



# Oregon State Police

“Stone Age to the Space Age”

Pride

Honor

Dedication

Loyalty

Presented by:

Tom M. Worthy, Captain Oregon State Police

Steve Vitolo, Law Enforcement Consultant Trimble Public Safety

Presentation date: May 19, 2015

# Presentation Overview

## OSP Foundational Projects:

### “Getting up to Modern times”

- Computer Aided Dispatch
- Records Management System
- LaserFiche Implementation
- Mobile Workforce- Tablet Computing
- Enterprise Service Bus
- Data Warehouse
- Criminal History Replacement (Upcoming)

## Shared Success:

### “Adding the Wow Factor”

- Suspended Drivers and ALPR
- Distance Between Cars
- E-Citation, E-Crash and Oregon Courts integration
- Traffic Stop Database and integrated “Hit” notification
- DDACTS time is NOW
- Addressing Specific, Common Traffic Problems

# OSP – I.T. Mission and Strategy



Modernize

Standardize

Engage &  
Enable

- Innovate
- Workflow & Efficiency
- Data Security
- Business Process Improvement
- Governance
- Evidence Based Policing
- Data Sharing
- Mobile Office

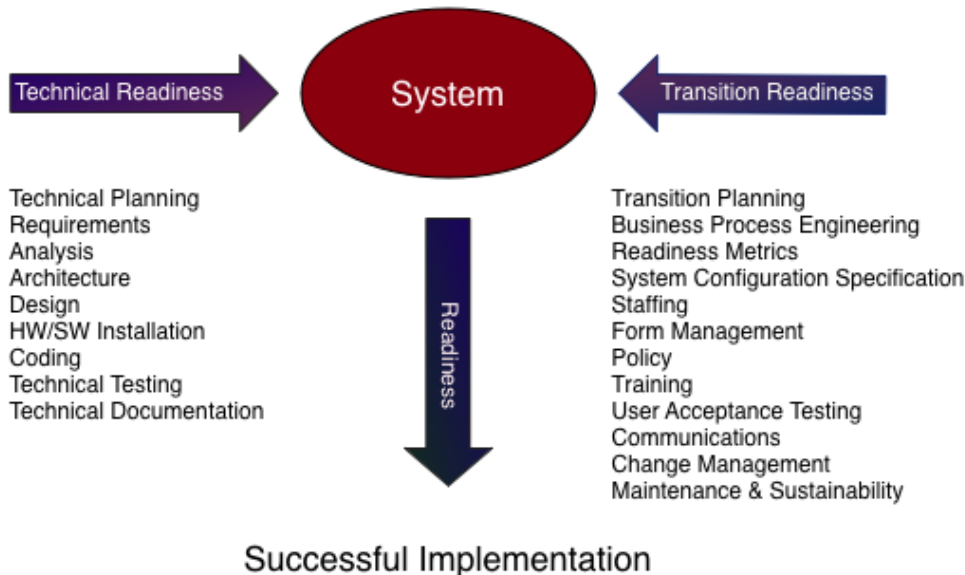


# A note on Organizational Change Management:

## The Two Sides of a Successful System Implementation

"Get the system ready  
for the people..."

"Get the people ready  
for the system..."



# The Two Things That Cops Hate the Most:

1. Change

2. The way things are now



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# Mobile CAD Client Multi- Query Screen

MobilePublicSafety

F2 Home F3 Organizer F4 Map Emergency F5 Enroute F6 Arrive F7 Clear... F11 LEDS...

NCIC Admin

DRIVER VEH-SHORT VEH-REGIS MULTI Canada-DRV Canada-VEH

Send Reset

OPERATOR LIC:  LIS:

OPERATOR LIC:  LIS:

OPERATOR LIC:  LIS:

VEH. LIC:  LIS:  LIT:  LIY:

VEH. LIC:  LIS:  LIT:  LIY:

VEH. LIC:  LIS:  LIT:  LIY:

PERSON:  DOB:  SEX:  LIS:

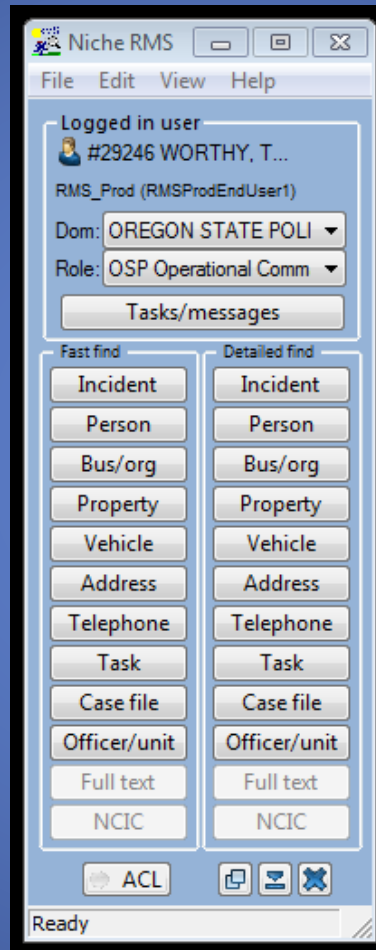
History 0 NCIC Response 0 Hit 0 DISPATCH Emerg 0 Hot 0 Routine 0 Update 0 INBOX Normal 0 Critical 0 Towing 0

TESTP3 AVAILABLE Outbox 0 Rx Tx Er UDP GPS 13:59

12/2/2011



# Niche RMS



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Log in user status

New Incident without CAD

New Field Interview Report

All Purpose Search

Exit RMS Mobile

Day/Night screen views

Tasks side bar

List of Reports

Sorting and viewing options with drop down menus

OSP M-RMS - #29147 ASHENFELTER, C.

Logged in user  
OSP M-RMS - #29147 ASHENFELTER, C.

New inc. without CAD   New FIR   Search   Exit OSP M-RMS   Day/night

Number	Type	Status	Due date	Priority
120008872	Initial report	Open	06/24/2012 10:22	Low
Initiator: #29147 ASHENFELTER, C., Assigned to: #29147 ASHENFELTER, C. RM12000224 @06/14/2012 10:22				
120013137	Initial report	Open	07/20/2012 12:43	Low
Initiator: #29147 ASHENFELTER, C., Assigned to: #29147 ASHENFELTER, C. RM12004491 DUII - Alcohol @07/10/2012 12:43 (OR USA)				
120015163	Initial report	Open	07/26/2012 09:09	Low
Initiator: #29147 ASHENFELTER, C., Assigned to: #29147 ASHENFELTER, C. RM12004492 Animal complaint @07/16/2012 09:09 (Possible bear intrusion into backyard.)				
120015255	Initial report	Open	07/26/2012 15:28	Low
Initiator: #29147 ASHENFELTER, C., Assigned to: #29147 ASHENFELTER, C. RM12004494 @07/16/2012 15:28				
120015261	Initial report	Open	07/26/2012 15:46	Low
Initiator: #29147 ASHENFELTER, C., Assigned to: #29147 ASHENFELTER, C. RM12004495 @07/16/2012 15:46				

