

EVALUATION OF
THE VIDEO TELEPHONE
IN CRIMINAL JUSTICE
A PROJECT DESCRIPTION

NCJRS

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SEPTEMBER 18, 1975

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THE
MITRE
CORPORATION
WASHINGTON OPERATIONS

BACKGROUND

The Law Enforcement Assistance Administration (LEAA) is sponsoring a field test in the Phoenix, Arizona, area to evaluate the utility of the video telephone in criminal justice. The program began in January 1974, and is scheduled for completion in June 1976. The MITRE Corporation, a not-for-profit federal contract research center, is assisting in the implementation of the video telephone system and is conducting the evaluation for LEAA. The American Telephone and Telegraph Company (AT&T) is providing and maintaining the equipment at no cost.

DESCRIPTION OF THE PROGRAM

The program involves the installation of video telephones in criminal justice offices in Phoenix and a measurement of the impact of the use of the equipment in the daily handling of criminal cases. The evaluation will include an estimate of the potential utility if the video telephone service were generally available at the evaluation site.

The test site was selected from among communities with a population under one million, a high level of reported index crimes,¹ and significant progress in implementing a computerized criminal justice information system. Cooperation and interest by the participants and potential for frequent usage were considered crucial. The site selected for the test was Phoenix - Maricopa County, Arizona.

1. "Index Crimes" refers to those crimes reported on a monthly basis by law enforcement agencies to the Federal Bureau of Investigation for inclusion in the Uniform Crime Reports. These crimes are murder, forcible rape, robbery, aggravated assault, burglary, larceny \$50 and over, and auto theft.

THE VIDEO TELEPHONE SYSTEM

The video telephone combines two-way television with telephone service. A basic video telephone set provides black and white, face-to-face communications with head and shoulders display. The equipment is shown in operation in the photograph of Exhibit I. By dialing the appropriate number, any party with a video telephone can see and converse with any other party similarly equipped. The parties in Phoenix who will have this equipment when the network is complete are the criminal justice agencies shown in the network configuration of Exhibit II.

In addition to the ability to see and converse with each other, each party is able to view exhibits on the screen and make paper copies of documents displayed by the other party. Document display is accomplished by redirecting the focus of the camera to the table top.

The equipment in use in Phoenix was developed for AT&T by Bell Laboratories. It is an advanced design¹ of the PICTUREPHONE and is not yet available to the public.

THE USE OF THE SYSTEM IN PHOENIX

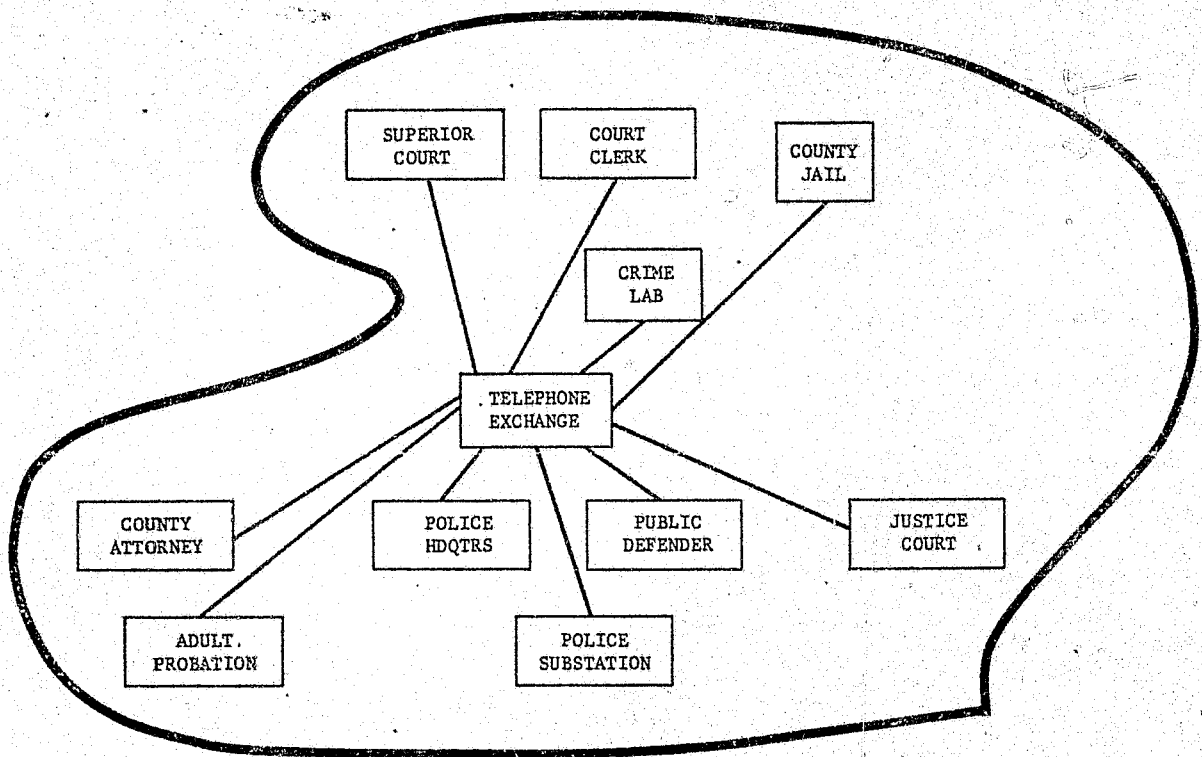
By mid-1975, video telephone equipment was installed in the following criminal justice offices:

