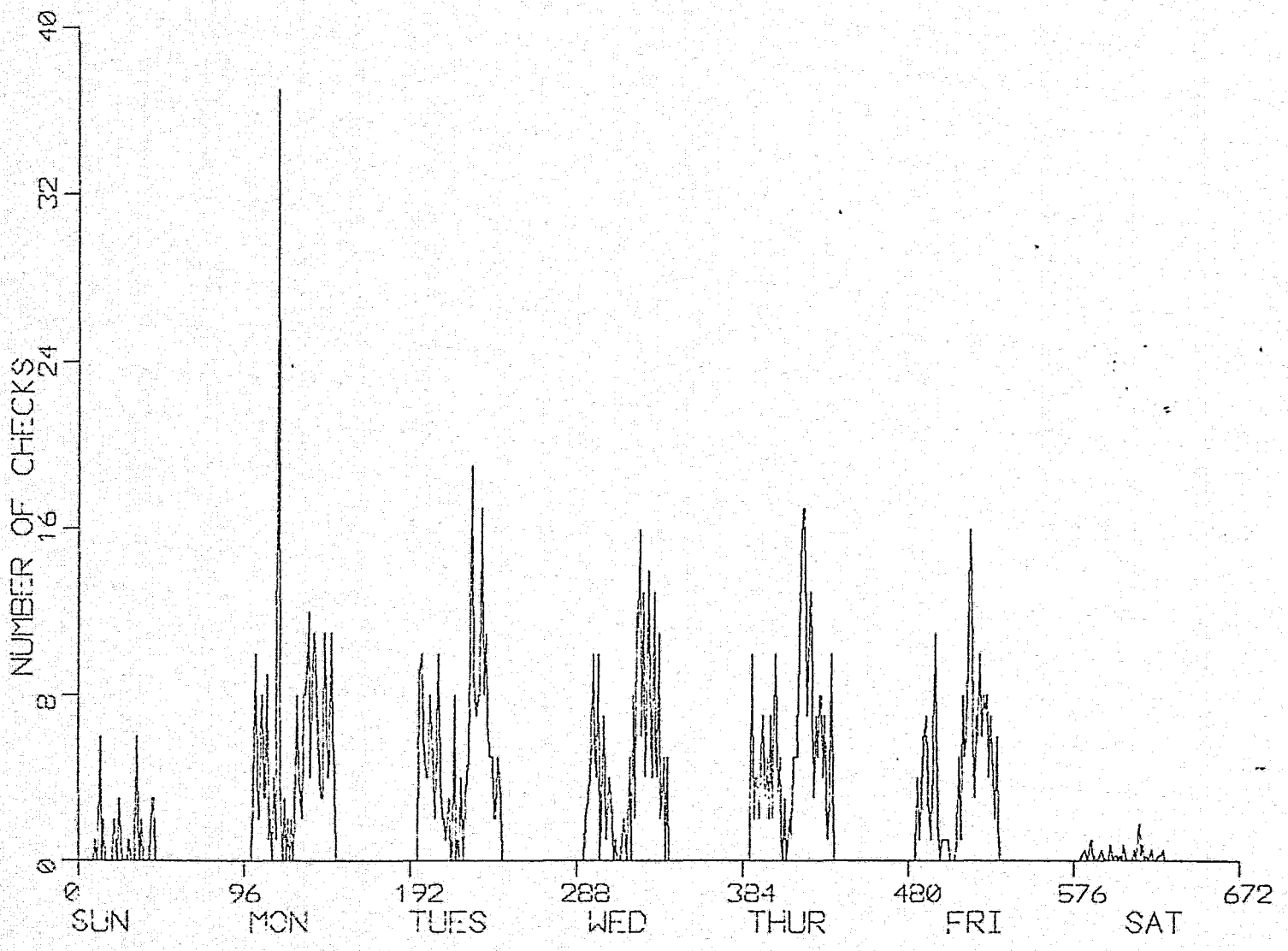


EXHIBIT A-42

MARCH 1973 - SERVICE TIME PER TOTAL RECORD/WARRANT CHECKS
AT ID COUNTER AVERAGE WEEK: REQUESTS BY B.P.D.

