

in and do a search. It saves a lot of time because you don't have to recreate the incident itself. I'm all about anything we can do to create efficiency because we're all overloaded. We're all doing more work than we probably need to be doing."

Marquez also points out that while most of the time it's important to provide identical reproductions to various requesting parties, there are exceptions—and the technology accommodates those too.

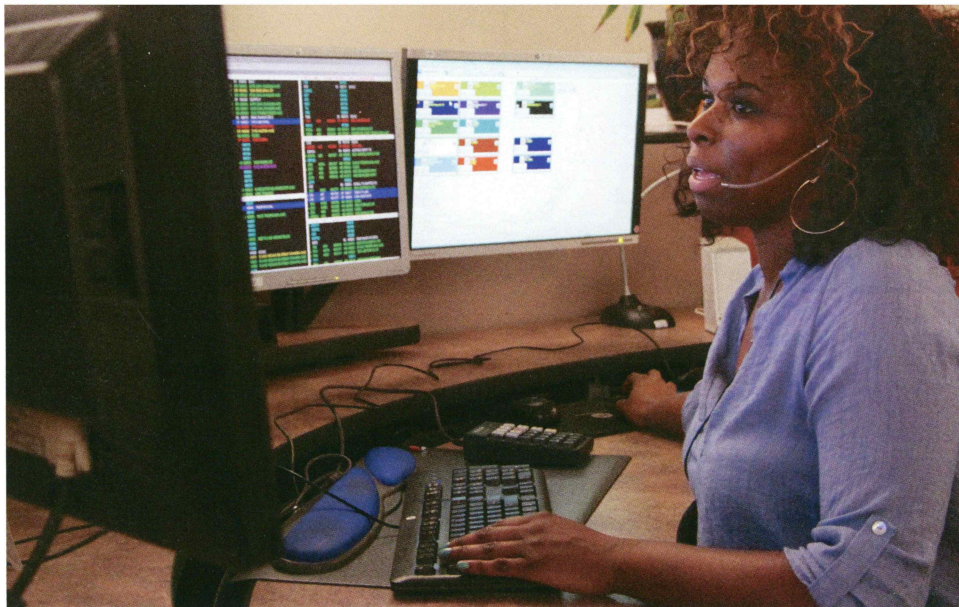
"There are instances where a citizen and an in-house detective may request the same 9-1-1 call," said Marquez. It's possible to copy the entire reproduction from the incident folder, and then make and save another copy where a portion of the call is redacted. The detective gets access to the complete incident, while the citizen may get a redacted version of the call.

TECHNOLOGY THAT ENABLES TEAMWORK— GET MORE DONE TOGETHER

Most 9-1-1 centers have multiple audio records custodians who manage records requests. For example, the LVMPD has two researchers who handle all of the incoming evidence requests, and at the City of Westminster, four supervisors, including Marquez, share the load.

In addition to eliminating duplicate work, the technology also helps audio records custodians work together better to get more done. The incident reconstruction process can be handed over from one researcher to another.

"Being that we are only a two-person research department and we only work three days in common, sometimes my colleague



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will do work when I'm absent and vice versa," says Fason. "This technology has been very beneficial in helping us share our workload. One person can pick up where the other left off and continue the research without wasting time. It's easy to review what has been done on a case and add to the records as needed. This is especially helpful for largescale events such as the 2014 shooting of the two police officers. It took us about a week to gather all audio recordings from that incident, and it required teamwork, as other subpoenas needed to be processed at the same time. This would have been truly difficult to accomplish before."

Marquez also relates a child abduction and homicide case that occurred in Westminster in 2012 that was similarly complex and drawn out. "From the time that the child went missing to the time that we had a suspect in custody was 21 days, so you can imagine everything that was unfolding. We

had hundreds of people working the incident and new audio coming in every day, starting with the original 9-1-1 call and radio traffic, and tips coming into dispatch. All of these audio recordings needed to be retrieved, organized, and added to the case."

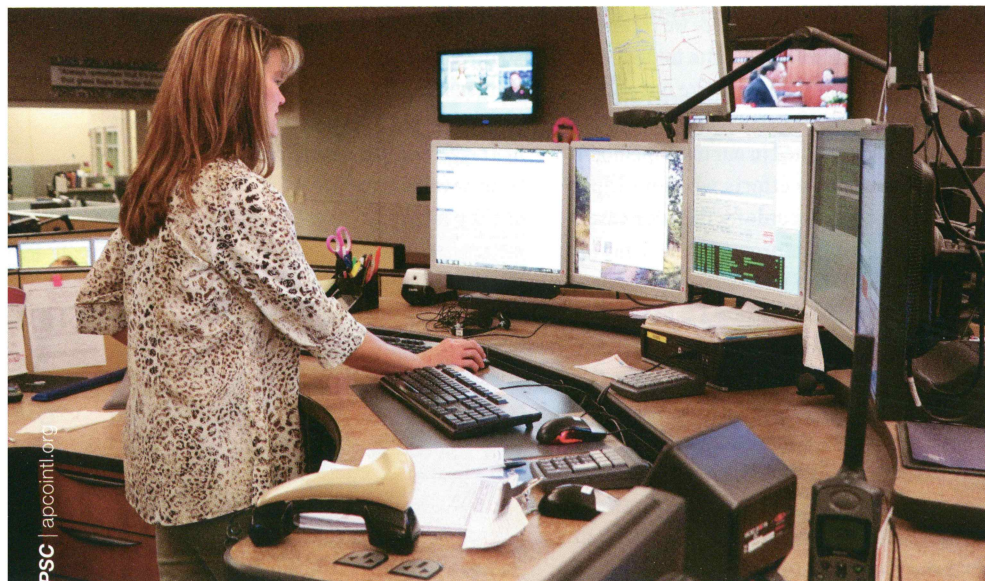
To make matters even more complex, Marquez says that during those three weeks there were numerous requests for the audio reproductions from detectives, media, the DA's office and the FBI, which all needed to be distributed and tracked. All of this was handled seamlessly with the new technology.

ELECTRONIC RECORDS REQUEST FULFILLMENT

This technology is also helping agencies shed paper in favor of electronic delivery of essential information required for records requests.

Additional multimedia information, which could only previously be reproduced on paper, can now be added to the Incident folder and shared electronically—for example, Mobile Data Terminal (MDT) records, CAD system call slips and Automatic Vehicle Location (AVL) records.

"One of the really cool features is that it can be a central repository for different kinds of evidence," says Marquez. "So of course, you have the audio reconstruction content (essentially the 9-1-1 calls and radio traffic) but you can drop related material in the folder as well, for example the CAD event chronology, photos, a witness statement, reports, and other documents. In the past, detectives would have just gotten a CD of the audio and paper copies of the CAD notes separately, which often exceeded 20 pages. It's great to be able to send them everything in one neat package."



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