- Adult Probation
- County Attorney
- County Jail
- Police Headquarters - Detectives, Records
- Public Defender
- Superior Court - Judge's chambers, secretary

¹. The equipment in Phoenix is compatible with commercial video recording equipment. The resolution for graphics display is twice that of previous models and paper copies can be made of images or documents displayed on the screen.



EXHIBIT I
VIDEO TELEPHONE IN USE AT PHOENIX POLICE SUBSTATION



Any party on the network can call any other party on the network

EXHIBIT II
VIDEO TELEPHONE NETWORK

The expected addition of the following agencies in the fall of 1975 will complete the network:

Jail Annex
Justice Court
Police Crime Laboratory
Superior Court - Courtroom
Superior Court Clerk

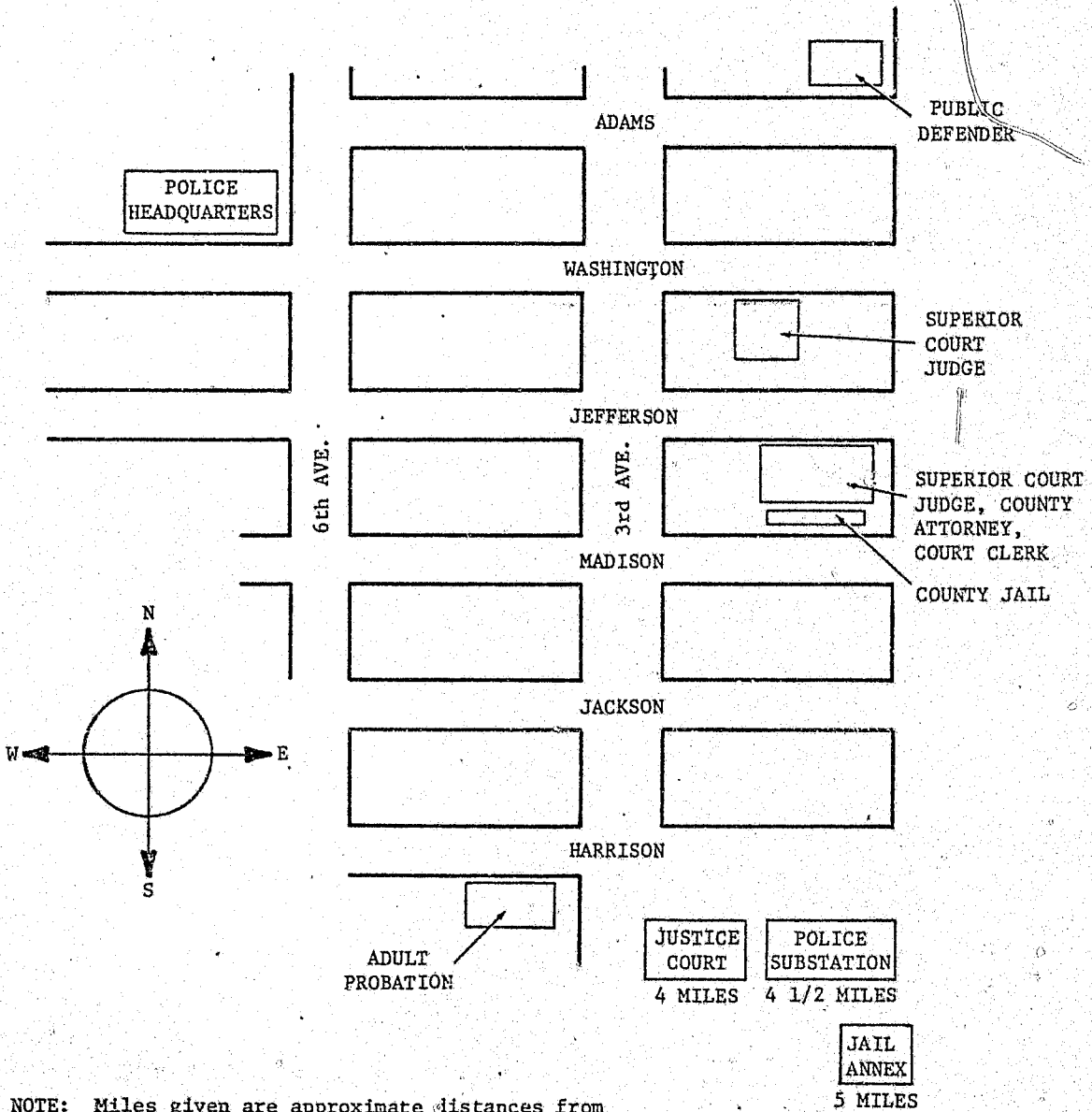
These offices may be in the same building or as far apart as five miles. The locations of the agencies in relation to each other are shown in Exhibit III.

