CRIMINAL LAW UNIFORM ENFORCEMENT SYSTEM

(C.L.U.E.S.)

A Program Evaluation
of
Twenty-Five Subgrants

Submitted to the Executive Committee

of the

Delaware Agency to Reduce Crime

by

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ABSTRACT

In 1969, the State of Delaware began the development of an automated criminal justice information system which would eventually include as a minimum, selected informational statistics for the Police, Courts and Corrections. The system was called CLUES (Criminal Law Uniform Enforcement System), and was based upon the need to utilize the speed and mass data handling capabilities of a computer. The function of CLUES was to store, massage, retrieve and transmit data upon request. Such data would not only have a utilitarian value to operational personnel, but would also provide criminal justice administrators and planners with a valuable tool in projecting future plans and activities.

A lack of funds to initially support the system necessitated that CLUES be developed in modular form, that is, each component would be phased in separately. Since the Delaware State Police had an annual record keeping system that was easily adaptable to automation, it was selected to be developed first. Thus far, the police are the only operational component of CLUES although the judiciary and corrections have completed preliminary studies of their data needs and organizational requirements for eventual participation.

In all, the Delaware Agency to Reduce Crime has awarded twenty-five grants for the development and operation of the CLUES system. These awards totalled $907,184 of which $681,850

was LEAA funds and $225,334 comprised both local and state matching contributions. This amount has been estimated to be approximately 49 percent of the total cost (1.85 million) of the System to date.

Conclusions and recommendations were based upon information obtained through interviews with program personnel, the examination of documentary records, the results of questionnaires distributed to field officers and management personnel and discussions with a private consultant provided by LEAA and special agents from the Uniform Crime Reporting Section of the Federal Bureau of Investigation.

Some of the major findings of the investigation were as follows:

1. The twenty-five individual subgrants consisted largely of a series of non-measurable implementation statements and performance standards. The system as a whole, and its component parts, failed to establish either program or project objectives upon which progress could be assessed and effectiveness be determined.

2. The system is still suffering from a condition of "oversell". Some criminal justice planners and administrators readily admit to a continuing pessimistic inclination and overestimated value as to the usefullness of CLUES.

3. The authority, control and regulation of CLUES and its subsequent products, appear to be in the hands of a narrowly defined number of individuals. This narrowness of operational con-

trol was questioned by several active and potential users of the system.

4. The need and importance of having the judicial and correctional components become an integral part of the system is unquestionable, however, the capacity of the present computer prohibits this from happening.

5. The relevancy of the preliminary studies previously conducted for the eventual participation of the Courts and Corrections in CLUES, appears to be in question, in that, the CDS Plan calls for "the redefinition of informational requirements within the judicial and correctional components of the system".

6. The need to develop additional programs for planning and management, to improve response time, to reduce downtime, to increase the number and accuracy of the files and to train staff still exists.

7. The concept and practice of "user" meetings have proven to be extremely useful in resolving problems, opening lines of communication, exchanging information and keeping current on national trends and state legislation.

8. The majority of officers in the field, felt that their personal safety had increased as a result of CLUES.

9. The more one uses the system, the more avid his support for its continuation and expansion.

10. Although the CLUES system contains a number of problems and concerns, its ability to bring law enforcement in Delaware into the twentieth century is unquestionable and irrefutable.

The system's existence is essential if law enforcement is to remain abreast of the technological advancement of the criminal element in our society.

It was recommended that:

1. Immediate steps be undertaken to ascertain the future costs for continuing and expanding the CLUES system. A five year cost projection would provide both the State and DARC with a planning capability it presently does not possess.

2. Measurable goals and objectives be developed for every component of the program. Specific indicators including minimum levels of acceptable performance should be constructed by project personnel.

3. The Delaware Agency to Reduce Crime explore the possibility of funding the "system" rather than individual components. A single source approach would allow for future planning, coordination and precedence.

4. The UCR Division of the FBI be immediately contacted to begin whatever steps are necessary to eliminate the dual reporting requirement placed on the State of Delaware.

5. A specific program and permanent staff be developed for providing statewide training services to all user agencies including operators, dispatchers, field officers and administrative personnel.

6. All participating agencies in the CLUES program collect, tabulate and input like data.

SECTION I

INTRODUCTION AND SYSTEM OVERVIEW

I.   Introduction

Included as a priority item in the first (1969) Comprehensive Plan of the Delaware Agency to Reduce Crime (DARC) was the development of a statewide criminal justice information system to provide for the storage and rapid retrieval of information relating to the criminal justice system.

Historically, each component had manually gathered and analyzed data to provide the necessary information for their own respective policy decisions, short and long range planning and case management. The urgency for a body of comprehensive data concerning the criminal justice system as a whole, and the effect of one component's actions upon another, became apparent in the late 1960's when attention was focused on the increasing crime problem.

A lack of funds to initially support the development of an information system for all components necessitated that the system be developed in modular form, that is, each component would be phased in separately. Since the Delaware State Police had an annual record system that was indexed and structured in such a manner that was readily adaptable to automation, it was decided to develop the police prototype module first.

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Studies have been conducted for the judicial and correctional components of the system to determine their respective needs and capabilities to participate in the system, but at this writing, the police remain the only operational component.

The letters "C" "L" "U" "E" "S" stand for the Criminal Law Uniform Enforcement System. Simply stated, "it's an information collection and output capability which supports the criminal justice system through the use of a computer".[1]

When the term CLUES was first used, it referred to a proposed criminal justice information system which would encompass three components of the criminal justice system -- police, courts and corrections. As CLUES developed, the interpretation became more limited, referring only to the police module. For purposes of the evaluation, the authors used the term CLUES in the context of its original and broader meaning which includes both operational and non-operational components.

II.   The Approach

The purpose of the evaluation was to provide members of the Executive Committee of the Delaware Agency to Reduce Crime with an understanding of the operation and status of CLUES.

The information contained in this evaluation was obtained from a number of sources. First, DARC files, both fiscal and programmatic were examined. Budget figures were organized and grouped, then forwarded to the appropriate agency where they

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[1]Cornelius A. Tilghman, Jr. "CLUES, The Police Co-Op", Delaware Police Journal, V, Winter, 1975, p. 9.

were checked and verified by project staff. Secondly, project directors and associated staff for each subgrant were interviewed. Thirdly, a questionnaire for field officers and management personnel was developed and administered. Fourthly, consultant services from LEAA and the Federal Bureau of Investigation were used to determine expectations and limitations of other systems similar to the one in Delaware.

III. The Comprehensive Data Systems (CDS) Plan

In 1972, LEAA initiated a national Comprehensive Data Systems Program and thus acted as a catalyst for the states to develop and implement their own individual plans. In June 1974, the State of Delaware responded to this national initiative with the submission of a CDS action plan and, in 1975, LEAA awarded $205,371 for its implementation and evaluation.

The purpose of the plan, which is now in its early formative stages, is to establish an integrated criminal justice information and statistical system utilizing data from the police, courts, corrections, defense and prosecution.

At the core of the system will be the Statistical Analysis Center (SAC) which will be responsible for collecting and analyzing data and generating reports and programs to interested agencies. When fully staffed, the SAC will consist of a director, statistician, clerical support and seven systems analysts, each of whom will be responsible to develop, implement and maintain a component's participation in CLUES.

The Statistical Analysis Center was created to: (1) provide professional staff to the Board of Managers;[2] (2) coordinate and plan for the state's comprehensive data systems program; (3) provide interpretive analysis of collected data; and (4) insure quality control of data collected and reported.

