



Contra Costa County, CA

TRAINING & ABILITY TO CUSTOMIZE
Makes EvidenceOnQ the Easy Choice...

Achieved goals and more...

- 100% Customizable Features That Fit Department Needs
- Quicker Inventory and Audits
- Instant Report Generation
- Seamless Integration with Existing RMS System
- Reliable and Secure Chain of Custody
- Unlimited Report Options Instantly
- Automated Purging Process and Notification
- Beneficial Onsite Training
- Increased Department Integrity

A HIGHLY CUSTOMIZABLE, VERSATILE AND COMPREHENSIVE EVIDENCE MANAGEMENT SYSTEM was the aim of Contra Costa County, California, Office of The Sheriff when it searched for a new software package more than five years ago. For good reason. The Office of

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the Sheriff's property and evidence room consumes nearly 20,000 feet and contains about 60,000 items. The search for software that could effectively track status of every item was over when Rich Wara, Director, Property and Evidence Section-Investigations Unit, attended a California Association of Property and Evidence meeting where he discovered the EvidenceOnQ software program from FileOnQ, Inc.

“FileOnQ was the company I felt was the best fit for our system because they customized our home page on the EvidenceOnQ program to meet our input needs,” Wara said. FileOnQ also was able to customize reports for the agency.

Beyond these needs, another priority was quicker, more automatic inventory and audit of evidence. This capability, in Wara's view, is one that most law enforcement agencies constantly struggle to

accomplish. “The EvidenceOnQ software allows you to go out and scan an individual location, create a report, and do a reconcile of report to see what evidence is and is not there,” Wara said. “This capability will tell you what evidence items are not there when you scanned and that you need to look for them. Now, you have to audit this (using EvidenceOnQ). Doing this manually, it could take a person years to inventory an evidence room of our size,” Wara added.

What if your agency is switching from an older, inadequate evidence management system to one such as EvidenceOnQ, and you need to transfer existing evidence records? Wara found this to be no problem, noting that FileOnQ was able to smoothly integrate EvidenceOnQ with the older evidence system.



Integration With Existing RMS Proved Seamless

Similar to many law enforcement agencies, Contra Costa County Office of The Sheriff still uses an RMS (records management system), which deputies access for creating reports and to tap into

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the program’s property and evidence module. However, this module is not nearly comprehensive enough to handle the wide range of evidence tracking, customized reports and tight chain of custody that is needed. Contra Costa County uses the Tiburon RMS whose property module Wara describes as “basic at best.” Yet, “Tiburon realized this, and that customers like Contra Costa were too far forward with their evidence management needs compared to the property module they (Tiburon) had,” Wara said. “It was nice to see Tiburon was willing to work with FileOnQ.” Likewise, Wara continued, “FileOnQ stepped up to the plate on this issue, and has found a way to improve Tiburon’s property module without completely changing it.”

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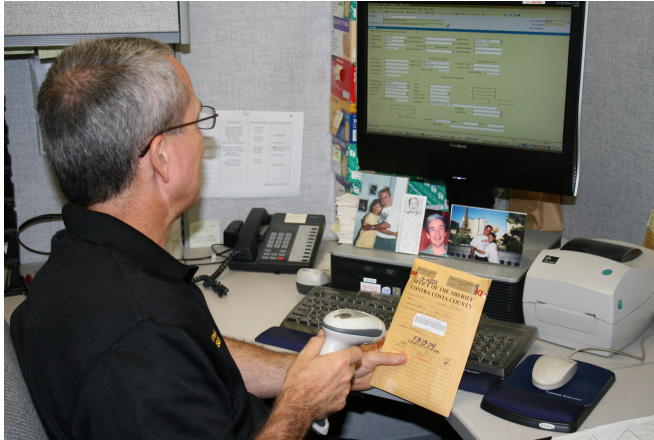
Tiburon made integration of its software with the EvidenceOnQ program successful. According to Diane House, Tiburon’s director of operations, “With the Tiburon-EvidenceOnQ integrated system, users enter data once and that’s pushed from field reporting (with Tiburon’s ARS) into EvidenceOnQ where the data is tracked. After tracking is completed, the status of that evidence is pushed back into the ARS,” House added. “We were really looking for interface, integration, seamlessness, and a partner,” House continued with describing a desired partnership between Tiburon and FileOnQ.