Refresh

Show: New, open, rework   Sort by: Number (ascending)   Delete   Open

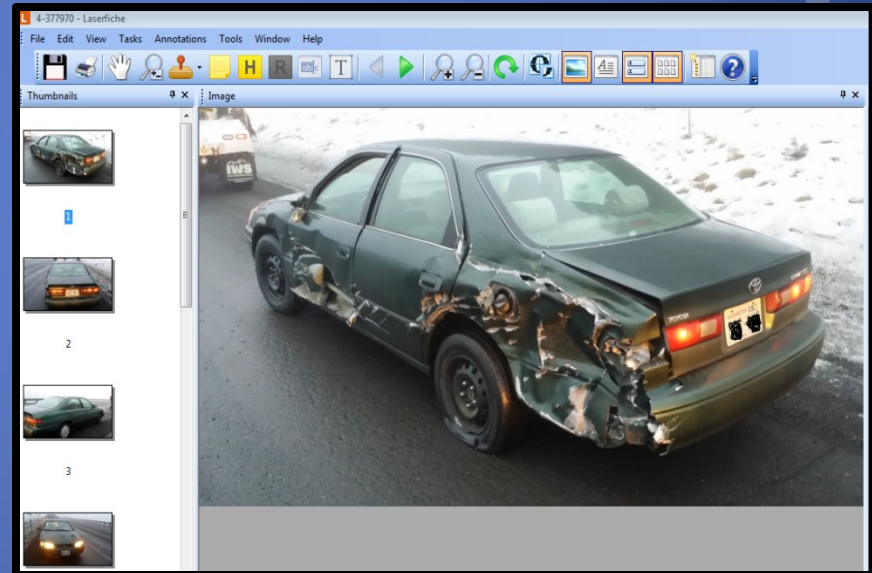
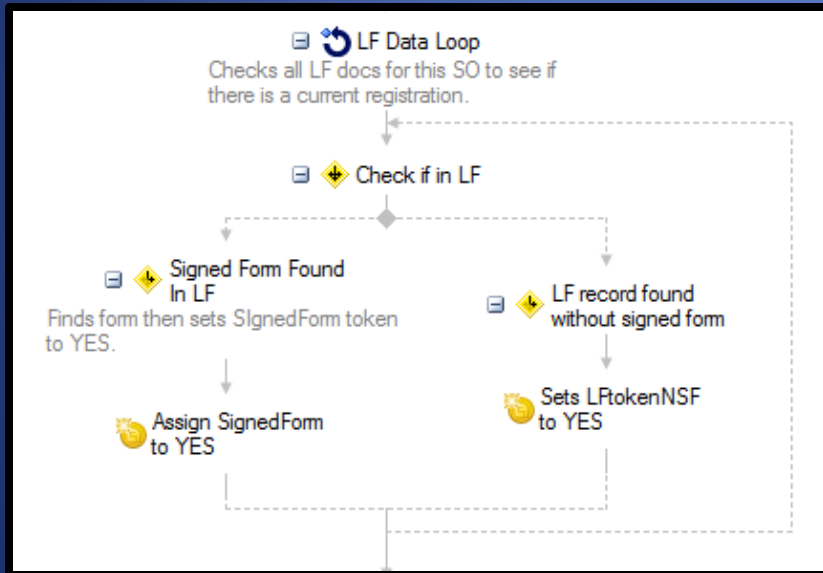




# LaserFiche Enhancement

## LaserFiche Work Flow Sample

## Naming Conventions and Retention



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# LaserFiche Project Outcomes

## ➤ Efficiency gained

- Common user directory for entire agency
- Organized file structure
- Standardized naming conventions and retention rules agency wide
- Automated workflows and error checking

## ➤ Benefits to Partners

- Quicker and more efficient data production
- Public and secure portal to initiate and process LaserFiche related service requests
- Greater accountability and tracking of service requests

## ➤ Measure of impacts and outcome

- Number of service requests initiated via LaserFiche (public and secure)
- Ability to maintain service levels with increased workload
- Reduce service request backlogs and speed responsiveness



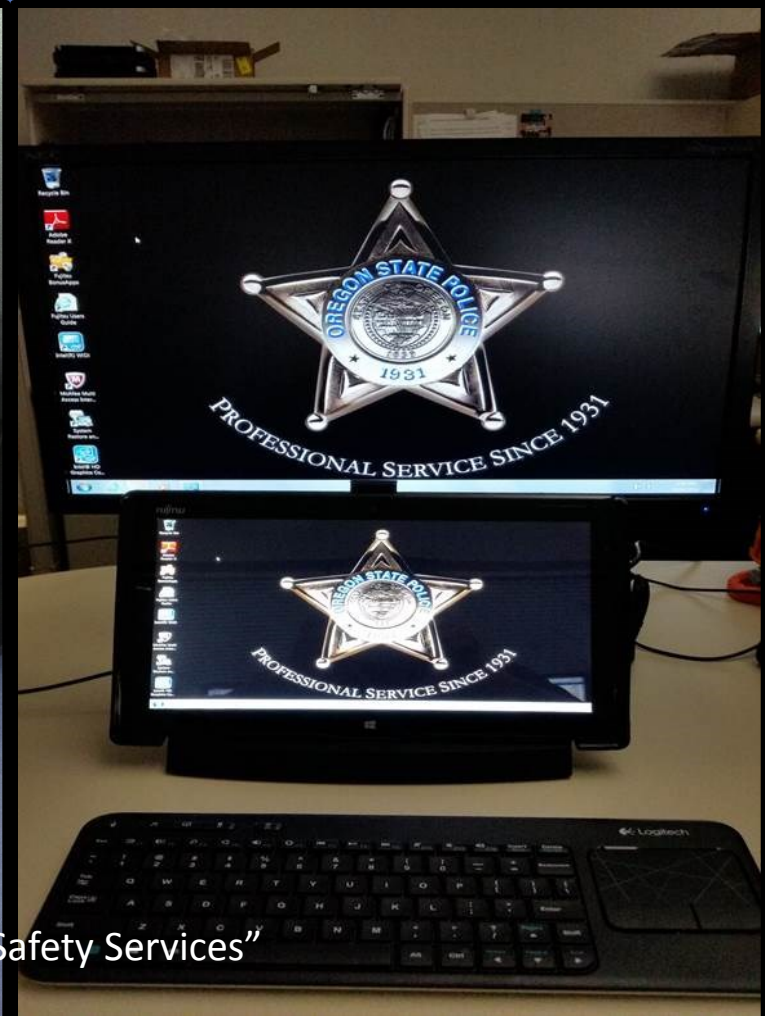
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# Mobile Data Terminal Refresh Tablet Computing

## Mobile Office



## Dock for Office use



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# 2013 – 2015 Mobile Data Terminal (MDT) Modernization

## Efficiencies

- Modernize agency mobile computing as the industry evolves
- Add portability and cross purpose use, mobile and office
- Greater device speed, increased functionality and usability