IV. The Budget

Since 1970, a total of 25 subgrants have been awarded to eight agencies for the planning and/or development of the CLUES system. Table I indicates that a total of $907,184 was allocated to the eight agencies with $681,850 from DARC funds and $225,334 from state and local matching monies.[3]

In addition to the functional unit awards identified in Table I, the costs per line item were also calculated. Table II denotes that the single largest allocation was for personnel ($579,240 or 64 percent), followed by equipment ($103,975 or 11 percent), operating expenses ($90,263 or 10 percent), and consultants ($66,461 or seven percent). The remaining $67,245 (or eight percent) was divided between travel, supplies and other.

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[2]The Board of Managers was created by Executive Order and is responsible for the administration of the CDS Plan. The Board consists of nine voting and four non-voting members who have met eight times since August 1975.

[3]The $907,184 figure was estimated by the CLUES Management Analyst to be approximately 49 percent of the total cost for the development and operation of the CLUES system to date.

TABLE I

Total DARC Award by Functional Unit
(February 1, 1970 to June 30, 1976)

Functional Units	Subgrants Awarded	DARC Funds	Local Funds	State Funds	Total
Family and Superior Court	3	$ 30,927	$ 7,789	$ 17,884	$ 56,600
Division of Correction	1	$ 10,450	0	$ 2,883	$ 13,333
Central Data Processing	2	$ 55,700	0	$ 17,727	$ 73,427
Delaware State Police	9	$437,565	0	$147,605	$585,170
New Castle County Police	4	$ 36,974	$16,573	0	$ 53,547
Wilmington Bureau of Police	4	$ 91,018	$ 720	$ 12,017	$103,755
Dover Police	2	$ 19,216	$ 2,136	0	$ 21,352
Total	25	$681,850	$22,218	$203,116	$907,184

TABLE II

Total DARC Award by Line Item
(February 1, 1970 to June 30, 1976)

Functional Budget Units Categories	Central Data Processing	Del. St. Police	New Castle County Police	Wilm. Bur. of Police	Dover Police	Family & Sup. Court	Division of Correction	Total
Personnel	$12,752	$419,390	$33,489	$68,535	$11,352	$22,789	$10,933	$579,240
Consultants	$ 5,700	$ 26,600	0	$ 1,000	0	$33,161	0	$ 66,461
Travel	0	$ 4,818	0	0	0	$ 525	0	$ 5,343
Supplies	$ 817	$ 16,556	0	$ 3,796	0	0	$ 250	$ 21,419
Operating Expenses	$16,200	$ 41,909	$16,620	$ 8,384	$ 5,000	0	$ 2,150	$ 90,263
Equipment	$26,232	$ 52,222	$ 3,438	$17,083	$ 5,000	0	0	$103,975
Other	$11,726	$ 23,675	0	$ 4,957	0	$ 125	0	$ 40,483
Total	$73,427	$585,170	$53,547	$103,755	$21,352	$56,600	$13,333	$907,184

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SECTION II

CLUES MODULE: CENTRAL DATA PROCESSING

I. Allocations

The DARC has awarded two grants totalling $73,427 to the Division of Central Data Processing.[4] Of that amount, the largest allocations were for equipment ($26,232), operating expenses ($16,200) and personnel ($12,752).

II. Purposes

The first grant, in the amount of $6,760, was awarded in 1970. It was for the purpose of developing an RFP (Request For Proposal) which prescribed the program specifications to which consultants were to respond in seeking a contract to develop a Comprehensive Master Plan for the CLUES system.[5]

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[4]The Division of Central Data Processing is responsible under state law to study and approve all state sponsored aspects of data processing and computer related telecommunication systems. Therefore, the Division has and will continue to have a continuing role in the development and expansion of the CLUES system.

[5]The Comprehensive Master Plan was developed by the Computer Data System, Inc., Silver Springs, Maryland. The three volume plan made basic recommendations for automation of the three major components of the Criminal Law Uniform Enforcement System. It was on the basis of this plan and its recommendations, that IBM was awarded a contract in June of 1971 to implement the Police Module. Certain individuals presently involved with the CLUES system have indicated that the Comprehensive Master Plan is now obsolete, due to the implementation of the Comprehensive Data Systems Plan.

A second grant for $66,667 was awarded in 1972 allowing the Division of Central Data Processing to operate the computer on a twenty-four hour basis. Since completion of that subgrant, funds to continue the twenty-four hour capability of the computer have been provided through the State's General Fund.

While the Division of Central Data Processing received only two grants directly from the DARC, it was involved in providing technical assistance to user agencies, and coordinating services to CLUES participants. It maintains the system and bills the cost (approximately $120,000 per year) of data processing to the State of Delaware. It also conducted the studies which will be described in the following two sections; Judicial and Correction.

SECTION III

CLUES MODULE: JUDICIAL

I. Allocations

The Judiciary has received a total of $56,600 for its limit-
ed participation in CLUES. Of that amount, $36,600 was awarded
to Superior Court and $20,000[6] was granted to the Family Court.
The line items receiving the largest allocation were consultants
($33,161) followed closely by personnel ($22,789). The remain-
ing funds were divided between travel and equipment.

II. Purposes

An award in July of 1973 to the Superior Court was for the
purpose of subcontracting four studies to determine the data needs
-nd organizational requirements for eventual CLUES participation.
The four studies included an Information Systems Study for the
Municipal Court of Wilmington, the Magistrate Courts, the Pro-
thonotary's Office and a Comprehensive Data System Action Plan
for Superior Court.

According to court personnel, the data needs and design pro-
cedures described or recommended in these studies are still valid

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[6]On February 26, 1975, $2,965.62 was reverted to the DARC.

and relevant to the development of the Judicial Module of CLUES.[7]
The staff of Central Data Processing stated that the Superior
Court was approaching automation within one year, and that the
first stage of development would focus on computerizing the
case scheduling or calendaring process.

In April of 1974, a grant was made to the Family Court to
conduct a manual information study. The study indicated that
improvements should be made in the present manual system in order
for it to serve as a precursor to an automated process. Improve-
ments were made and are presently being followed by Court per-
sonnel. Whether or not these improvements were sufficient to
serve as a basis for the automated system has not subsequently
been determined.

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[7]This opinion was not shared by some of those who developed
the CDS Plan. It was their belief that the prospective systems
analyst for the judicial component would have to conduct another
needs assessment.

SECTION IV

CLUES MODULE: CORRECTION

I.   Allocations

The Division of Adult Correction has received one grant totalling $13,333.[8] Of that amount, the largest allocation was for personnel ($10,933) with small amounts allocated for operating expenses ($2,150) and supplies ($250).

II.   Purposes

Funds were used to conduct a study of the Division's data needs as a preliminary stage to its participation in CLUES. The study, which was completed in July of 1973, described the informational requirements of Adult Correction and recommended a phased approach for implementing a Management Information System.   According to correctional officials, the analysis, data needs and recommendations of the study are still valid, however, according to the CDS Plan, it would appear that a subsequent evaluation is needed.

At the time this study was completed, the Division of Adult Correction was separate from the Division of Juvenile Correction. Therefore, the data needs and organizational changes required for the new Bureau of Juvenile Correction have yet to be determined.

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[8]On January 31, 1973, $2,438.30 was reverted to the DARC.

SECTION V

CLUES MODULE: POLICE

.I. Allocations

Since 1971, the DARC has allocated $763,824 to four police departments for the implementation and operation of the police module of CLUES.[9] This represents 84 percent of the total funds allocated to CLUES since 1970. Table III depicts the allocations by line item, the largest being personnel ($532,766), equipment ($77,743) and operating expenses ($71,913).

II. Purposes

A. Hardware. The CLUES system contains three major types of equipment; the Computer, Cathode Ray Terminals and Teletypes.