Evidence Purging More Timely

Timely purging of evidence that is no longer needed has been another aspect of Contra Costa County’s evidence management operation that the EvidenceOnQ program has handled effectively. The software has a built-in flagging system to alert evidence room personnel on what evidence items can be destroyed. EvidenceOnQ also indicates that statute of limitations for certain types of cases are available for review and that destruction of evidence may be possible. “So, I can find out what items are available for destruction on the first of the month,” Wara said. “EvidenceOnQ can be customized to allow this to happen whenever it’s desired.” Equally helpful is that the software enables users to query in so many different ways, even with regard to purging. For example, Wara said he can query by type of evidence,



such as asking about all the firearms brought in between specific dates, or guns destroyed in a certain amount of time.



Quicker, More Specific Custom Reporting— and Trending

The reporting capability in EvidenceOnQ has proven particularly helpful to Contra Costa County Office of The Sheriff for trending. Wara said his evidence technicians can generate a report, for instance, on all violent crimes with a gun associated. What's more, Wara continued, "With EvidenceOnQ, we can become our own statistical entity away from any crime stats being developed elsewhere in the department."

Developing custom reports is another advantage of the software's reporting capability. Wara said that at any time a report can be created in EvidenceOnQ that will give some of the answers needed and that this process can be repeated with high reliability. "So, if someone asks for the same report six months later, I can go in and do it and know I'll get the same report I got the first time," Wara said.

Onsite Training Made Big Difference

Onsite training on the use of EvidenceOnQ made a dramatic difference in Contra Costa County Office of The Sheriff's ability to learn the software and make sure it met all needs. In fact, after the software was installed, FileOnQ checked back with Wara to learn how it was working. "They sent in Shannon Turner, their evidence consultant, to help us," Wara recalls. "She asked us what we needed for capabilities and made sure the software addressed this need. We didn't have to create a new report each time as a result," Wara added.

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Integrity is Biggest Benefit

After working with the EvidenceOnQ software for several years, the Contra Costa County Office of The Sheriff inarguably has come to realize the one chief benefit it gives is integrity. Wara feels this is because FileOnQ has created a system that works at the highest level to maintain this integrity and because it has involved many people who understand the needs of law enforcement. Wara routinely sees members of the county's grand jury and asks them about people they have recently indicted. They will usually know the name of the person indicted, but not the case number. "So, I go into the EvidenceOnQ software and I can bring up every bit of information associated with that person," Wara explained. "That's power because we're able to answer questions and give insight as to how a case is going or how the evidence has been handled with one tiny piece of information."

About the FileOnQ Inc. (Developers of EvidenceOnQ)

Formed in May 1996 as Integrated Software Solutions, we have specialized—from the beginning—in the development of products focused on lifecycle records management for the corporate, departmental, and workgroup user. For the past nine years, we have dedicated ourselves to powerful and customizable solutions for Law Enforcement to track and manage their property and evidence from the crime scene to the court room. Police and sheriff departments, district attorneys, and prosecutors value the ability to access, view, manage, and track evidence and

associated documents, media instantly using a web browser. Allowing them to communicate and work together on cases and evidence like never before.

Agencies at the local, state, and federal level have successfully implemented our system to not only [manage evidence](#) but also [officer equipment](#), [assets](#), [critical incident scenes](#), [fleet vehicles](#), [case management](#), and more. Agencies have discovered that what we offer is much more than a software system. It is a powerful platform with the tools needed to increase efficiencies throughout their entire jurisdiction.

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