THE EVALUATION OF THE SYSTEM

The objective of the program is to determine the utility of the video telephone in criminal justice. Utility may be indicated by improvements in the processing of criminal cases and/or time and travel savings for different levels of usage and network size. The analysis will include identification of actual changes experienced in the limited demonstration and a projection of potential changes based on a complete system implementation.

The evaluation in Phoenix is focusing on specific points in the processing of cases through the criminal justice system. A brief description of the uses or applications of the video telephone that are expected to be implemented at these points is presented in Exhibit IV. The criminal justice case flow and the points at which these applications occur are illustrated in Exhibit V. The manner in which the participating agencies interact with each other to implement the evaluation applications is shown in Exhibit VI.

The evaluation is scheduled to be completed in the summer of 1976.



NOTE: Miles given are approximate distances from Superior Court

EXHIBIT III
 LOCATIONS OF AGENCIES PARTICIPATING IN VIDEO TELEPHONE TEST

**EXHIBIT IV
VIDEO TELEPHONE APPLICATIONS TO BE EVALUATED IN PHOENIX**

APPLICATION TITLE	DESCRIPTION
Public Defender Interview of Incarcerated Client	A public defender may interview a client at the Maricopa County Jail via video telephone prior to court hearing.
Probation Officer Interview of Jailed Person	An investigating probation officer may interview a convicted felon in jail via video telephone to obtain information for the pre-sentence report and a field supervision probation officer may interview a probationer who is in jail because of violation of probation or re-arrest.
Pre-disposition Conference Between County Attorney and Witness	The county attorney may confer with police and/or expert witness to review testimony and evidence prior to adjudication via video telephone.
Prosecution Review of Police Complaint	A police officer in Court Liaison may call the County Attorney's office via video telephone to discuss an arrest and furnish hard copies of required forms which will enable the attorney to determine whether or not to file a formal complaint against the arrested party.
Pre-Omnibus Hearing Conference	The county attorney and public defender may confer on cases and review documents via video telephone prior to omnibus hearing.
Omnibus Hearing or Motion Review	The county attorney and/or public defender may present motions via video telephone to the judge conducting the omnibus hearing.
Arraignment of In-Custody Defendant	A defendant may enter a plea from jail via video telephone eliminating the need for an escort to and from the Superior Court and reducing the security risk.
Jailed Probationer Participation in Probation Revocation Initial Appearance	A probationer may make his initial appearance prior to his probation revocation hearing via the video telephone at the jail.
Jailed Defendant Participation in Justice Court Preliminary Hearing	Via video telephone, a defendant in jail may hear the county attorney and view the evidence presented against him at his justice court preliminary hearing.
Probation Officer Testimony in Probation Revocation Hearing	An adult probation officer may participate from his office via video telephone in the probation revocation hearing.
Law Enforcement Testimony in Justice Court Preliminary Hearing	Law enforcement officers may testify at justice court preliminary hearings from the police department via video telephone.
Access to Police Records	Police Officers may access central police records from the substation via video telephone to obtain information required for investigation, identification, and preparation for court testimony. Other criminal justice agencies may access police records for criminal history information.
Suspect ID Verification by Central Police Records	A substation police officer who has arrested a suspect may transmit his fingerprint via video telephone to central police records for identification purposes.