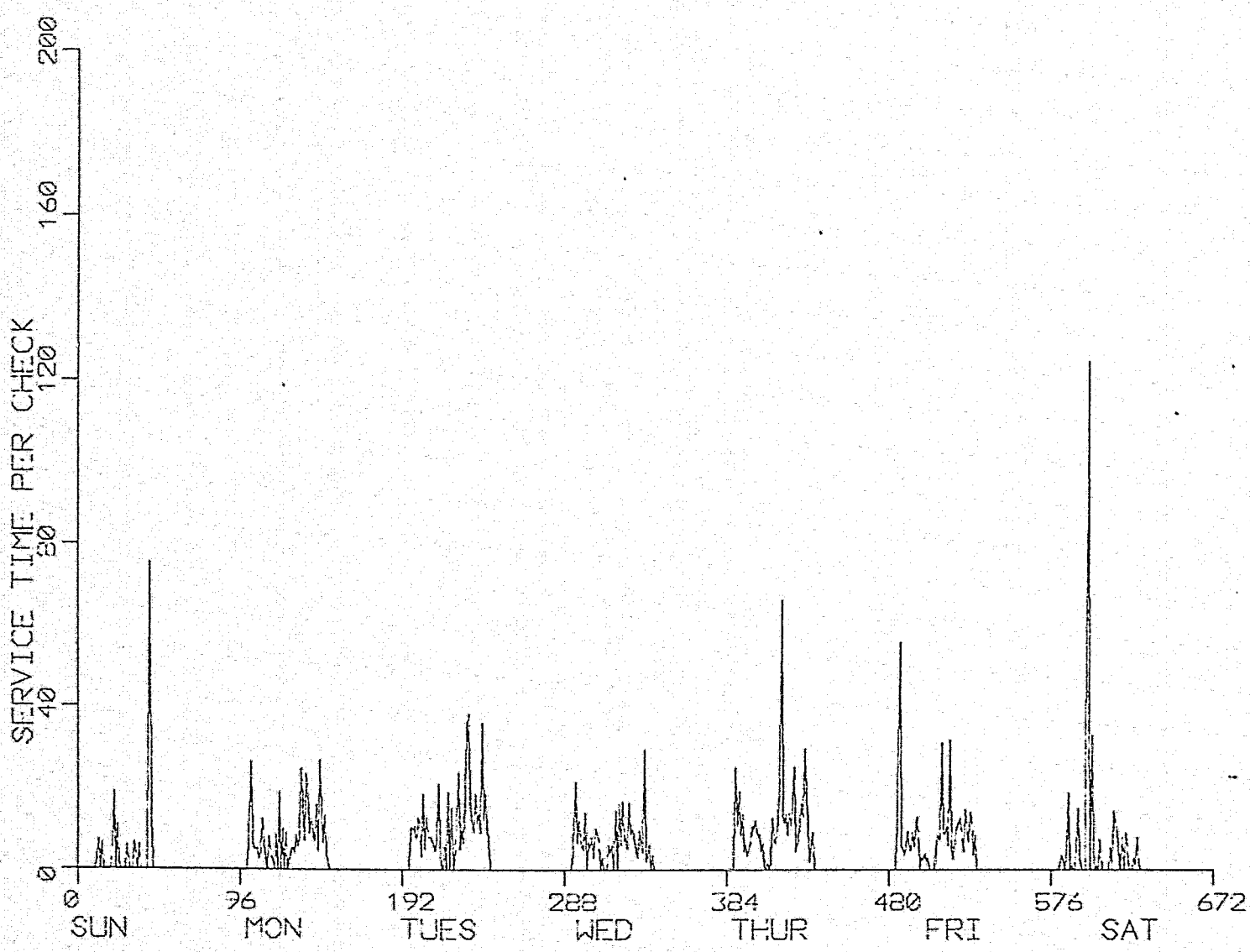


EXHIBIT A-43

MARCH 1973 - TOTAL NUMBER OF RECORD/WARRANT CHECKS PER DAY
BY U.S. MAIL AVERAGE MONTH: REQUESTS BY ALL USERS