The computer, which is an IBM 360/50, is located at the Division of Central Data Processing in Dover. Police agencies share usage of the computer with both the Division of Motor Vehicles and the Office of Secretary of State. Based on the number of transactions made by the three major users, the police component of CLUES utilized the computer 73 percent of the time, the Division of Motor Vehicles 18 percent and the Office of Secretary of

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[9]Individual subgrant budgets for the four departments are provided in Appendix A, pages 27 - 31.

TABLE III

Budget by Line Item – Police Module
(February 1, 1970 to June 30, 1976)

Budget Categ. \ Police Depts.	Del. St. Police	New Castle County Police	Wilm. Bur. of Police	Dover Police	Total
Personnel	$419,390	$33,489	$68,535	$11,352	$532,766
Consultants	$ 26,600	0	$ 1,000	0	$ 27,600
Travel	$ 4,818	0	0	0	$ 4,818
Supplies	$ 16,556	0	$ 3,796	0	$ 20,352
Operating Expenses	$ 41,909	$16,620	$ 8,384	$ 5,000	$ 71,913
Equipment	$ 52,222	$ 3,438	$17,083	$ 5,000	$ 77,743
Other	$ 23,675	0	$ 4,957	0	$ 28,632
Total	$585,170	$53,547	$103,755	$21,352	$763,824

State nine percent. [10]

The police gain access to the computer through the use of a Cathode Ray Tube (CRT) Terminal or a Teletype (TTY). The CRT is a high speed line connected to the computer on which the operator types in a code, hits an enter key and receives the data requested. The teletype is a low speed line which requires the operator to perform a series of manual operations before the computer is contacted. The police have 21 cathode ray tube de-vices and 19 teletypes throughout the State. The locations and types of equipment are presented in Appendix B and C, pages 32 and 34.

B. Software. The major software items associated with the CLUES system consist of files, records and reports.

(1) Files. There are seven major files upon which in-quiries can be made; Master Name Index, Complaint, Criminal History, Warrant/Missing Person, Driver's Records, Motor Vehicle Registration and Stolen Vehicles. The first four are accessible through the CLUES files, whereas, the latter three are accessible only through the Motor Vehicle files. The files which receive the largest number of inquiries are the Motor Vehicle Registration and Criminal History. Three other files which are presently not available through the CLUES network, but indicated by field officers as hav-ing a high potential for inquiries are Vehicle Color and

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[10]The percentages relate to the amount of computer use, and not the total capacity of the computer. It is estimated that the computer is running at 90 percent of capacity.

Model File, Nickname File and Modus Operandi File. CLUES
also provides the capability of inquiring the FBI's National
Crime Information Center (NCIC) located in Washington. The
Center contains information on wanted felons and indentifi-
cation numbers for stolen weapons, vehicles, stocks, bonds,
and other serial numbered properties. A direct on-line
access to the NCIC computer is achieved through a teletype
located at the Delaware State Police Headquarters in Dover.

    (2) Records. As of February 1976, 1,708,149 separate
records were available to CLUES users through the seven major
files. The number of records ranged from 542,314 in the
Complaint File to 3,025 in the Stolen Vehicle File.

    (3) Reports. A total of 14 separate reports are regu-
larly generated by the CLUES system.[11]

Of the 14 reports the Uniform Crime Report is one of the
most frequently used and, at the same time, one of the most
controversial. On January 16, 1976, the evaluators visited
the FBI Academy to meet with federal agents in charge of the
National Uniform Crime Reporting Program. During that visit,
it was learned that the State of Delaware is the only state
(out of 35 participants) required to submit manual reports

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[11] Uniform Crime Report, Uniform Crime Report Supplemental,
Age, Sex and Race Report, Part I, II and III Crimes Report, Re-
conciliation Report, Crimes by Grid Report, Robbery, Burglary
and Auto Theft Summary, Terminal Report, Number of Inquiries Re-
port, Outstanding Warrant Report, Deleted Warrant Report, Pending
Arrest Report, Victim Report and Offender Report.

from each local unit of government along with computer print-outs. In essence, the numbers on the manual reports do not match the numbers on the computer reports. <u>Because these figures do not agree, the FBI will not accept Delaware's computer printouts as accurate, and therefore cannot eliminate the dual reporting requirement.</u>

C. <u>Personnel</u>. Excluding consultants, a total of 44 persons have been employed in the CLUES program with DARC and matching funds since January 1970. Of these, 41 were full-time and three were part-time. Individuals filled such positions as supervisor, management analyst, data entry technician, secretary and clerk typist. As of March 1, 1976, 16 full-time and two part-time positions were being funded with DARC and matching monies.

III. Performance Indicators

The performance indicators were drawn from three sources: (1) interviews with CLUES personnel; (2) a questionnaire distributed to a selected number of field officers; and (3) a questionnaire distributed to a selected number of police management personnel. Both questionnaires were designed by the evaluators and were distributed to 70 field officers and 24 management personnel. This was not a scientifically administered study, in that, randomized target populations were not established nor comparison groups formed. The responses represent the opinions of only those individuals who completed the questionnaire and should not

be construed as the consensus of any unit or department. There-
fore, caution should be exercised in making any broad generali-
zations about the responses. The individual responses are tabu-
lated on sample questionnaires found in Appendix D and E, pages
36 and 40.

A. Number of Transactions. The average number of trans-
actions per month represents a measure of the usage of the compu-
ter. These figures were obtained for each of the four police
departments receiving DARC funds and are as follows: Delaware
State Police 81,186[12], Wilmington Bureau of Police 42,168, New
Castle County Police 29,276, and the Dover Police 4,506. These
figures are based on the number of transactions recorded for each
month in 1975, and total 1,885,632 for the year.

When field officers were asked the question "How often
do you request information from CLUES?", 44 out of 62 (71 percent)
indicated that they used the CLUES system from one to five or more
times per day. The range of responses was as follows:

Response	Number	
More than five times per day	12	
One to five times per day	32	
One time per week	9	
One time per month	6	
Never	1	
Other (Specify)	2	when needed
Total	62	

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[12]This figure includes 13,363 transactions made by RECOM and
4,068 transactions by the Rehoboth, Newark, Seaford and Milford
Police Departments.

The field officers also indicated that they felt the information they received from the computer was both timely and accurate. Twenty-six officers stated that the information was timely, fifty-one said it was accurate, four indicated the information was untimely and only one stated that is was inaccurate.[13] Thirty-one officers indicated that they requested information from CLUES as part of their normal routine, whereas, twelve requested information only when suspicious activity was observed.

B. <u>Downtime of Equipment</u>. The CLUES computer operates on a twenty-four hour basis. During this time, two types of computer downtime are possible; scheduled and unscheduled. According to the DSP management analyst, scheduled downtime averaged 32 hours per month while unscheduled downtime averaged eight hours per month. Therefore, the computer was down 40 hours per month or 5.4 percent of operational time.

When the field officers were asked to respond to a question concerning downtime, the median response was that the computer was down from 20 to 30 percent of the time. A compilation of their responses was as follows:

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[13]The total number of responses is greater than the number of individuals completing the questionnaire since the respondents were permitted to select more than one choice.

Percent of Time the Computer is Down	Number
0 - 10	18
11 - 20	11
21 - 30	18
31 - 40	5
41 - 50	4
51 - 60	1
61 - 70	2

This difference in perceived downtime may be explained by the fact that the management analyst was referring solely to the computer, whereas, the downtime perceived by the field officer was related to other components of the system, i.e., telephone lines, terminals, teletypes, radios, etc. Whatever the reason, the problem appears paramount.

C. _Response Time_. Two primary response times were of particular interest to the evaluators. The first, involved the amount of time a field officer would have to wait from the time he requested information to the time he received it. The second, concerned the internal response time of the computer.