## Benefits to Partners

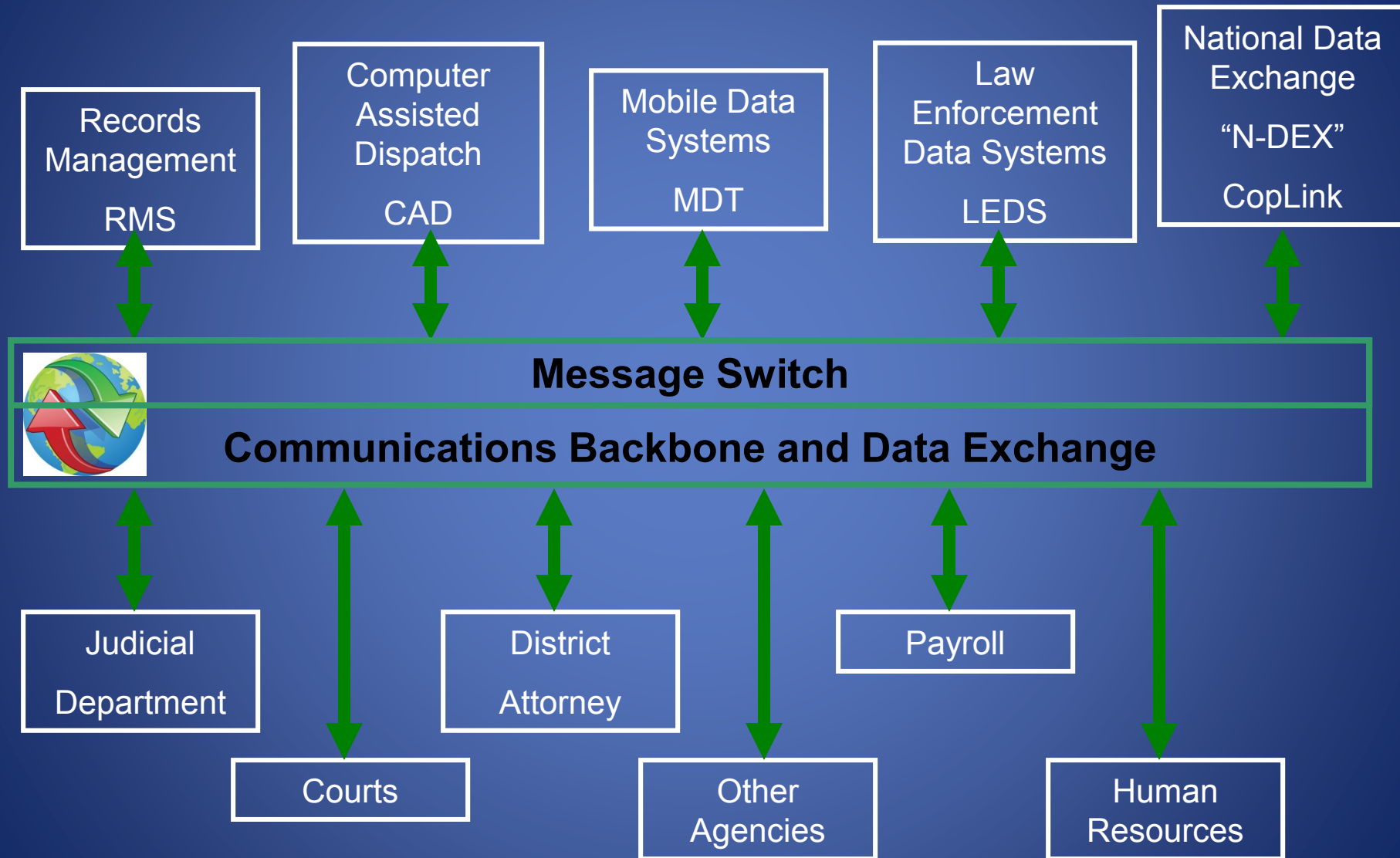
- Improved user experience keeps troopers in the field
- OSP's experience in tablet adoption is shared with partners
- State of Oregon participation agreement in WSCA contract

## Measuring Outcomes

- Start up time and connectivity persistence of the devices
- Deployment schedule intact, bug tracking and issue resolution at Help Desk



# The Long-Term Strategic Vision Enterprise Service Bus

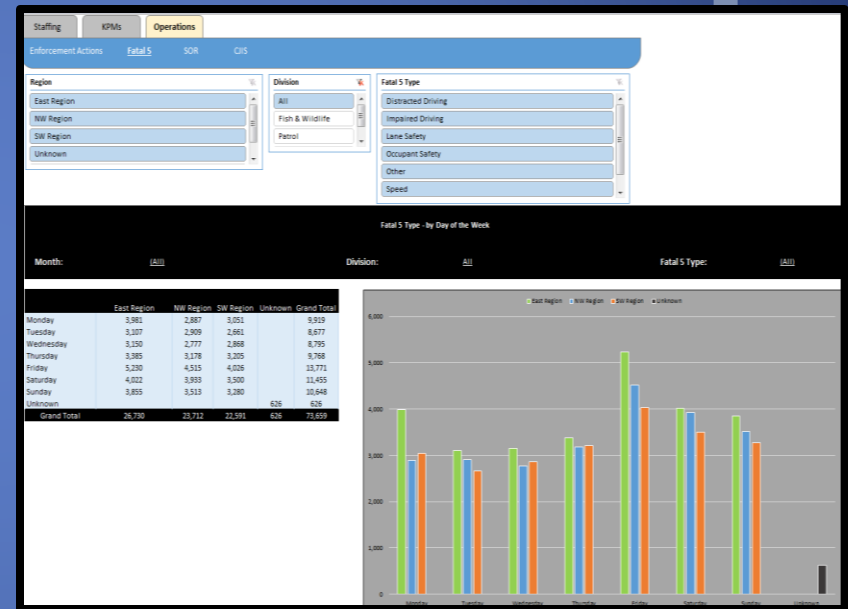
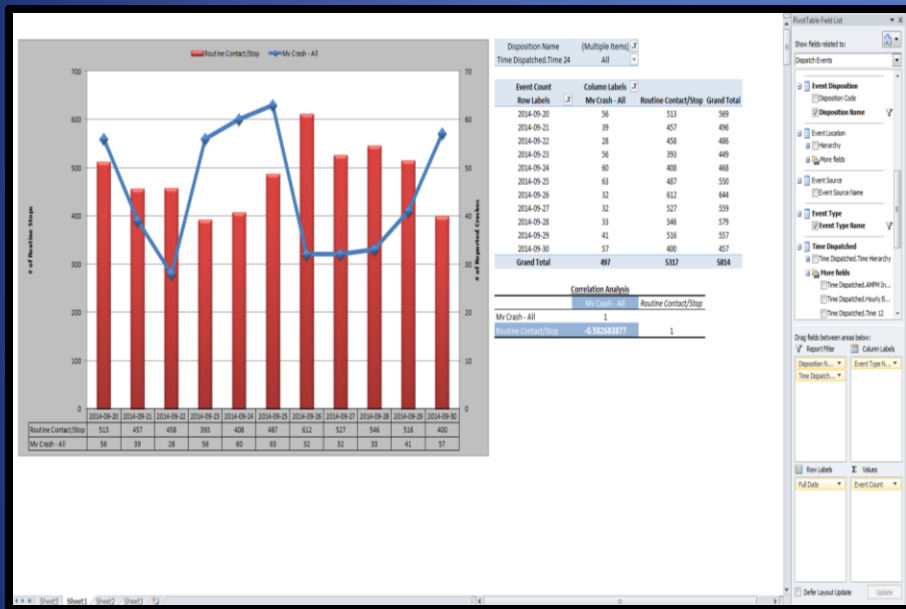