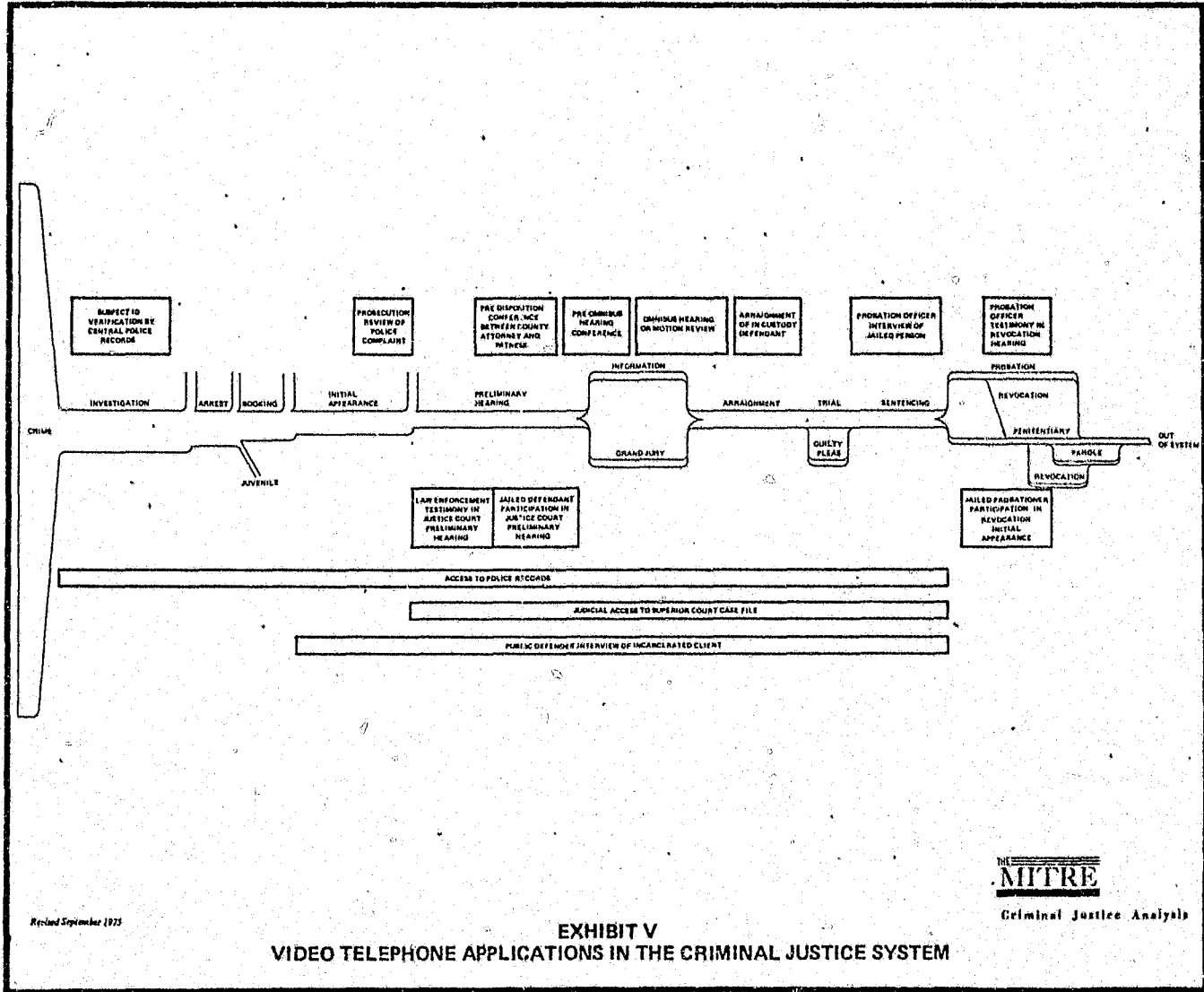


EXHIBIT VI
AGENCY INTERACTIONS IN EVALUATION APPLICATIONS

AGENCY INITIATING CALL	AGENCY CALLED	PURPOSE
COUNTY ATTORNEY	POLICE PUBLIC DEFENDER	CONFERENCE WITH POLICE WITNESS PRE-OMNIBUS HEARING CONFERENCE
JUSTICE COURT	DEFENDANT IN COUNTY JAIL POLICE	PARTICIPATION BY DEFENDANT IN PRELIMINARY HEARING PRELIMINARY HEARING TESTIMONY
SUPERIOR COURT JUDGE	COUNTY ATTORNEY AND PUBLIC DEFENDER COURT CLERK CRIME LAB DEFENDANT IN COUNTY JAIL PROBATIONER IN COUNTY JAIL PROBATIONER IN COUNTY JAIL PROBATION OFFICER	OMNIBUS HEARING OR MOTION REVIEW REVIEW FILE TRIAL TESTIMONY ARRAIGNMENT INITIAL APPEARANCE ON PROBATION REVOCATION PROBATION REVOCATION HEARING PROBATION REVOCATION TESTIMONY CASE CONFERENCE
POLICE POLICE SUBSTATION	COUNTY ATTORNEY POLICE CENTRAL RECORDS	PROSECUTION REVIEW OF POLICE COMPLAINT RECORD CHECK SUSPECT IDENTIFICATION
PROBATION OFFICER	CONVICTED FELON IN COUNTY JAIL PROBATIONER IN COUNTY JAIL PROBATION IN COUNTY JAIL PROBATIONER IN JAIL ANNEX SUPERIOR COURT JUDGE	PRE-SENTENCE INVESTIGATION INTERVIEW PROBATION VIOLATION INTERVIEW RE-ARREST OR PROBATION VIOLATION INTERVIEW RE-ARREST OR PROBATION VIOLATION INTERVIEW CASE CONFERENCE