Since objective data was not obtained regarding the amount of time it took for an officer in the field to obtain information from the computer, the evaluators relied on subjective responses to the Field Officer Questionnaire. Sixty-one officers answered the question, "How long do you usually wait from the time you request information from CLUES to the time you receive it?" Of the 61 responding, 35 indicated it took less than 59 seconds to receive a response, 21 indicated one to four minutes and five indicated it took over four minutes.

The National Advisory Commission on Criminal Justice Standards and Goals has recommended that:

> Every police agency should, by 1975, have the capability to retrieve statewide criminal information and provide it to field personnel within 30 seconds for computerized systems.[14]

Therefore, it would appear that this specific performance indicator does not, in the majority of cases, meet the recommended national standard.

With regard to the internal response time of the computer, it was found that the time differed depending on whether the request was made on a cathode ray tube device or a teletype. Response times for the CRTs averaged 11.4 seconds while the TTYs averaged 28.5 seconds.

D. Personal Safety. In response to the question, "Since the inception of CLUES, do you feel that your personal safety as a police officer has increased?", 26 indicated that they felt their safety had increased significantly, while 17 indicated a minimal increase. Sixteen officers indicated that their personal safety remained unchanged.

E. Management Decisions. Of the four participating departments, all indicated that at least in some minimal way they used the CLUES system as a basis for certain management and operational decisions and investigative purposes. Of the 22 manage-

[14]Police. National Advisory Commission on Criminal Justice Standards and Goals, Government Printing Office, Washington, D.C., p. 578.

ment and supervisory personnel responding to the questionnaire, 12 indicated that they had used CLUES information in making management decisions, 13 in making operational decisions and 18 for investigative purposes. Generally, their responses could be categorized into seven broad areas: (1) to determine robbery and burglary patterns; (2) to deploy manpower efficiently and effectively; (3) to run checks on suspicious persons; (4) to determine target areas for stakeout units, surveillances and special assignments; (5) to establish false complaint patterns; (6) to follow-up investigations; and (7) to establish special crime prevention units.

The respondents almost unanimously felt that the police function had improved as a result of CLUES. Because they were now able to perform limited crime analyses, high crime areas were more readily identified, deployment of personnel was less haphazard, identifying and locating suspects became easier and the storage and retrieval of records had improved.

CLUES, however, was not without its problems. The respondents to the Management Questionnaire identified a number of problem areas; the most prominent being:

(1) The lack of training for both field officers and operational personnel in the use of CLUES;

(2) The lack of specific programs for planning and management personnel;

(3) The continual need to improve response time and reduce equipment downtime;

(4) The lack of realiability and validity of information prior to 1975; and

(5) The continual failure of Corrections and Courts to join the system.

F.   Training of Personnel. Of the 108 officer responses to a two part question regarding the amount of training received in the operation of CLUES, 61 (56 percent) indicated that they had received no formal training. Those who had received some training indicated that they had received from one to three hours. The majority indicated that the training was at least adequate.

Training for terminal operators consisted almost exclusively of on-the-job training. A new operator was trained by an experienced operator while actually putting data directly into the system. This procedure would seem to be a primary source of difficulty, since the experienced operator may be passing on bad habits or incorrect interpretations or actions.

SECTION VI

CONCLUSIONS AND RECOMMENDATIONS

I. Conclusions

The following conclusions were drawn from this investiga-
tion.

1. An examination of the 25 individual subgrant awards
revealed that their goals and objectives consisted primarily of
a series of implementation statements and non-measurable per-
formance standards. The system as a whole, and its component
parts, failed to establish time frames at which progress could
be assessed and effectiveness be determined. It was evident
that the creators of the system had little concern for its eval-
uation. Only minimal levels of expected achievement could be
found in the applications; e.g., to purchase a file cabinet, to
lease a terminal, or to hire a terminal operator. Thus, such
activities were easily accomplished.[15]

2. It would appear that the system is still suffering from
a condition of "oversell". As much as a four month delay still
exists for certain requested data, and other commitments and
promises have been ignored altogether. Criminal justice planners
and administrators admit to a pessimism and an overestimated
value as to the usefulness of CLUES. Such feelings, they say,

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[15]It should be noted that the goals and objectives were ap-
proved by the DARC, therefore, if they were found to be inade-
quate, the funding agency must assume responsibility for this
deficiency.

are reinforced by broken promises and exaggerated expectations.

3.   There is a growing concern that the authority, control and regulation of the CLUES system is in the hands of a narrowly defined number of individuals. Criminal justice planners, administrators and operational personnel expressed the opinion that they are at the mercy of management analysts in terms of the number, type and timeliness of requested reports and programs.

4.   Although there is unanimity as to the need and importance of the Judicial and Correctional components becoming an integral part of the CLUES system, their actual participation at this time appears to be restricted by the capacity of the computer. The present computer is running at approximately 90 percent capacity and cannot hold or massage the data needs of additional components.

5.   The DARC has provided a total of $69,933 to the Division of Adult Correction and Superior and Family Court to conduct preliminary studies for their eventual participation in CLUES. The relevancy of these studies to present conditions and circumstances must be questioned, in that, the CDS Plan called for the redefinition of "informational requirements within the judicial and correctional components of the system".

6.   The need to develop additional programs for planning and management, to improve response time, to reduce downtime, to increase the number and accuracy of the files and to train staff still exists.

7. Formal procedures for obtaining user input were established through the formation of user meetings. These meetings were designed to serve as an open forum for the interchange of ideas and to alert CLUES users to any changes in the system. Participants generally felt that these meetings were extremely important in resolving problems, opening lines of communication, exchanging information and keeping current on national trends and state legislation.

8. In speaking with user personnel, Board of Managers, project directors and criminal justice planners, the evaluators received the distinct impression that the more one used the system the more avid his support for its continuation and expansion.

9. Although the CLUES system contains a number of problems and concerns, its ability to bring law enforcement in Delaware into the twentieth century is unquestionable and irrefutable.

II. Recommendations

The following recommendations were made as a result of this evaluation:

1. It is recommended that immediate steps be undertaken to ascertain the future costs for continuing and expanding the CLUES system. If the present cost (1970-1976) approximates 1.85 million dollars, the future cost for system maintenance and expansion could be substantial. Consideration needs to be given to defining the point at which the benefits to the State are overriden by program cost. A five year cost projection would provide both State and DARC with a planning capability it presently does not have.

2. It is recommended that measurable goals and objectives be developed for every component of the program. Specific indicators including minimum levels of acceptable performance should be constructed by CLUES personnel. It is obvious that provisions have not been made to determine how well the system should be able to operate at predetermined intervals of time. Without such forcasting, the progress, or lack thereof, will continue to be obscure.

3. It is recommended that DARC explore the possibility of funding the "system" and not individual projects. A single source approach would allow for future planning, coordination and precedence. The logical funding source would be the Statistical Analysis Center.

4. It is recommended that the UCR Division of the FBI be immediately contacted to begin whatever steps are necessary to eliminate the dual reporting requirement placed on the State of Delaware.

5. It is recommended that a specific training program be developed by the CLUES users which would become the basis for an on-going training component. A permanent staff should be developed for providing statewide training services to all user agencies including operators, dispatchers, field officers and administrative personnel.

6. It is recommended that all participating agencies in the CLUES program collect, tabulate and input like data. Inconsistency from one agency to another has caused confusion and frustration among users.