# OSP Data Warehouse Project

## OSP Data Warehouse

## OSP Executive Dashboard



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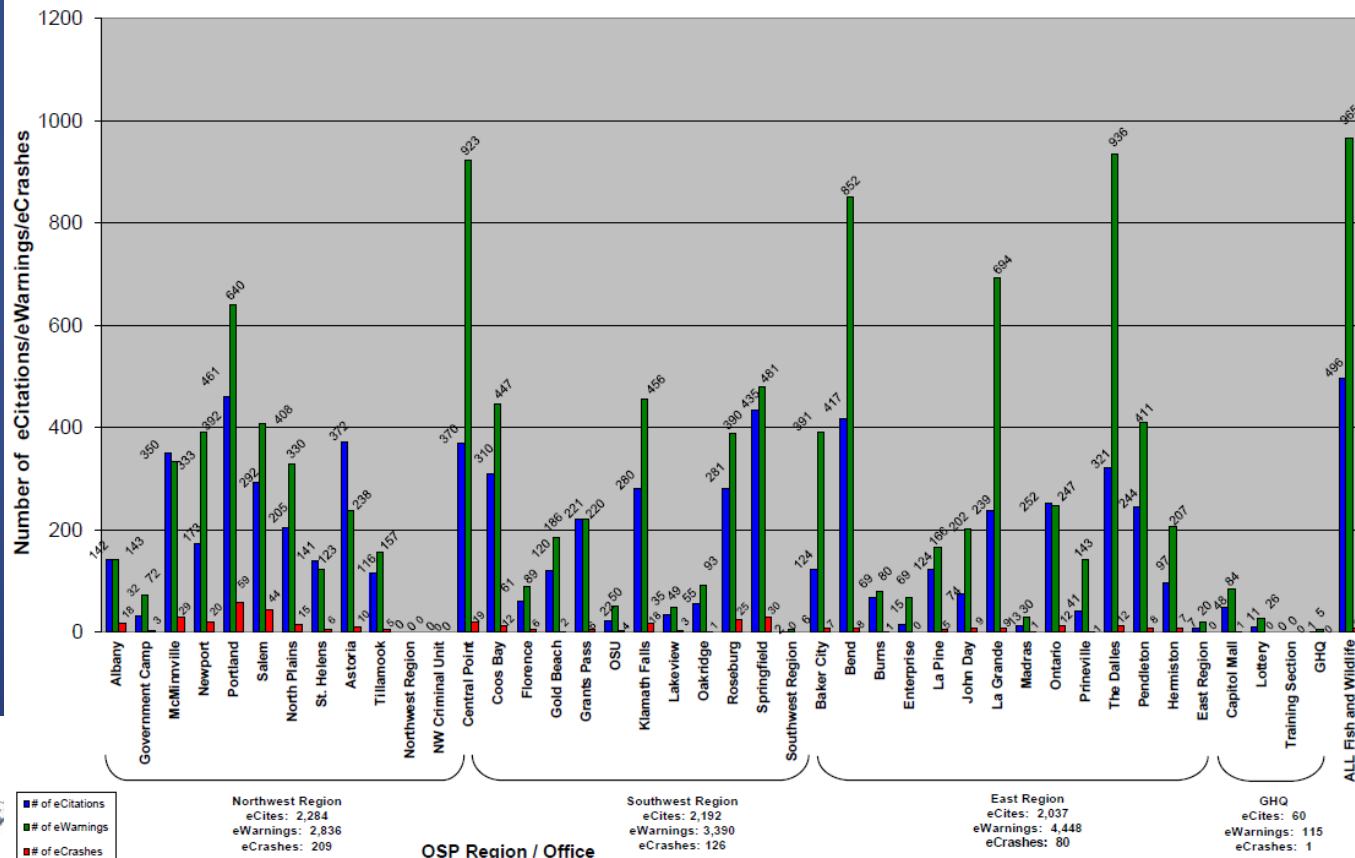
# Sworn Staff Metrics/Performance

## Oregon State Police eCitations, eWarnings, and eCrashes March 2015



**Totals:**  
eCitations: 7,069  
eWarnings: 11,754  
eCrashes: 425

Top Troopers	
for eCitations:	for eCrash:
Brett Danner (McMinville) - 114	Cameron Bailey (Portland) - 9
Jeff Smith (Coos Bay) - 112	Casey Hunter (Albany) - 9
David Rozenicki (Astoria) - 101	
William Duran (Bend) - 97	
Joseph Smith (Klamath Falls) - 86	
5 troopers had 8 crashes each	