PUBLIC DEFENDER	CLIENT IN COUNTY JAIL CLIENT IN JAIL ANNEX COUNTY ATTORNEY	INTERVIEW INTERVIEW PRE-OMNIBUS CONFERENCE

I. Ways Video-Telephone is Used in Phoenix

1. Public defender discussions with client in county jail
2. Probation officer discussions with convicted felons in county jail for pre-sentence reports.
3. Probation officer discussions with probationers in county jail serving time for violations and new pick-ups.
4. Conversations between Superior Court judge and probation officer regarding cases.
5. Arraignment in Superior Court of individuals held in city jail or not guilty pleas.
6. Initial appearance in Superior Court of probationers for probation revocation hearings.
7. Testimony by probation officer in probation revocation hearing.
8. Access to police central records by police substations.

II. Additional Uses in Near Future

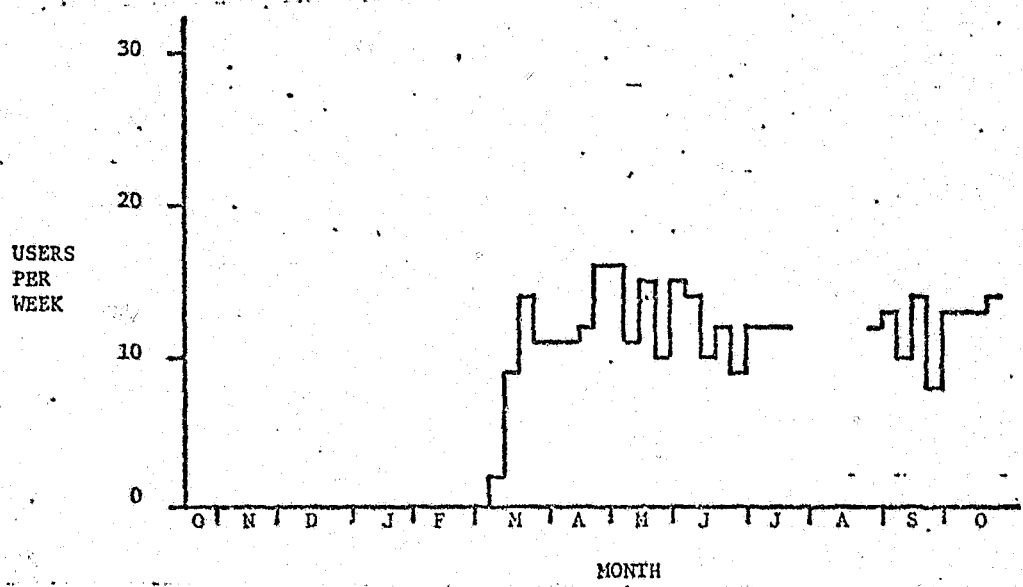
1. Pre-omnibus hearing conferences between county attorney and public defender.
2. Verification of suspect ID by transmission of fingerprint or mug shot from police substation to central records.
3. Conferences among public defender, county attorney and judge for omnibus hearing or motion review.
4. Testimony in Justice Court on preliminary hearings.
5. Expert testimony in criminal trials.