APPENDIX A

SUBGRANT BUDGETS: DELAWARE STATE POLICE,
NEW CASTLE COUNTY POLICE, WILMINGTON BUREAU
OF POLICE AND DOVER POLICE

Subgrant Budgets

Delaware State Police

Budget Categories	(9 months) 75-004 10/1/75 to 6/30/76	(18 months) 74-067 7/1/74 to 12/31/75	(13 months) 74-087 6/1/75 to 6/30/76	(12 months) FA-76-73 7/10/73 to 6/30/74	(6 months)* FA-1-73 1/1/73 to 6/30/73	(18 months) FA-68-72 1/1/72 to 6/30/73	(9 months) FA-88-71 10/1/71 to 6/30/72	(14 months) FA-85-71 6/21/71 to 8/27/72	(11 months) FA-83-71 8/1/71 to 6/30/72	Total - 9 Grants 6/1/71 to 3/31/76
DARC	$72,026	$82,666	$24,000	$ 80,505	$26,766	$39,292	$ 7,310	$15,000	$ 91,200	$438,765
Grantee	0	0	0	$16,101	0	$27,360	0	$10,000	$30,700	$ 84,161
State	$ 8,003	$ 9,185	$ 2,667	$ 10,734	0	$ 9,800	$15,400	0	0	$ 55,789
Total	$80,029	$91,851	$26,667	$107,340	$26,766	$76,452	$22,710	$25,000	$121,900	$578,715
Personnel	$58,641	$69,012	0	$ 82,682	$20,119	$63,452	$ 7,848	$22,104	$100,000	$423,858
Consultants	0	0	$26,667	0	0	0	0	0	0	$ 26,667
Travel	$ 841	$ 1,477	0	$ 475	0	$ 700	$ 161	$ 125	0	$ 3,779
Supplies	0	0	0	0	0	0	$ 488	$ 1,496	0	$ 1,984
Operating Expenses	$20,547	$21,362	0	0	0	0	0	0	0	$ 41,909
Equipment	0	0	0	$ 24,183	$ 6,647	$11,800	$ 3,010	0	$ 12,000	$ 57,640
Other	0	0	0	0	0	$ 500	$11,203	$ 1,275	$ 9,900	$ 22,878

* Project was deleted and monies were transferred to FA-76-73 and FA-68-72

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Subgrant Budgets

New Castle County Police

Budget Categories	(12 months) 75-003 7/1/75 - 6/30/76	(12 months) 74-068 7/1/74 - 6/30/75	(9 months) FA-55-73 10/1/73 - 6/30/74	(12 months) FA-89-71 3/1/72 - 3/1/73	Total 4 Grants 3/1/72 - 6/30/76
DARC	$20,857	$10,217	$2,462	$ 3,438	$36,974
Grantee	$ 6,463	$ 1,135.	$ 818	$ 8,157	$16,573
State	0	0	0	0	0
Total	$27,320	$11,352	$3,280	$11,595	$53,547
Personnel	$17,810	$ 7,032	$ 490	$ 8,157	$33,489
Consultants	0	0	0	0	0
Travel	0	0	0	0	0
Supplies	0	0	0	0	0
Operating Expenses	$ 9,510	$ 4,320	$2,790	0	$16,620
Equipment	0	0	0	$ 3,438	$ 3,438
Other	0	0	0	0	0

Subgrant Budgets

Wilmington Bureau of Police

Budget Categories	(9 months) 75-002 10/1/75 - 6/30/76	(16 months) 74-071 8/19/74 - 11/23/75	(21 months) FA-16-73 7/1/73 - 3/31/75	(12 months) FA-19-72 7/1/72 - 6/30/73	Total 4 Grants 7/1/72 - 6/30/76
DARC	$33,509	$33,509	$23,000	$1,000	$ 91,018
Grantee	0	0	0	$ 720	$ 720
State	$ 3,725	$ 3,725	$ 4,567	0	$ 12,017
Total	$37,234	$37,234	$27,567	$1,720	$103,755
Personnel	$24,400	$29,765	$13,650	$ 720	$ 68,535
Consultants	$ 1,000	0	0	0	$ 1,000
Travel	0	0	0	0	0
Supplies	$ 2,550	$ 1,246	0	0	$ 3,796
Operating Expenses	$ 8,384	0	0	0	$ 8,384
Equipment	0	$ 6,223	$10,860	$1,000	$ 17,083
Other	$ 900	0	$ 3,057	0	$ 4,957

Subgrant Budgets
Dover Police

Budget Categories	(12 months) 75-005 7/1/75 - 6/30/76	(12 months) 74-063 7/1/74 - 6/30/75	Total
DARC	$ 9,608	$ 9,608	$19,216
Grantee	$ 1,068	$ 1,068	$ 2,136
State	0	0	0
Total	$10,676	$10,676	$21,352
Personnel	$ 5,676	$ 5,676	$11,352
Consultants	0	0	0
Travel	0	0	0
Supplies	0	0	0
Operating Expenses	$ 5,000	0	$ 5,000
Equipment	0	$ 5,000	$ 5,000
Other	0	0	0

APPENDIX B

C.L.U.E.S. CATHODE RAY TUBE TERMINAL NETWORK

STATE OF DELAWARE
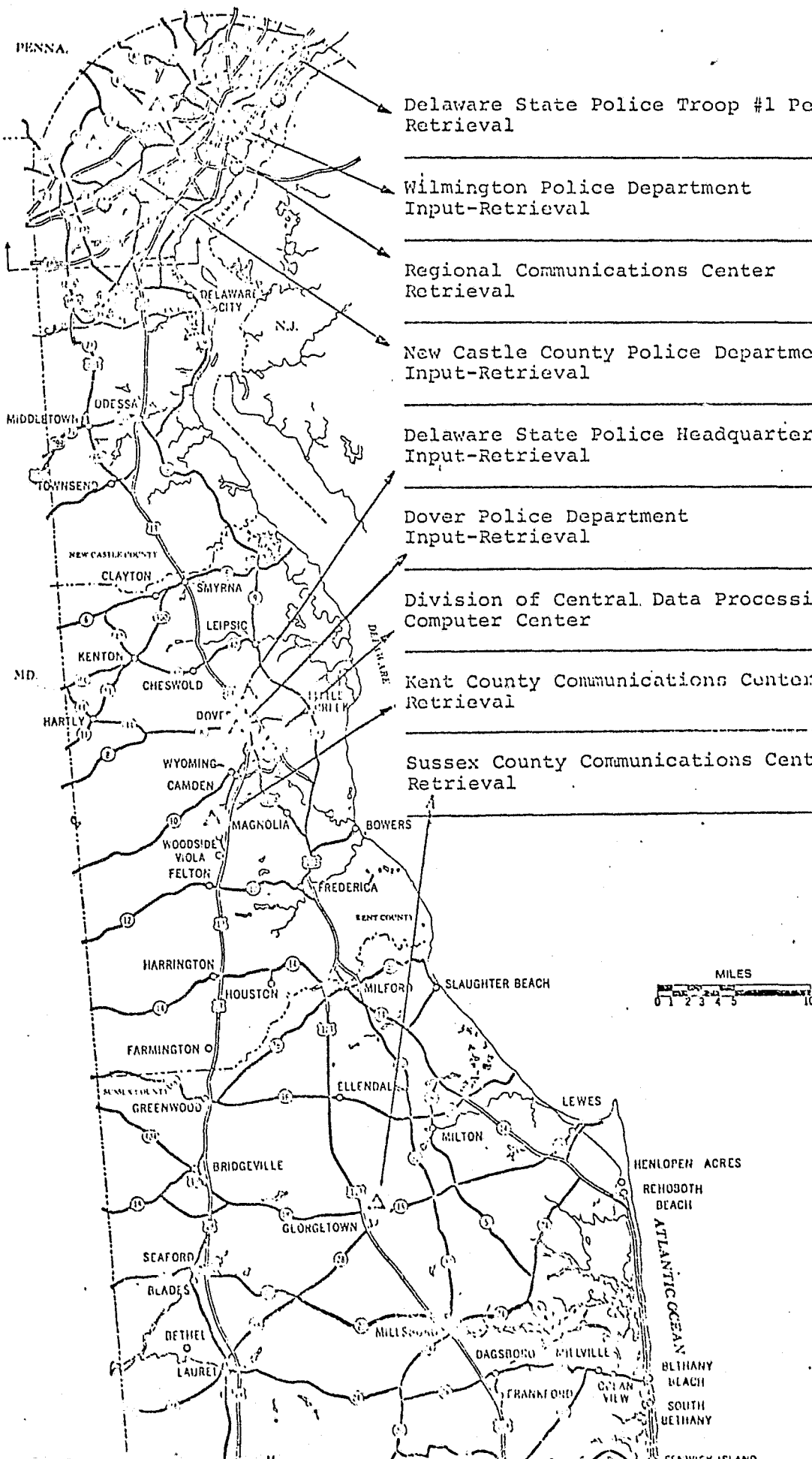
Delaware State Police Troop #1 Penny Hill
Retrieval