# Support Staff Metrics/Performance

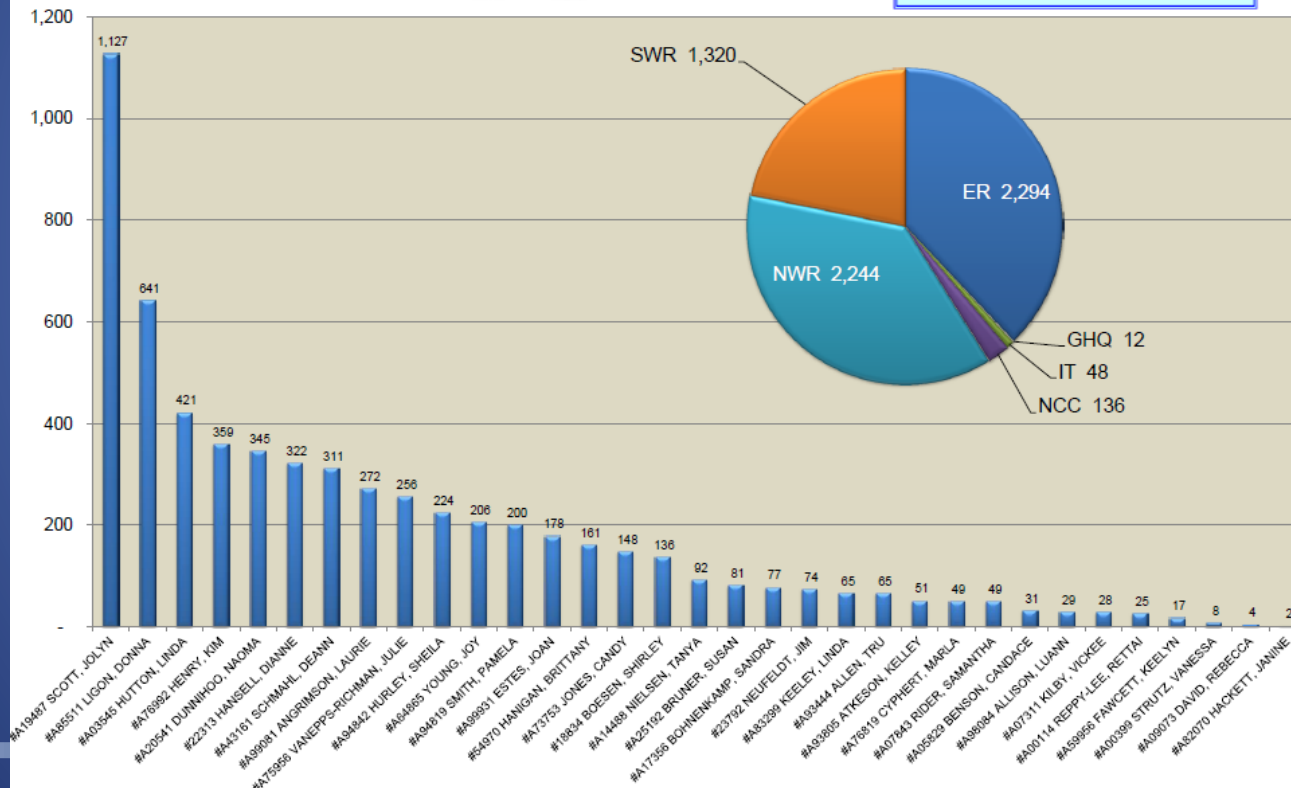
Records Masterfiled  
March 2015



Total: 6,054

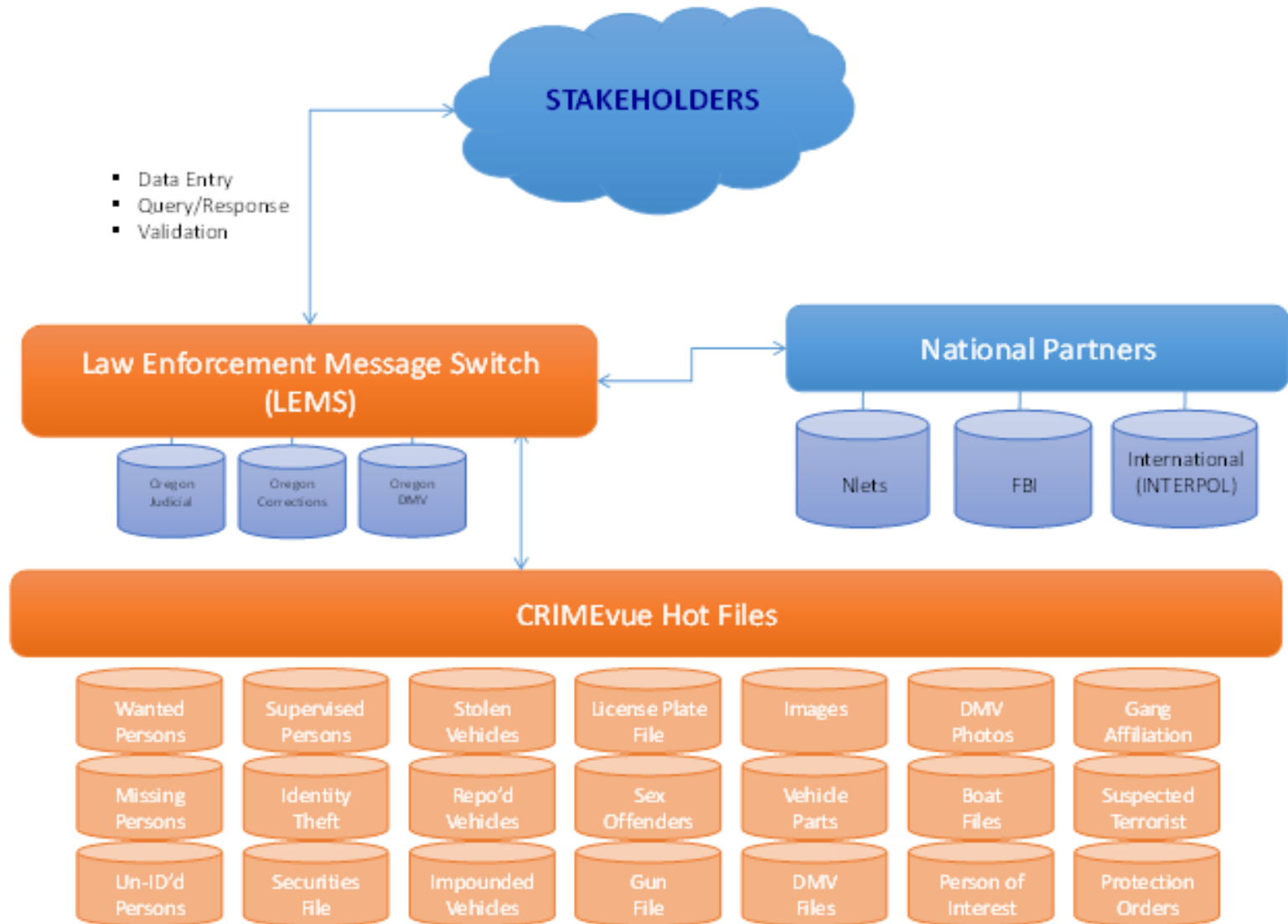
## Filing Masters

Jolyn Scott (La Grande)	1,127
Donna Ligon (Newport)	641
Linda Hutton (Astoria)	421
Kim Henry (McMinnville)	359
Naoma Dunnihoo (Springfield)	345



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# Criminal History High Level



# MTG Consultants Quality Assurance Report

## Project Management Summary Assessment Findings

Grade Legend: A – Excellent structure and execution (4.00).

B – Good structure and execution with some deficiencies (3.00).

C – Average structure and execution with significant deficiencies (2.00).

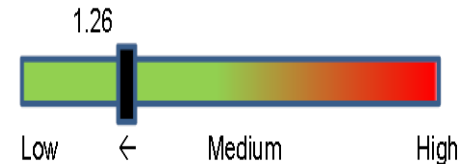
D – Below-average structure and execution with substantial risk (1.00).

F – No structure or execution – substantial risk (0.00).

Program Processes	October 2011	January 2012	April 2012	July 2012
Program Integration Management	3.63	3.88	4.00	4.00
Program Scope Management	3.88	3.88	4.00	4.00
Program Time Management	4.00	3.50	4.00	4.00
Program Communications Management	3.67	4.00	4.00	4.00
Program Risk Management	3.80	3.80	3.80	4.00

## **D. Project Risk Assessment Scorecard**

The project risk assessment scorecard evaluates the project against 91 quality standards. APPENDIX B, Risk Assessment Scorecard, contains the detailed assessment. The following bar shows the relative risk situation for this project:



The prior risk index<sup>1</sup> was 1.27.



# E-citation and E-crash Reporting Project



**CIO AWARD 2012**

**GOLD**

*presented to*

**Oregon State Police**

*for*

***OSP Mobility + E-Ticketing Program***

*Recognizing outstanding enterprise level solutions achieved through agency partnerships, collaboration, cost saving activities, service performance, and a commitment to excellence in technology innovation, agility, and efficiency*

Dugan Petty  
State Chief Information Officer

**Second  
Place  
Nationally**



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“We will continue implementing innovative technologies.”



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# Steve Vitolo- Embracing Technology





# Steve Vitolo- Embracing Technology

- Addressing the Suspended Driver – **ALPR Project**
- **Safety Belts**, Operation “Peek A Boo”
- **Cell Phone / Texting Use** “Operation Pan Handler”
- **eCitation, eCrash** and **DDACTS** methodology
- Statewide Traffic Stop System – **finding the dangerous driver across multiple jurisdictions**
- **VISION for the Future – WHAT IS POSSIBLE?**



# ALPR Project Overview

- Addressing the Suspended Driver – **ALPR Project**
- Note on PC, Politics, Big Data, Use Policies, ACLU



# What is ALPR

- **A**utomated **L**icense **P**late **R**ecognition (Only a Tool)
- Designed to quickly capture plate data and compare to LOCALLY store (in-car) database of plate #'s
- Oregon Use: **Suspended Drivers, Stolen, BOLO, Amber**



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# Car Camera Locations



# DWS Problem – Fatal Crashes

- **19% motor vehicle fatalities involved invalid drivers.**
- **Motorcycle operators** involved in fatal motor vehicle crashes were the **most likely to have invalid licenses.**
- **Nighttime crashes were more likely** to involve drivers with invalid licenses.
- Male drivers **more frequent** than did female drivers (3-1)
- **Under 16 and drivers 21 to 34 – highest proportion**

# DWS Problem – Fatal Crashes

19% annually of 33,561 people killed =

6,376 people died in fatal **crashes**  
**involving a driver that** SHOULD NOT  
HAVE BEEN ON THE ROAD.

What are we doing to change this?