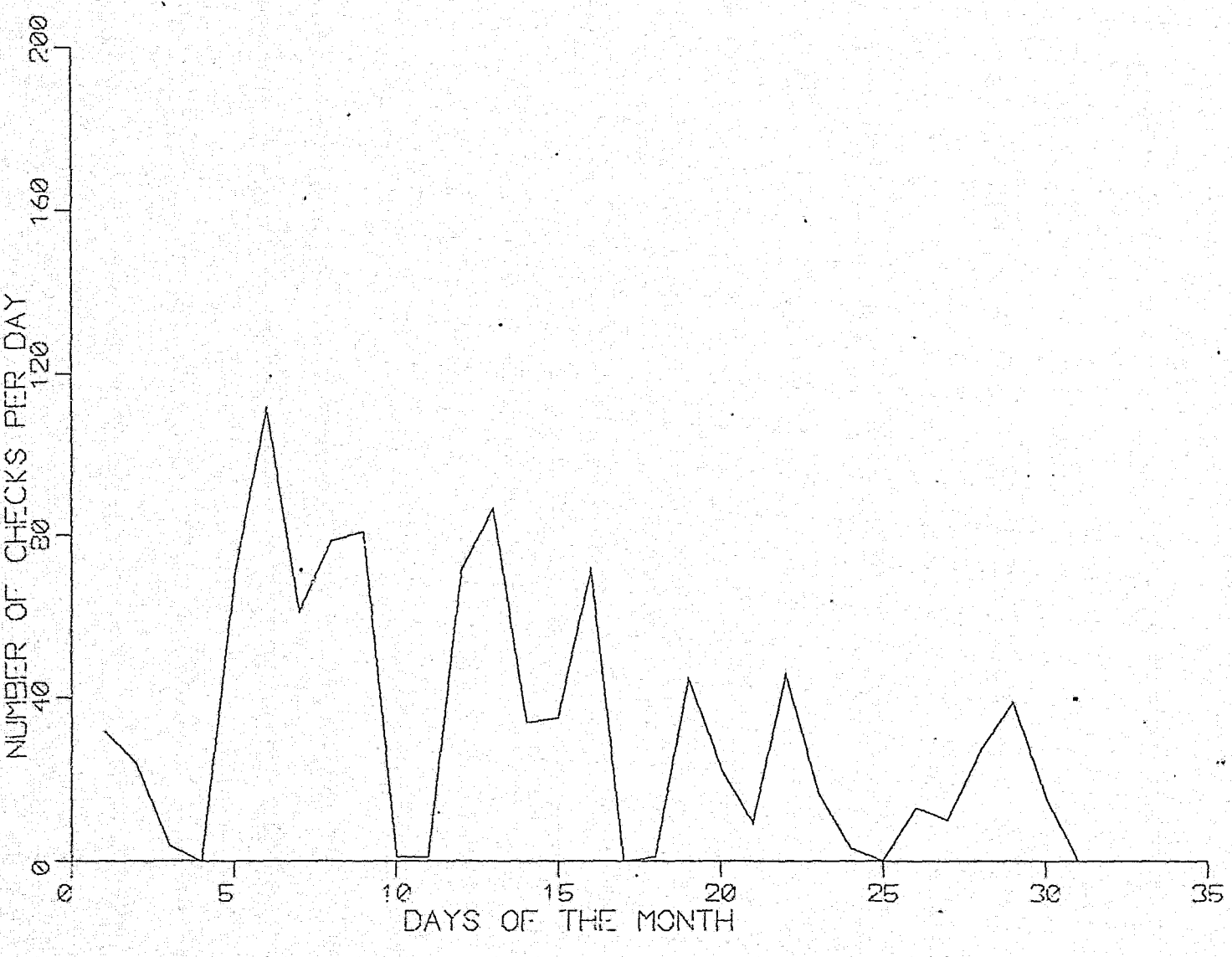


EXHIBIT A-44

MARCH 1973 - SERVICE TIME PER TOTAL RECORD/WARRANT CHECK