Wilmington Police Department
Input-Retrieval

Regional Communications Center
Retrieval

New Castle County Police Department
Input-Retrieval

Delaware State Police Headquarters
Input-Retrieval

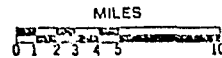Dover Police Department
Input-Retrieval

Division of Central Data Processing
Computer Center
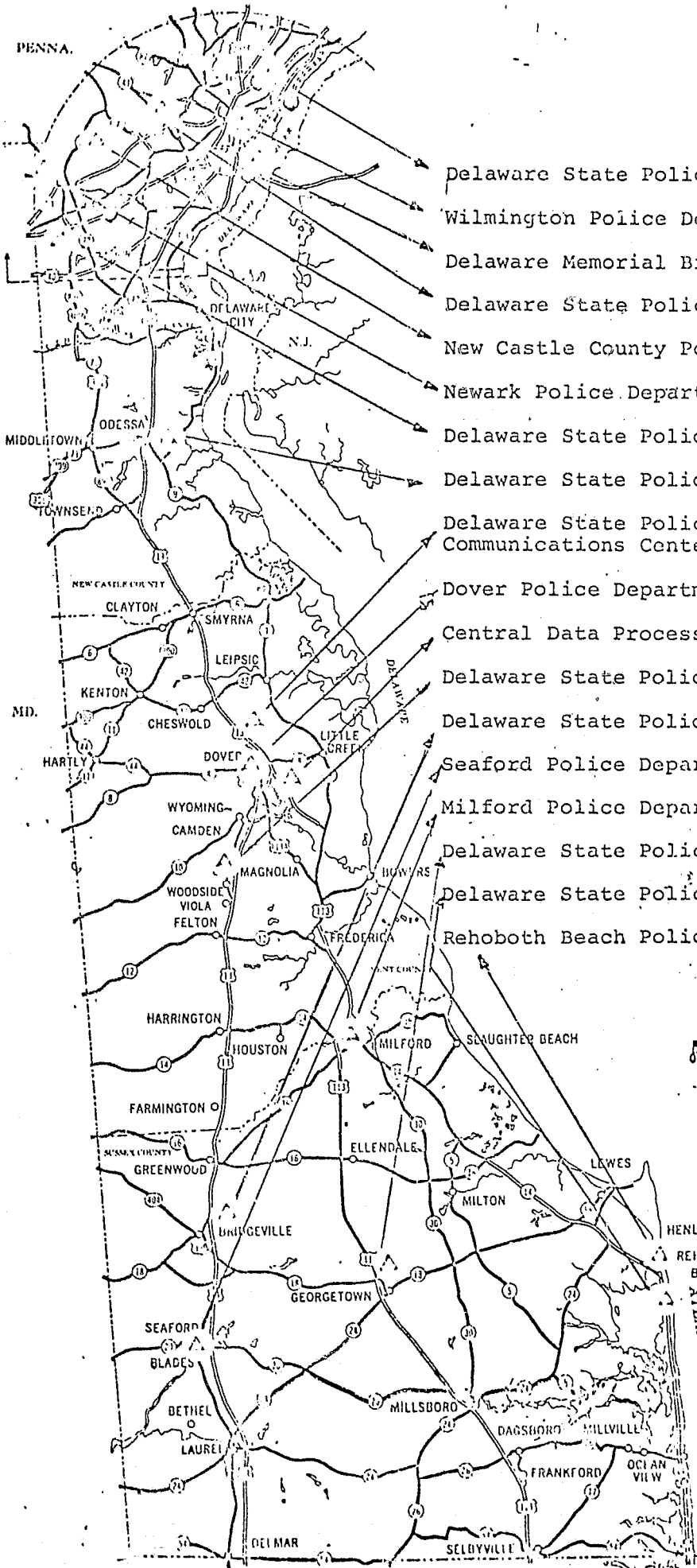
Kent County Communications Center
Retrieval

Sussex County Communications Center
Retrieval

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APPENDIX C

DELAWARE LAW ENFORCEMENT TELETYPE NETWORK

PENNA.

DELAWARE CITY

N.J.

MIDDLETOWN

ODESSA

TOWNSEND

NEW CASTLE COUNTY

CLAYTON

SMYRNA

LEIPSIC

KENTON

MD.

CHESWOLD

LITTLE CREEK

HARTLY

DOVER

WYOMING-CAMDEN

MAGNOLIA

BOWERS

WOODSIDE
VIOLA
FELTON

FREDERICA

HARRINGTON

HOUSTON

MILFORD

SLAUGHTER BEACH

FARMINGTON

ELLENDALE

LEWES

GREENWOOD

MILTON

BRIDGEVILLE

HENLOPEN ACRES

REHOBOTH BEACH

GEORGETOWN

SEAFORD

BLADES

BETHEL

MILLSBORO

LAUREL

DAGSBORO MILLVILLE

BETHANY BEACH

FRANKFORD OCEAN VIEW

SOUTH BETHANY

DELMAR

SELBYVILLE

FENWICK ISLAND

ATLANTIC OCEAN

MILES
0 1 2 3 4 5   10

N

Delaware State Police Troop #1 Penny Hill

Wilmington Police Department

Delaware Memorial Bridge Police Department

Delaware State Police Troop #6 Marshallton

New Castle County Police Department

Newark Police Department

Delaware State Police Troop #8 JFK Turnpike

Delaware State Police Troop #9 Odessa

Delaware State Police Headquarters
Communications Center

Dover Police Department

Central Data Processing Computer Center

Delaware State Police Troop #3 Camden

Delaware State Police Troop #5 Bridgeville

Seaford Police Department

Milford Police Department

Delaware State Police Troop #4 Georgetown

Delaware State Police Troop #7 Dewey Beach

Rehoboth Beach Police Department

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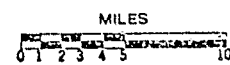
APPENDIX D

FIELD OFFICER QUESTIONNAIRE - SUMMARY

```
                Police Agency        _____
                Rank                 _____
                Present Assignment   _____
                (eg Patrol, Investigation)
                Number of Years on Force  _____
```

<u>FIELD OFFICER QUESTIONNAIRE - SUMMARY</u>

The Delaware Agency to Reduce Crime is conducting an evaluation of the state computerized information system known as CLUES (Criminal Law Uniform Enforcement System). Your response to the questions below will assist us in making a more comprehensive assessment of the system as it relates to police officers in the field. Please answer all questions and return the completed form to

Your cooperation and assistance in this endeavor is greatly appreciated.