# ALPR Project Setup

- State DMV – Mapped the license plated vehicles that are registered to at least 1 suspended driver.
- **Provided Data File that was uploaded to all ALPR units.**
- **530,000 vehicles plates – 20% of all registered vehicles**



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# ALPR Project Setup

## Resources:

- 2 – **ALPR Equipped Cars** (Scanning all 4 lanes)
- 4 – **Marked Chase Cars** / driver confirmation cars
- 3- **Police Motor Deputies**/Confirm/Chase/ Stop
- 10 – **Tow Trucks** on Standby (w/in 1 mile-staged)
- 1 – **Tow Dispatcher** / Onsite with provided radio
- 1 - Partridge in a Pear Tree





# Morning Briefing



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# Staged Tow Trucks/Dispatcher





# Stationary ALPR Vehicles I-5



# Driver Confirmation/Chase Team

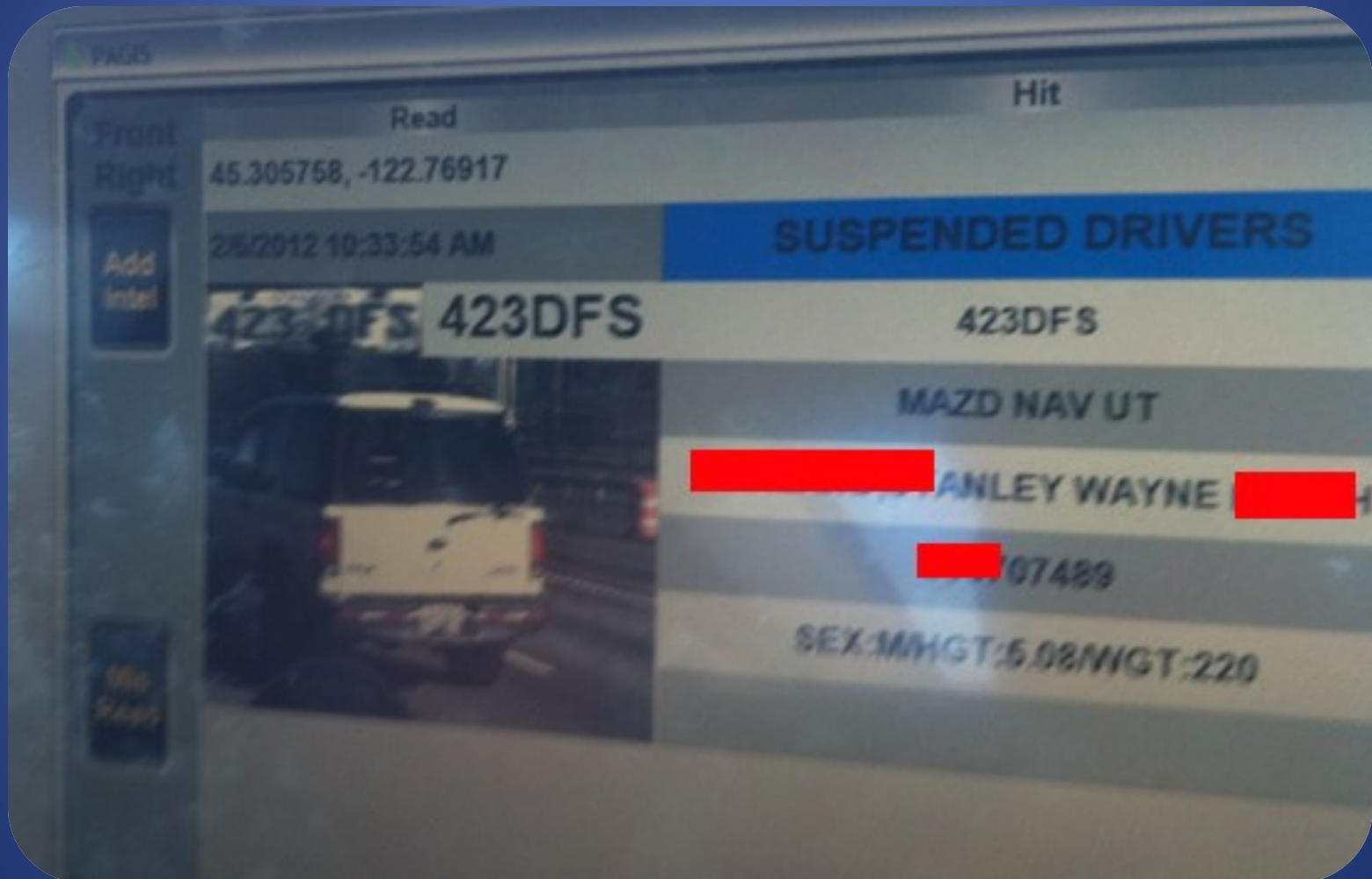




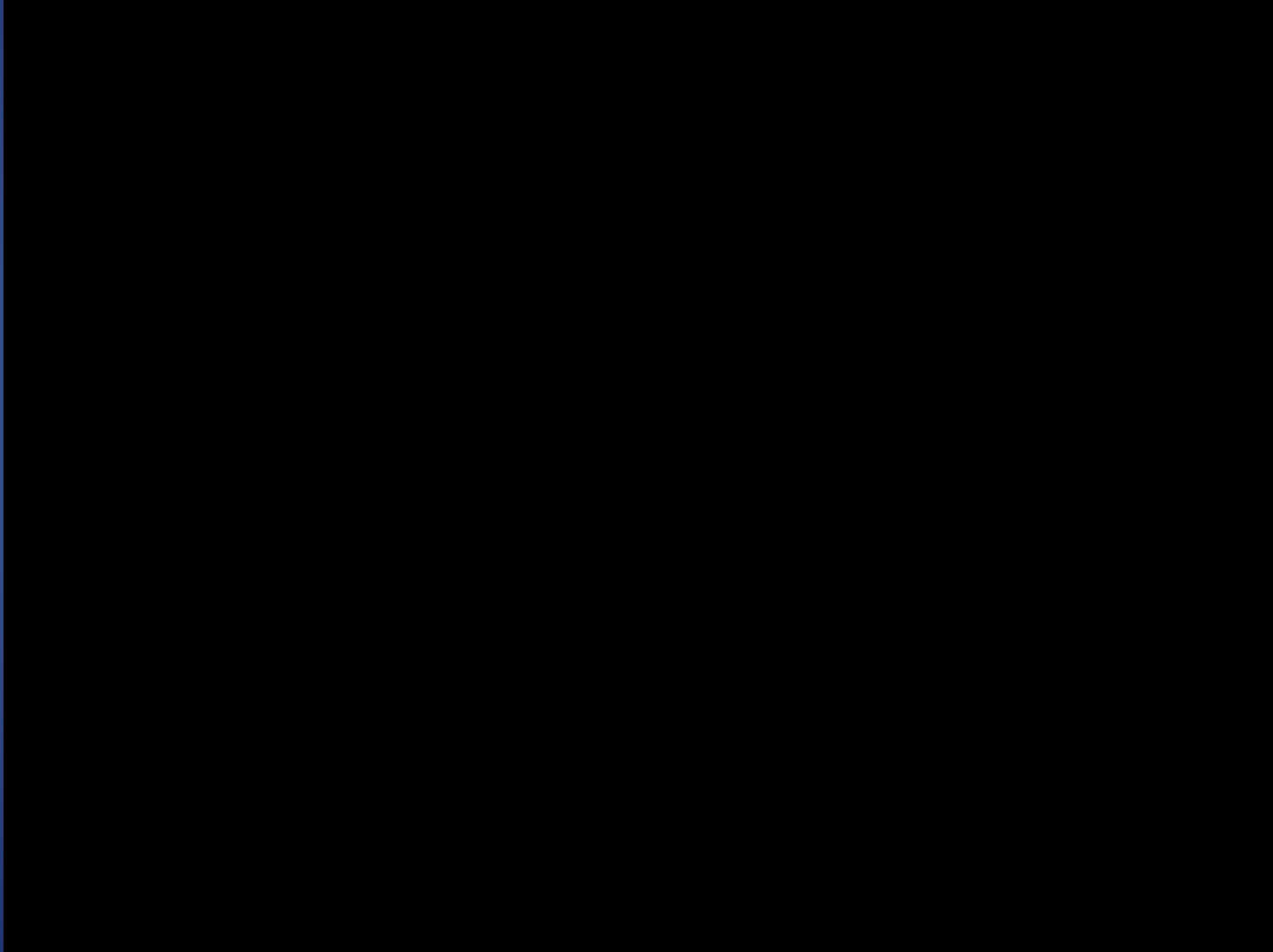
# In Car – Plate Review



# Blue and Red = Criminal Suspended



# In Car Video / Audio





# Final 5-Hour Results

- Total License Plates Scanned: **16,779**  
(Combined use/ 2 ALPR Cars)