PER DAY BY U.S. MAIL: REQUESTS BY ALL USERS

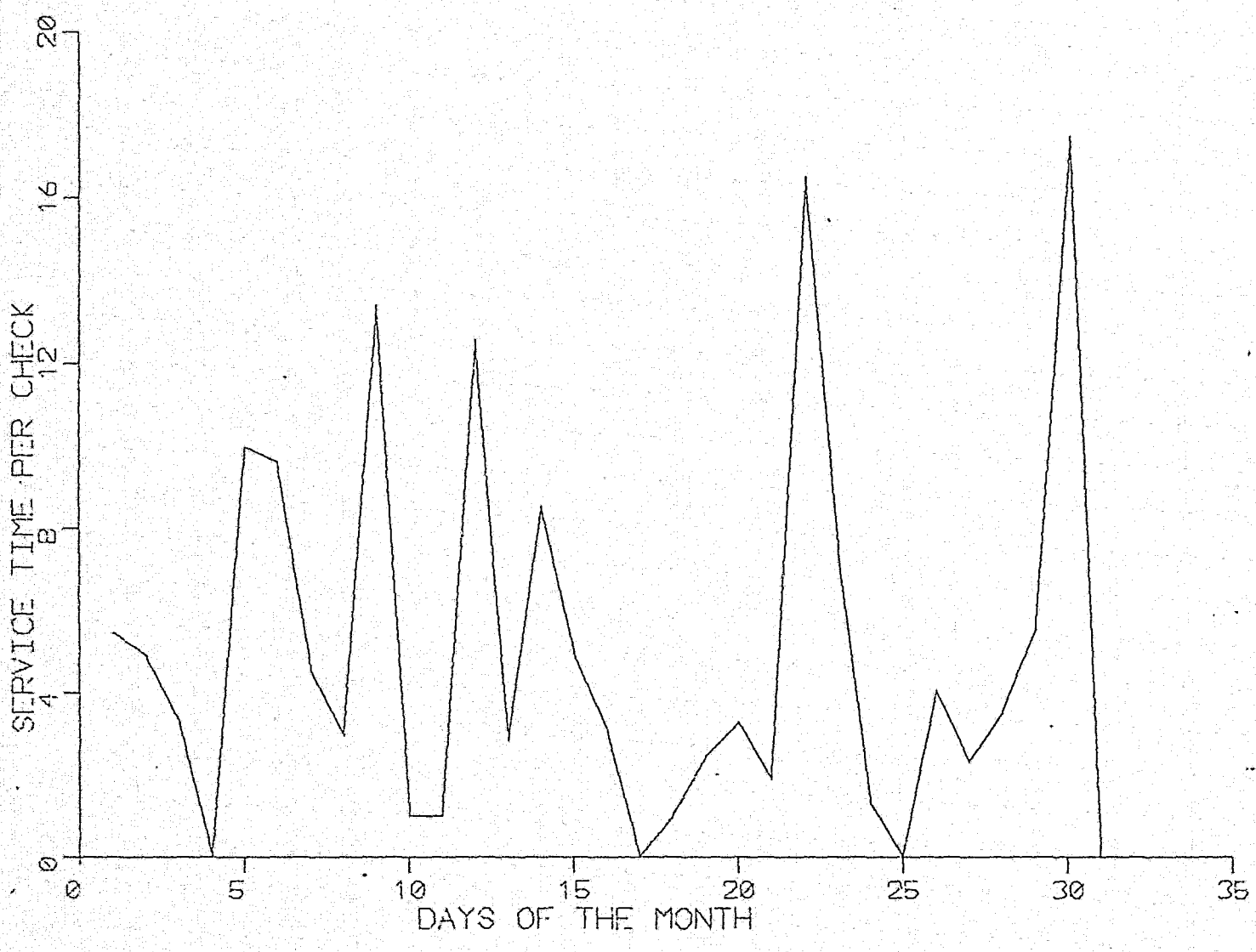


EXHIBIT A-45

MARCH 1973 - TOTAL NUMBER OF RECORD/WARRANT CHECKS PER DAY