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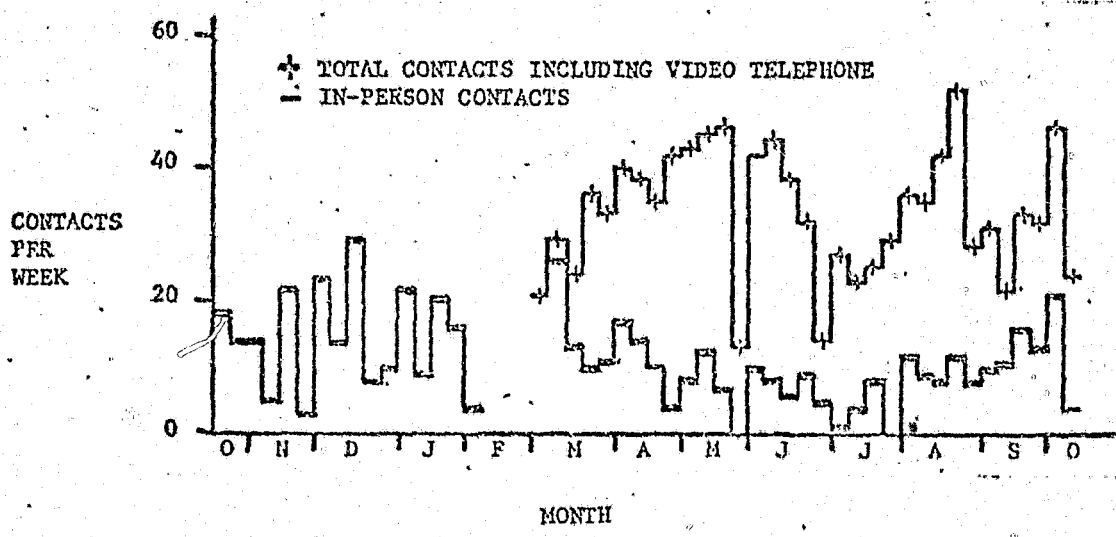
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APPLICATION: PUBLIC DEFENDER INTERVIEWS WITH JAILED CLIENTS

- Number of individual public defender felony attorneys using the video telephone each week



- Number of public defender felony attorney contacts with jailed clients



APPLICATION: PUBLIC DEFENDER INTERVIEWS WITH JAILED CLIENTS

• USAGE

- Frequency of in-person visits has declined
- Total number of contacts made by public defender has increased

• COSTS

- In-person cost factors: Travel Time
Waiting Time
Conversation Time
- Video Telephone cost factors: Conversation Time
Telephone Tariff (estimated)

	<u>BEFORE</u>	<u>AFTER</u>
• Average Cost/Contact	\$ 11.70	\$ 7.90*
• Number of Contacts/Month	60	142
• Total Cost/Month	700	1165
• Cost/Contact:		DOWN
• Total Cost:		UP

