

Covina Police Department Case Study

Objectives:

- Reduce duplication of work effort in processing incoming evidence
- Implement an evidence management system that provided easier access of data
- Establish a standard for entering evidence data
- Eliminate hand written paper for evidence management
- Provide a solid, defensible chain of custody to protect the integrity of evidence used in criminal investigations

Results:

- Evidence management is flexible and customizable to meet the department's needs
- Hand written property tags and property sheets were eliminated and replaced with direct data entry by the investigating officer
- Increased time savings by automatically producing the property report through the custom reports feature
- Evidence personnel no longer need to hand produce letters to owners; they are generated by the custom reports feature
- Increased accountability for evidence by implementing a system that tracked it from collection all the way to disposition
- Reduced space problem by systematically purging items through the retention feature
- Reduced the amount of time spent searching for evidence

| Before EvidenceOnQ | After EvidenceOnQ |
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| Officers hand wrote property tags and property reports | System automatically generates property sheets from data directly entered by officers |
| Tedious, time-consuming hand searches for evidence due to human error in management | Automatic chain of custody is maintained in the database and is updated immediately after each transaction |
| Limited DOS based RMS system did not allow for changes, customization or bar coding capabilities | EvidenceOnQ home screen was designed to meet the needs of the department and can easily be changed. Barcode labels are custom designed to meet the needs of the department and specific evidence. |
| Letters to owners were hand generated by the evidence room personnel | The custom reports feature automatically imports the appropriate data and generates the letters |

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| Statistics were difficult to retrieve as there was no standard for entering data | Reports and statistics are easily built, stored, and run with the custom queries feature |
| Purging evidence was time consuming and required hand-researching each item | The retention feature monitors the life cycle of the evidence and produces a retention report for systematic purging |
| Limited search fields made data retrieval difficult and time consuming | Searches can be made by any field or combination of fields; questions are answered in a fraction of the time |

Before EvidenceOnQ

- A. Drastic duplication of work effort regarding evidence
 - 1. Officers hand wrote property tags and property sheets
 - 2. Evidence personnel entered that data into a property module of a DOS based RMS system
 - 3. Module was limited in functionality
 - 4. Retrieving information was difficult due to no standard for entering data

- B. Evidence room management was all on paper
 - 1. Each item of evidence had an evidence card for chain of custody
 - 2. All status changes had to be documented on the card
 - 3. Basic evidence management was time consuming and often inaccurate due to human error
 - 4. Chain of custody for court had to be compiled by hand

After EvidenceOnQ

- A. Reduction of work effort by having officers enter evidence directly into the system
 - 1. No more need to have evidence room personnel re-enter data
 - 2. Elimination of evidence cards for chain of custody
 - 3. Property sheets are automatically generated from the data entered by the officers

- B. Searches, reports, and statistics are easily retrieved
 - 1. The customized home screen allows for the appropriate data to be entered
 - 2. Custom queries are easily built and saved for quick and easy retrieval
 - 3. Searches are quick and easy by using any field or combination of fields

- C. A solid, defensible chain of custody is easily retrieved and submitted to court

1. The system automatically date and time stamps each transaction when made
2. Evidence now has integrity and accountability