BY U.S. MAIL AVERAGE WEEK: REQUESTS BY ALL USERS

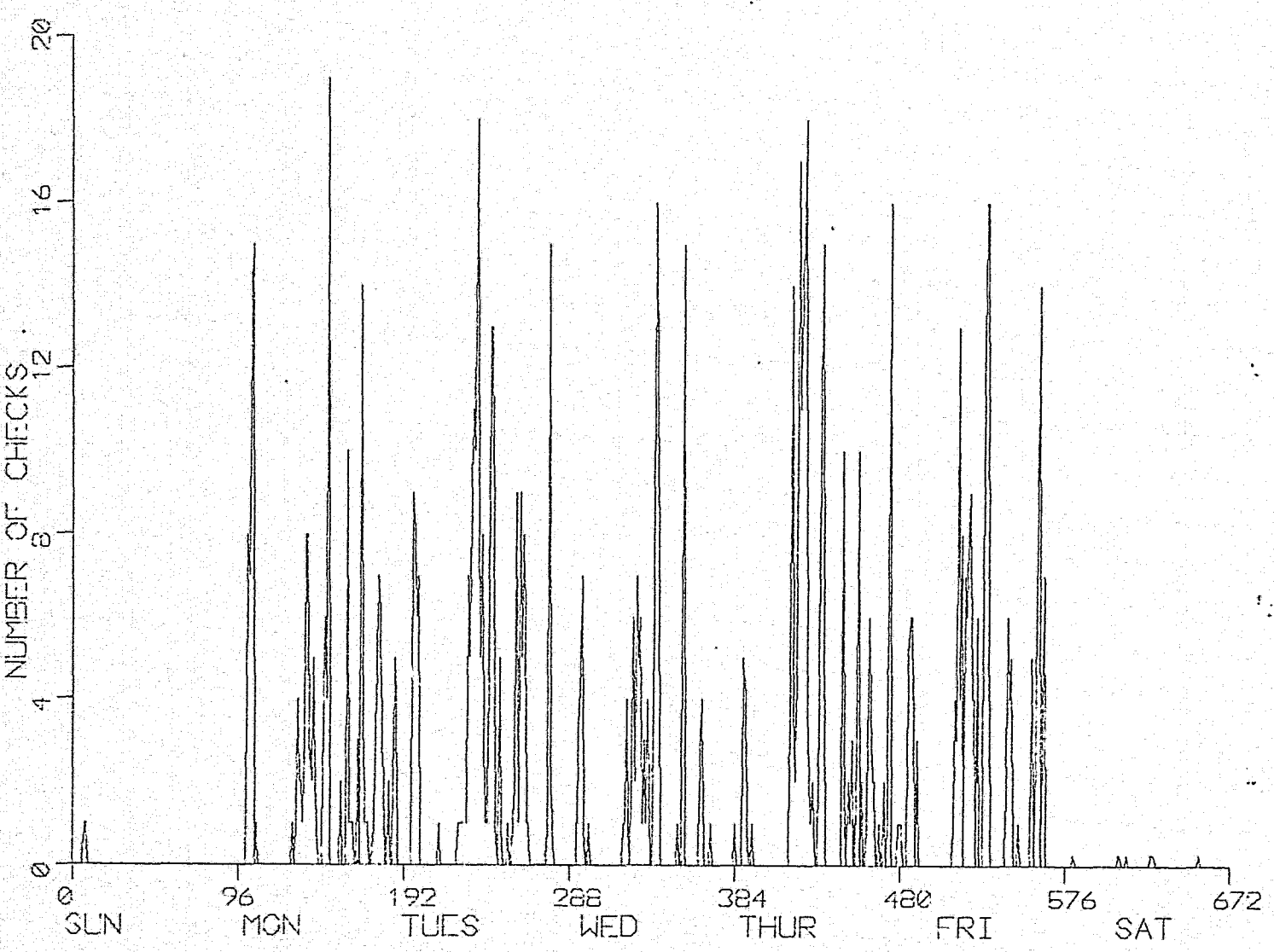


EXHIBIT A-46

MARCH 1973 - SERVICE TIME PER TOTAL RECORD/WARRANT CHECKS