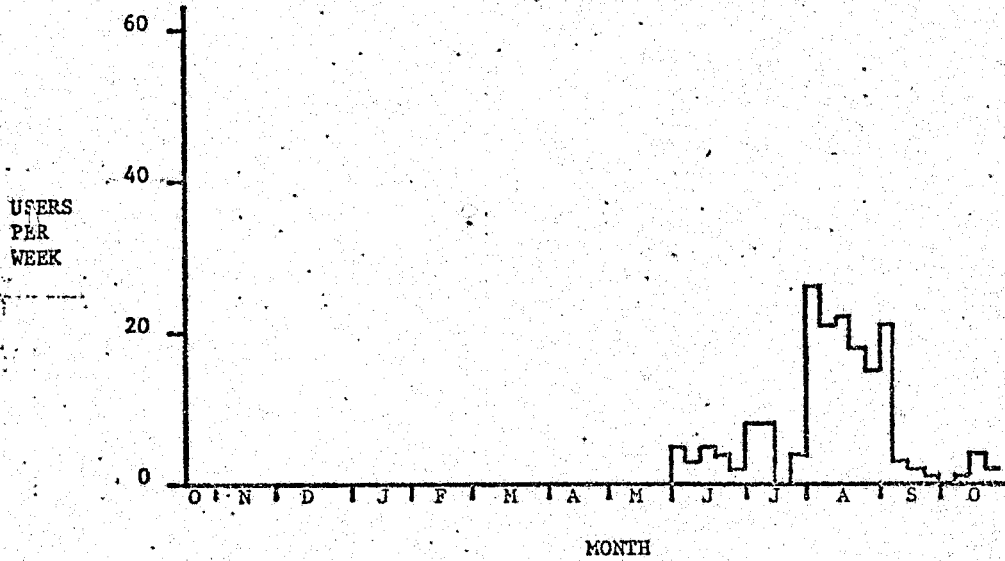
• EXPRESSED CONCERNS

- Privacy of Conversations
- Depersonalization of Conversations

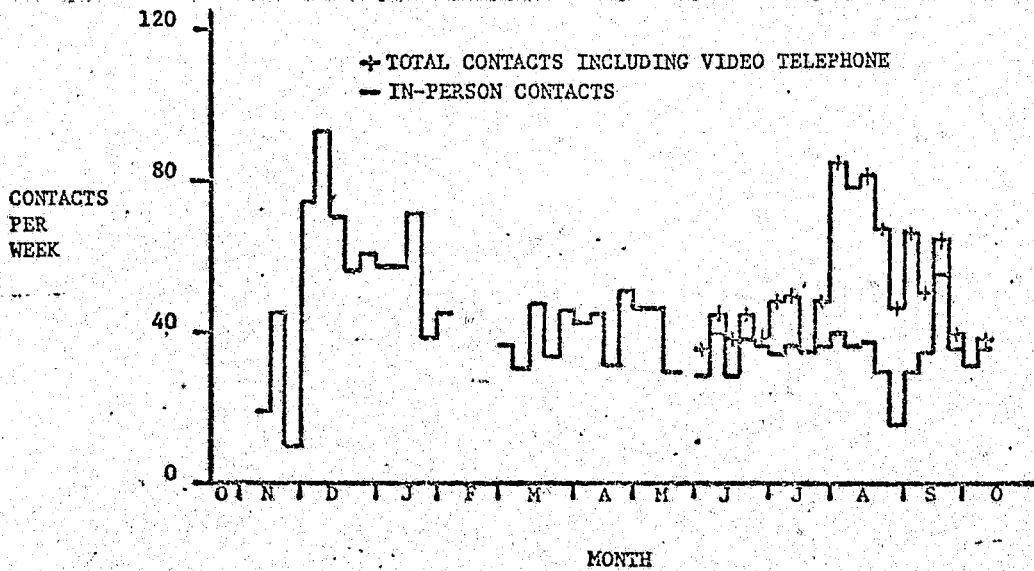
*Based on estimated \$200/month for public defender video telephone.

APPLICATION: ADULT PROBATION OFFICER INTERVIEWS
WITH JAIL INMATES

- Number of individual probation officers using the video telephone each week



- Number of probation officer contacts with jail inmates



APPLICATION: PROBATION OFFICER INTERVIEWS WITH JAIL INMATES

Unexpected use of probation officer video telephone

- Case conferences between probation officers and judge

APPLICATION: IN-CUSTODY ARRAIGNMENTS

- 480 in-custody arraignments (not guilty pleas) between July 14 and October 14 = ~8/working day
- 10 percent request for in-person arraignment
- The judge stays in chambers and the prisoners stay in the jail so security risk appears lessened
- Some subjects express concern at not having the opportunity to explain to the judge "what really happened" (they never have that opportunity during arraignment but appear to place the blame on the video telephone).



END