1. How often do you request information from CLUES?

   a. More than 5 times per day 12
   b. One to 5 times per day   32
   c. One time per week   9
   d. One time per month   6
   e. Never   1
   f. Other (Specify) _____ 2 when needed _____

   If never, is this because:

   a. There is no need   1
   b. There are no appropriate files   ___
   c. The system is too complicated   ___
   d. It takes too long   ___
   e. Other (Specify) _____

2. In rank order, list the files you request information from most often (identify the most used #1 and the least used #7):

   a. Vehicle   22   d. Criminal histories 13
   b. Offender   5   e. Warrant   9
   c. Complaint   2   f. Driver   1
                             g. Stolen vehicle   4

3. What type of equipment do you most frequently use when you request information from CLUES?

   a. Radio   20
   b. Teletype   2
   c. Telephone   7
   d. Terminal   16
   e. Other (Specify) _____
```

4. Using this equipment, how long do you usually wait from the time you request information from CLUES to the time you receive it?

| | | | |
|---|---|---|---|
| 1-5 sec. | 2 | 4-10 min. | 4 |
| 6-10 sec. | 12 | 10-15 min. | 0 |
| 11-59 sec. | 21 | Over 15 min. | 1 |
| 1-4 min. | 21 | | |

5. How does this response time differ if equipment other than that specified in question #3 is used?

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Radio | Faster | __ | Slower | __ | No Change | __ | Never used | __ |
| Telephone | Faster | __ | Slower | __ | No Change | __ | Never used | __ |
| Teletype | Faster | __ | Slower | __ | No Change | __ | Never used | __ |
| Terminal | Faster | __ | Slower | __ | No Change | __ | Never used | __ |
| Other (Specify) | | | | | | | | |

6. Do you request information from CLUES:

a. As part of your normal routine     31
b. Only when suspicious activity is observed     12
c. Other (Specify)    as an investigative aid

7. What percent of the time do you request information from CLUES and find that the computer is down (not operational)?

| Percent | Response |
|---|---|
| 0-10 | 18 |
| 11-20 | 11 |
| 21-30 | 18 |
| 31-40 | 5 |
| 41-50 | 4 |
| 51-60 | 1 |
| 61-70 | 2 |
| 71-80 | 0 |

8. Generally, how much time exists between when you handle a complaint and you submit an incident report?

| | | | |
|---|---|---|---|
| Less than 1 hour - | 16 | 1 day - | 7 |
| Less than 2 hours- | 8 | 2 days - | 3 |
| Less than 3 hours- | 0 | 3 days - | 2 |
| Less than 4 hours- | 3 | 4 days - | 1 |
| Less than 5 hours- | 0 | 1 week - | 2 |
| Less than 6 hours- | 1 | | |
| Less than 7 hours- | 0 | | |
| Less than 8 hours- | 5 | | |

9. Generally, how much time exists between when you make an arrest and submit an arrest report?

| | | | |
|---|---|---|---|
| Under 1 hour - | 18 | 1 day - | 5 |
| 2 hours - | 9 | 2 days - | 4 |
| 3 hours - | 0 | 3 days - | 5 |
| 4 hours - | 2 | 1 week - | 1 |
| 5 hours - | 0 | | |
| 6 hours - | 1 | | |
| 7 hours - | 0 | | |
| 8 hours - | 5 | | |

10. Did you receive any formal training in:

    a. How to request information from CLUES
       1-3 hours __21__  3-10 hours __5__   10 or more hours __1__   No __24__

    b. How to report information to CLUES
       1-3 hours __15__  3-10 hours __3__   10 or more hours __2__   No __37__

11. If you received training in CLUES, do you feel this training was:

    Excellent __4__     Good __8__     Adequate __13__     Poor __3__

12. What information would you find useful that is not now available from CLUES (specify):

    | | | |
    |---|---|---|
    | Information on out-of-state suspects | - | 1 |
    | Flag on DL as on 1028 (sic) | - | 1 |
    | Direct access to out-of-state terminals | - | 2 |
    | Information on temporary registrations | - | 3 |
    | Information on vehicle color and model | - | 6 |
    | Information on subject hair style | - | 1 |
    | Modus Operandi File | - | 4 |
    | Nickname File | - | 5 |
    | Address in last five years | - | 1 |
    | Information on crime prevention checks | - | 2 |
    | Categories of stolen goods | - | 1 |
    | Offender characteristics | - | 2 |
    | Information on CPC's (sic) | - | 2 |
    | Securing past offense for a specific address | - | 1 |
    | Mercantile information | - | 2 |
    | Probation information | - | |

13. If you have received information from CLUES, do you consider that information to have been (check more than one if appropriate):

    Timely       26
    Accurate     51
    Untimely      4
    Inaccurate    1

14. Since the inception of CLUES, do you feel that your personal safety as a police officer has:

    a. Increased significantly   26
    b. Increased minimally       17
    c. Remained the same         16
    d. Decreased minimally        0
    e. Decreased substantially    0

Please feel free to use the space below or additional pages to express any comments which you feel are not included in the questionnaire.

APPENDIX E


MANAGEMENT QUESTIONNAIRE - SUMMARY

Police Agency _____
Name _____
Position _____


      The Delaware Agency to Reduce Crime is conducting an evaluation of the State computerized information system called CLUES (Criminal Law Uniform Enforcement System).  Your input is considered to be a crucial factor in the proper assessment of the System, and the following questions will enable you to participate in an active and personal way.  The questionnaire has been structured in an o- pen-ended fashion to provide you with a great deal of lattitude in your responses.  Ultimately the effort you make in your responses will determine the value of this form as an evaluation tool.

      The questionnaire should be completed by February 20, 1976 and returned to _____.  Your cooperation and assistance in this endeavor is greatly appreciated.


1.  Have management decisions been made by your agency using CLUES data?

    Yes <u>12</u>    No <u>9</u>    Not Answered <u>1</u>    If yes, specify:

    A. Delaware State Police

        1. to determine burglary patterns
        2. assignment of personnel
        3. what area to place stakeout teams

    B. New Castle County Police

        1. CLUES-instrumental in establishing crime prevention unit and providing them with target areas - presently contract- ing with the University of Delaware to combine CLUES data with officers performance on the streets

        2. manpower allocations according to crime areas

        3. manpower and management study with University of Delaware - basic information will come from CLUES

        4. assignment of personnel

    C. Wilmington Bureau of Police

        1. manpower allocations

        2. makes administrative personnel aware of crime trends and potential problems so that effective decisions can be made.

D. Dover City Police

   1. to study criminal activity by grids before annexation of land.

   2. to study district work loads for better distribution and coverage.

2. Has CLUES data been used by your agency for investigative purposes?

   Yes <u>18</u>     No <u>4</u>     If yes, specify:

   A. Delaware State Police

      1. to determine burglary patterns

      2. for identification of suspects in investigations being conducted

      3. assistance in investigation to most all police departments in New Castle County

      4. to develop and identify suspects, vehicles, etc.

      5. criminal records checks

      6. run name checks on suspects for criminal records, warrant checks and wanted information

   B. New Castle County Police

      1. used to develop patterns, trends and suspects recidivists

      2. target areas for stakeout units developed with CLUES, also surveillances, special assignments, etc.

      3. to identify crime trends and suspect identification

      4. multiple clear-ups, and false complaint pattern

   C. Wilmington Bureau of Police

      1. use of associate information, burglary and robbery trends

      2. follow-up investigations

      3. suspicious person reports and criminal histories of~

      4. investigative follow-up to burglary and robbery complaints

5. detective division has made use of information retrieved from the system to define trends and support suspect detection.

3. Have any operational decisions been made by your agency using CLUES data?

   Yes 13    No 9    If yes, specify:

   A. Delaware State Police

      1. daytime surveillance
      2. to determine stakeout locations
      3. run name checks on suspects for criminal records, warrant checks and wanteds.

   B. New Castle County Police

      1. deployment of manpower, altered patrol hours, and determining patrol sectors

      2. special unit concentrated for seven months in high grid areas

      3. crime prevention effort partially derived from CLUES

      4. deployment of uniform officers.

   C. Wilmington Bureau of Police

      1. allocation of manpower., redistribution of workloads, and re-defining districts

      2. deployment times

      3. split-force concept implemented and upgraded