BY U.S. MAIL - AVERAGE WEEK: REQUESTS BY ALL USERS

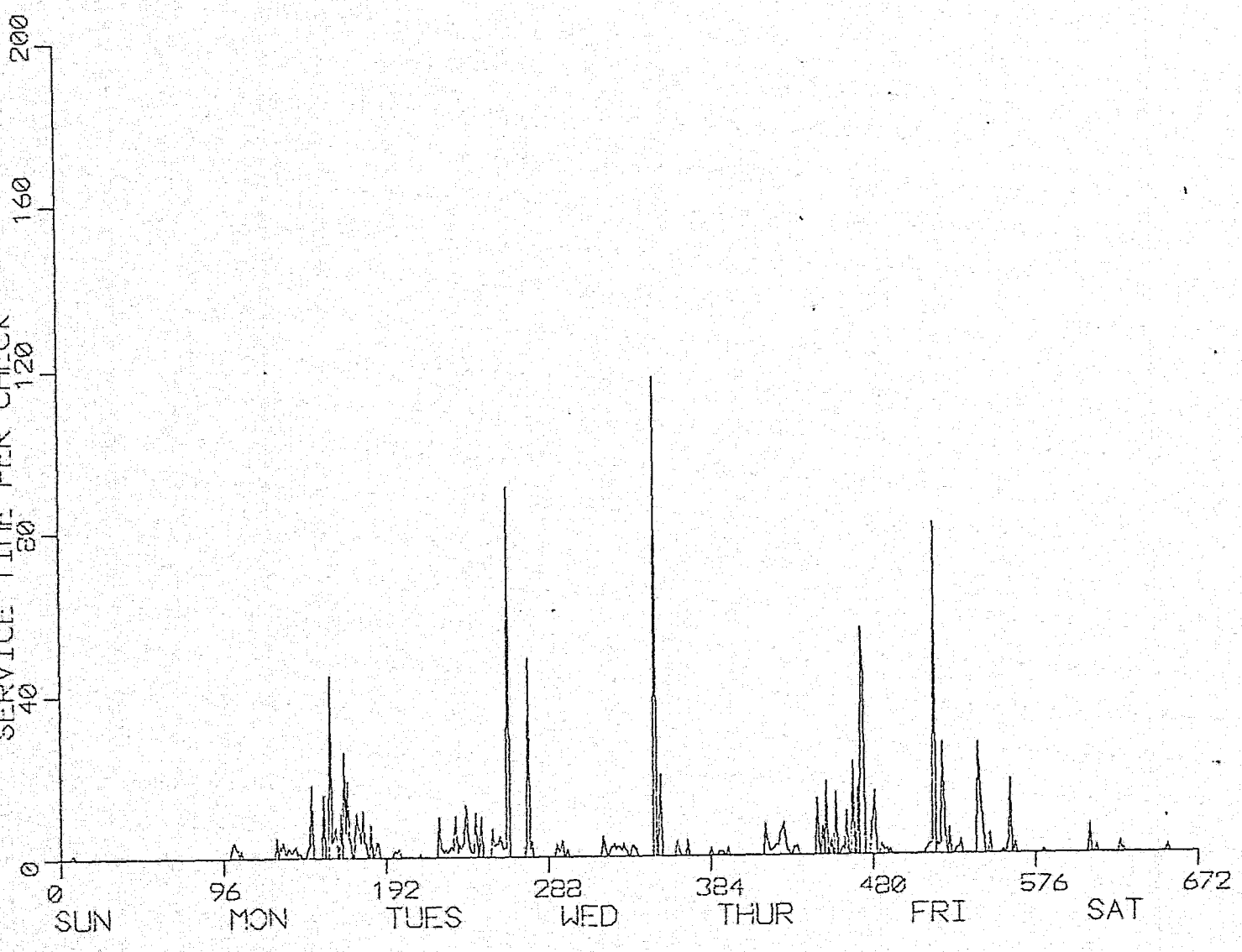


EXHIBIT A-47

END

7 [illegible]