<b><u>Total suspended drivers hits:</u></b>	<b>245</b>
Traffic Stops:	<b>47</b>
DWS Violation/other cites	<b>39</b>
Number of vehicles towed	<b>20</b>
DWS Misdemeanor/Felony Arrests	<b>4</b>

**\*eCitation / eTransfer of Data to Court**

**\*At 40 plates a day, it would take one deputy 419 days\***

**\*Average tow response time was approx. 8 minutes\***

# Everyone is Happy!

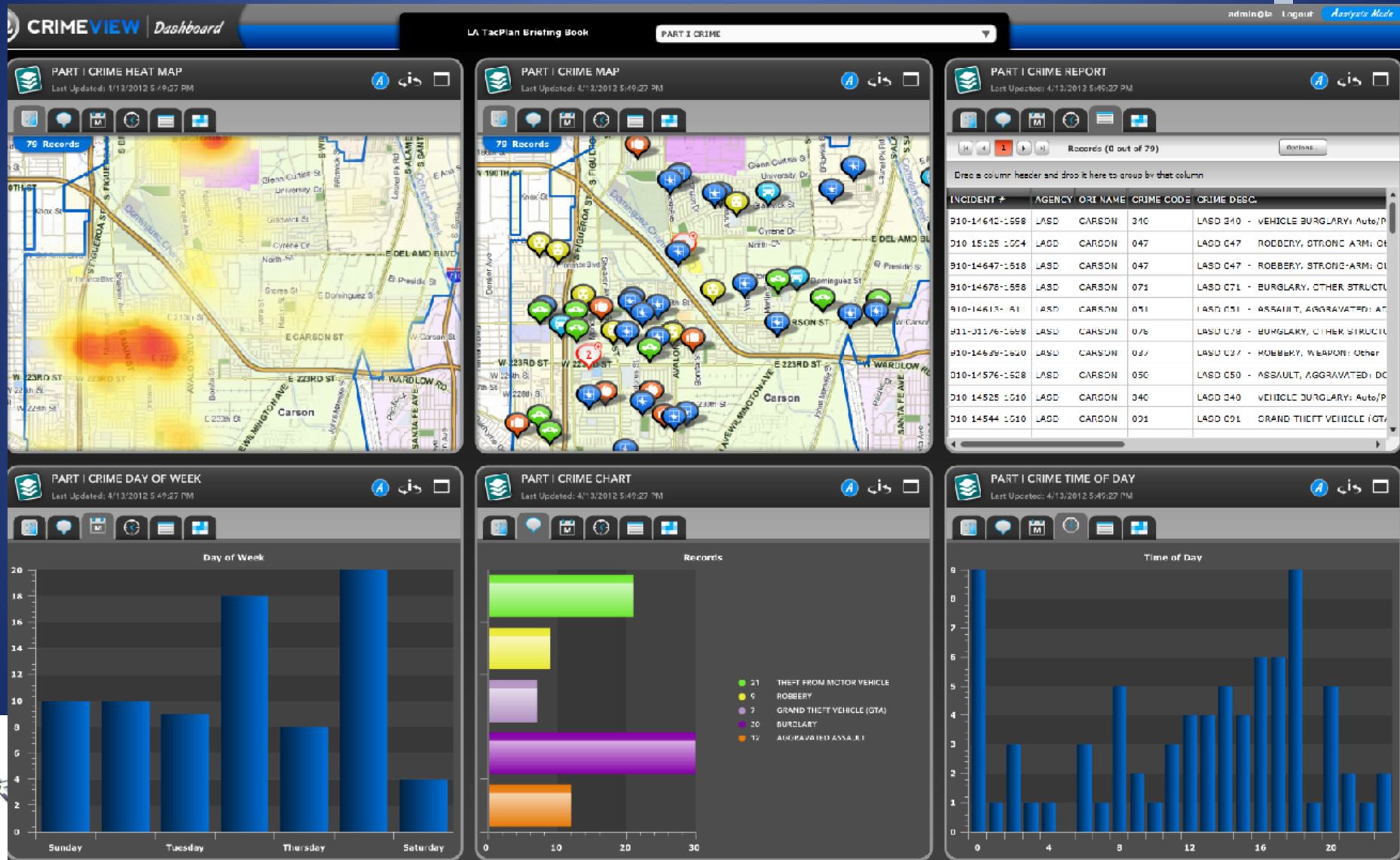


# Except....

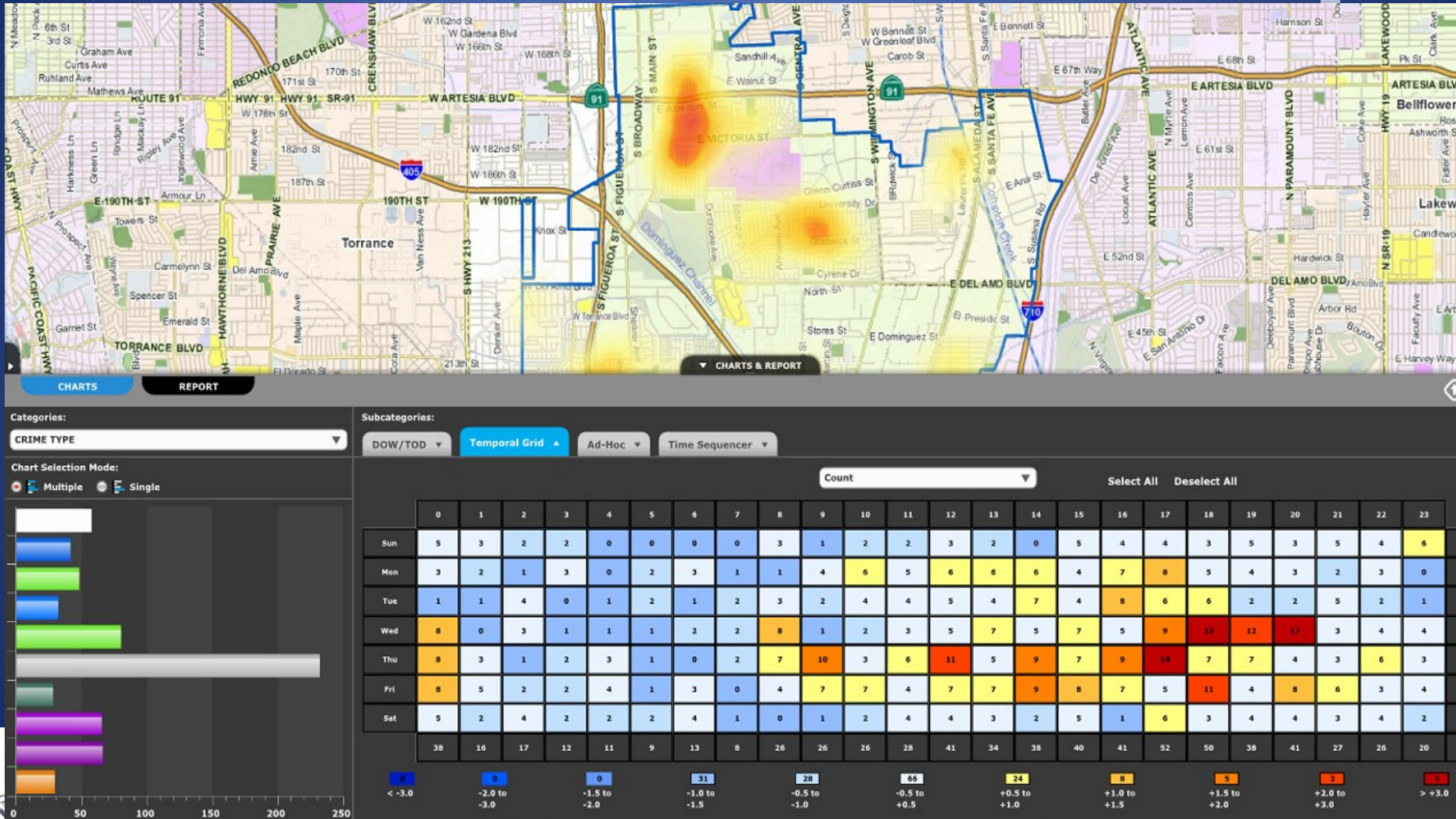




# eCitation Data Transfer / Report Results



# Seatbelt and Cellphone Crash Resource Allocation Hotspots





# Operation Peek-a-Boo

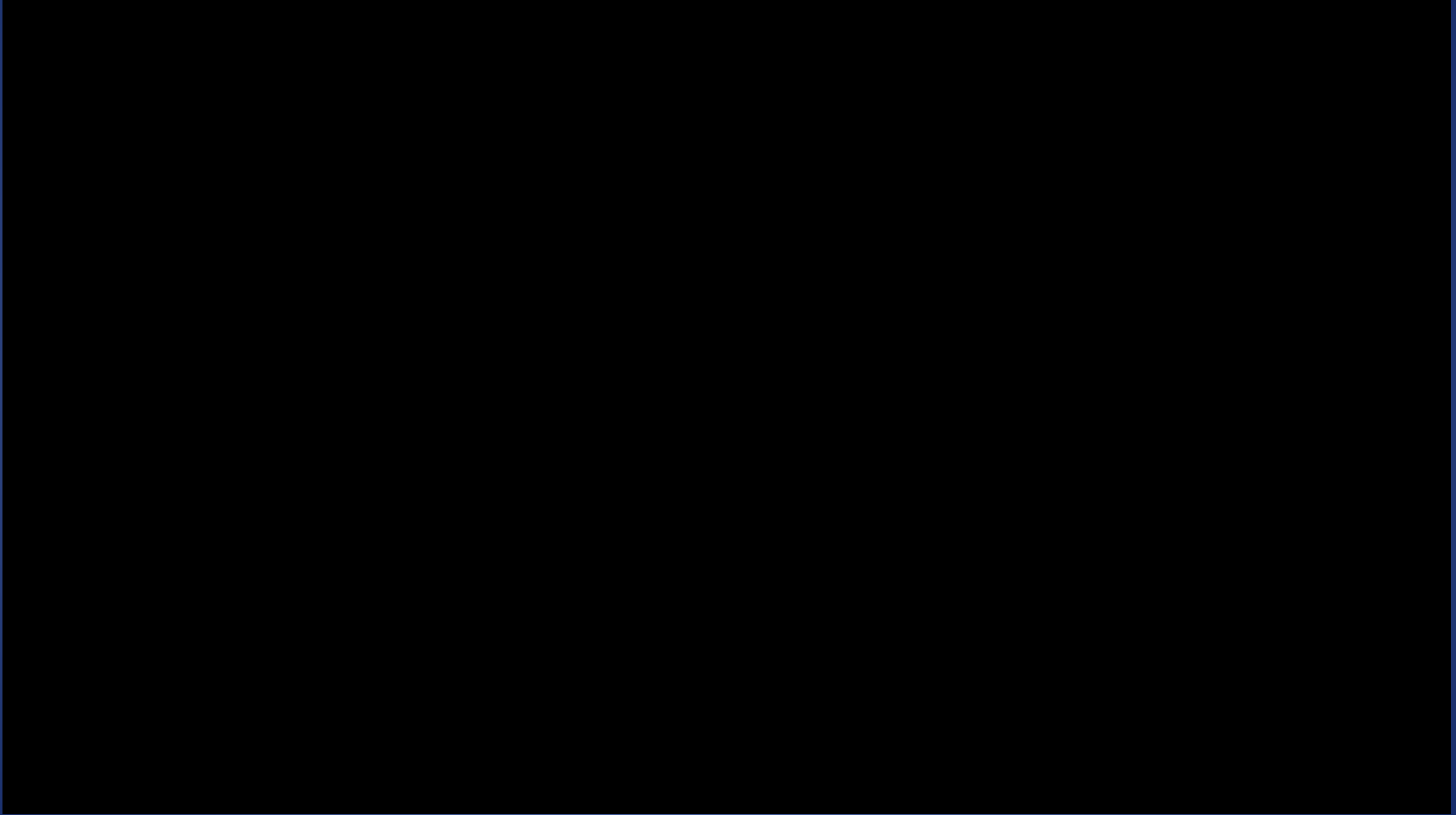
- Digital Camera / Telephoto Lens
- Bluetooth / 802.11 Hotspot
- Image Transfer from Overpass to Chase Bikes
- All units have Trimble Public Safety eCitation on mobile handheld units.

# Operation Peek-a-Boo



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# Operation Panhandler-Robby Nashif



# Tigard Near Miss – Police Motor



# A Few Weeks Later...





# Clackamas motorcycle deputy airlifted after crash

The deputy was airlifted to OHSU

By Chris Holmstrom and KOIN 6 News Staff

Published: May 5, 2015, 3:05 pm | Updated: May 5, 2015, 5:34 pm



# In Speed Crash Hotspot

Hit by speeding teen/failed to maintain lane on curve



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# The Oregon Story – 10 Years



**The Peter K. O'Rourke  
Special Achievement Award**

# The Oregon Story – 10 Years

- ❑ NHTSA Funding – Highway Safety Office
- ❑ eCitation and eCrash on Handheld Devices
- ❑ Expanded to Laptops and Tablets
- ❑ Trimble Public Safety - Statewide Analysis Database
- ❑ Transitioned all State Courts – Accept eCites (160 yrs)
- ❑ Connecting Police Agencies – regardless of RMS
  - Includes eWarning, Criminal and Violation Data
  - Immediate “HIT” feedback when issuing cite/warn
- ❑ **Now that we can SEE data in near real time** at a statewide-level, **what do we do with it? Explain...**



# Create something amazing



## **The Peter K. O'Rourke Special Achievement Award**

# Thank You!

- Questions?
- Will be at the Trimble Public Safety Booth this afternoon for any additional questions.