      4. manpower allocations

      5. manpower allocations, shift changes and tactics determined.

   D. Dover City Police

      1. for district assignments

4. Has CLUES data been used by your agency in performing crime analysis?

   Yes 13    No 9    If yes, specify:

5.  Indicate the types and number of crime analyses your agency has performed:

    a.  by area          Yes  <u>11</u>          No  <u>11</u>

    b.  by time          Yes  <u>9</u>           No  <u>13</u>

    c.  by crime type    Yes  <u>8</u>           No  <u>14</u>

    d.  Other (Specify):  crime trends, suspicious persons, criminal associates, motor vehicle registration

6.  What percentage of the total arrests were attributable to crime analyses?

    __% No one could respond affirmatively to this question.

7.  What percentage of arrests were directly attributable to the total CLUES effort?

    __% No one could respond affirmatively to this question.

8.  Identify any successes or particular accomplishments which your agency has achieved as a result of CLUES other than those already enumerated.

    A.  Delaware State Police - 1 response
        1.  "29 P's" (sic)

    B.  New Castle County Police - 2 responses
        1.  robbery stakeout hit
        2.  burglary reduction to zero for one month in Jefferson Farms

    C.  Wilmington Bureau of Police - 2 responses
        1.  requested suspect information packages have led to arrests; crime trend information packages which give MO's have led to arrests

        2.  quicker response - more in-progress crime clearances.

    D.  Dover City Police - 1 response
        1.  manpower study

9.  Has the police function improved as a result of CLUES?

    Yes <u>18</u>    No <u>3</u>    Not answered <u>1</u>    If yes, specify:

The following were representative of responses of improvement:

a. improved patrol and investigative techniques
b. more time for actual patrol
c. better record-keeping and storage
d. more efficient - CLUES saves time and information is available when needed
e. better deployment and allocation of manpower
f. more available information - crime trends more identifiable
g. identifying and locating suspects from past criminal records
h. quickness of record, safety to personnel
i. helpful especially in the area of wanted persons and criminal records
j. more efficient daily operation
k. in terms of management, operational decisions and investigations.
l. makes police more aware of high crime areas


10. What have been the major problems regarding your agency's participation in CLUES (Specify)?

The following were representative of the responses relating to problems:

a. not being able to put an individual name in without the date of birth
b. not enough specific programs
c. other agencies
d. reliability of information prior to 1974
e. temporary juvenile numbers that must be changed to permanent State Bureau of Identification numbers when youth become adults
f. access to the system
g. data entered prior to January 1975 is questionable
h. limited progress in the areas of crime analysis and modus operandi
i. failure of other criminal justice components to come on-line
j. CLUES didn't provide good services to users (training, inspection, reports)
k. lack of concern and responsibility by management to oversee operation
l. failure to fund and develop properly
m. slow response time, excessive down time.


11. How can the CLUES capability be improved?

a. Increase content of files - 9 responded affirmatively

11.(con't)- Specify types of files

       1. modus operandi
       2. larger data base for more accurate projection base
       3. more specific programs
       4. add nicknames

  b. Increase the number of files - 5 responded affirmatively
  c. Increase the number of user agencies - 4 responded affirmatively
  d. Increase the amount of CLUES training received by:

    1. management/administration   <u>14</u>  responded affirmatively
    2. supervisory   <u>14</u>  responded affirmatively
    3. line staff   <u>19</u>  responded affirmatively

  e. Currently adequate - none responded affirmatively
  f. Other - 1 responded affirmatively


12. Is the data received by your agency from CLUES (select one if appropriate):

  Accurate   <u>22</u>  responded affirmatively
  Timely   <u>17</u>  responded affirmatively
  Inaccurate   <u>0</u>  responded affirmatively
  Untimely   <u>1</u>  responded affirmatively


Please feel free to use the space below or additional pages to express any comments which you feel are not included in the questionnaire.

- having trouble with terminals out of service
- we have not reached efficiency desired
- increase awareness of CLUES capabilities at troop level (especially understanding of TTYs);
- CLUES data has had little effect on overall delivery of police services
- may be used in future for deployment of manpower
- CLUES has come a long way since January 1975 but system will never be worthwhile unless funding for system improvements is made available by state.
- further system development is necessary.

ADDENDUM

Mario Renai, Captain of Police
Wilmington Bureau of Police

JAMES P. BLACKBURN
CHIEF OF FIRE

JOHN T. McCOOL
CHIEF OF POLICE

NORMAN LEVINE
COMMISSIONER

May 10, 1976

Ms. Susan M. Blindman
Division of Evaluation
D.A.R.C
YMCA
Wilmington, Delaware  19801

Dear Sue:

After reading the evaluation of the C.L.U.E.S, I offer the following in response to the evaluation.

On page 14, regarding files under B1, be advised that the nickname and alias files are available through the Criminal History file. The fact that the officers are unaware of this feature of C.L.U.E.S, highlights the need for a detailed training program.

On page 14, regarding reports under section 3, I would offer this comment. Since January 19 of 1975, "Return-A" and "Supplements to Return-A" have been taken directly from the C.L.U.E.S UCR printout and sent to the F.B.I. There has no communication from the F.B.I to this department that the information supplied is incorrect. In fact, in March of 1976, a printout received from C.L.U.E.S (for the above reports) was forwarded to the F.B.I.

The "Age, Race and Sex by Persons Arrested" report is presently compiled by Ms. Deborah Badson from information contained in the arrest book in the House Sergeant's Office. Neil Tiellman is in the process of of securing a program so that in the near future the Age, Race and Sex report will be sent to the F.B.I in the printout form. There are two other reports (Supplementary Homicide and Law Enforcement Officers Killed or Assaulted) that are sent to the F.B.I. Each month both of these reports are detailed and are compiled eventually at this time.

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Regarding page 19, under Response Time, section C, a delay in the response time is not always due to the hardware of the system. The Data Clerk has many duties and it may not only be possible to get the information requested back to the officer as soon as the internal response has been secured. Regarding this, the last paragraph indicates very clearly on page 20, I believe, under foot note 14, "Every police agency should by 1975, have the capacity to retrieve state wide criminal information provided to field personnel within 30 seconds of computerized systems." Under the 3rd paragraph, "With regards to the general response of the computer", it was found that the time differ depending on whether the request was made on a Cathode Ray Tube device or a teletype. Response time for the CRTS averages 11.4 seconds while the TTYS averages 28.5 seconds, both of which fall under the recommended 30 seconds for computerize systems. Any questions regarding this please let me hear from you as to the meaning of this section of your report, as I'm not sure if you'll saying we are under or we should be under. Regarding the response time, I see where you equated to (2) primer response times that were particularly interesting to the evaluators and I not sure whether you're saying that this response time is in detriment or we are staying underneath of the required 30 seconds.

Regarding page 22, Section F, "Training of Personnel", I can only say that training for internal operators must be upgraded and I could not agree with you more wholeheartedly, and I support you in this 100%.

In closing, the evaluation process focuses on where the system "should be" (in relation to what I am do quite sure). There is no reference to how far the system has come since its conception. There also is no mention of problems and difficulties that the system has resolved. I believe a discussion with the DARC personnel would be beneficial, not only to this department but also to DARC. Any questions regarding this, please feel to contact me prior to our prearranged meeting on Tuesday of this month.

Sincerely yours.


Mario Renai
Captain of Police
Support Services

MR/sss 1-1-2

**END**