STRENGTHENING COOPERATION AND POLICE INFORMATION SYSTEMS AND ENHANCED USE OF TECHNOLOGY

“Use of Technology and Information Systems in Police Management”

Presented by: Karen Lancaster-Ellis and Andre Norton
COUNTRY PROFILE

Trinidad – 1864 sq. m

Tobago – 116 sq. m

Est. Population - 1.3m

Ethnicity – 95% Indo & Afro Trinbagonians

Religions – Predominantly Muslim, Hindu & Christian

Politics – Democracy

Trade – Oil, Gas, Tourism & Manufacturing Sector
BACKGROUND & CONTEXT

**TTPS PROFILE**

- **TTPS strength**: 6500+
- **Ranks**: 10
- **Police Divisions**: 9 & 20+
  Branches, Sections, Squads & Units
- **Police Stations & Posts**: 77
- **Staffing**: Police & Civilians
THE MAJOR CHALLENGES EXPERIENCED BY THE TRINIDAD & TOBAGO POLICE SERVICE INFLUENCED A NEED FOR CHANGE
Major Challenges

- Purely manually driven, paper-based system
  - Quagmire of paper-work
  - Additional physical storage space required
  - Deterioration of paper over time
  - The need to standardize data collection

- Difficulty in inter-agency exchange of operational data
  - Culture of secrecy
  - Absence of information sharing protocols
  - Agencies were competing with each other
Objectives

- The need for improved customer service
- The need to improve operational efficiency
- Improved institutional capacity
- Improved accountability
- Better management of our resources
OVERCOMING THESE CHALLENGES
Organizational Transformation

• We changed systems & structures:
  – New departments introduced
    • Crime & Problem Analysis Branch (CAPA)
    • Closed Circuit Television (CCTV) Unit
    • Cyber Crime Unit (CCU)
    • Criminal Intelligence Unit (CIU)
  – New strategy statements (vision, mission, motto)
  – Re-engineered our internal business processes
    ➢ Aligned technology with business
  – Model station initiative
    ➢ To improve customer service
Organizational Transformation

- Hired civilian managers - To manage key disciplines
  - Human resources, fleet, information technology, procurement

- Introduced new technologies
  - Automated fingerprint information system (AFIS)
  - Closed Circuit Television Cameras (CCTV) - observation in public places and police buildings
  - Geographic Information System (GIS) - Crime mapping
  - Digital interview room

- Introduced policies to effect changes - new paradigm

- New system of recruitment & selection
  - Restructured academy - provost as faculty head

- 21st Century policing Model
Rationale For Transformation

- Technology driven imperative
- Information driven imperative
- Policy driven imperative
Tools to Exchange Operational Data

- Installation of fully functional network – connects to all police stations
- Records Management System
  - Store records electronically
Exchange of Operational Data

MULTI-POINT VIDEO CONFERENCE

The Police Service, Defence Force, Regiment, Camp Ogden & Office of Disaster Preparedness & Management
Exchange of Operational Data

E-Mails through Smart Phones
Tools to Exchange Operational Data

Intranet/Portal
Internal circulation of crime suspects

WANTED
Contact: 638-3416, 555, or 800-TIPS

DESCRIPTION
- **Apparent Age:** Approximately 27 years old
- **Race:** Mixed
- **Complexion:** Brown (red skin)
- **Height:** 5' 11"
- **Build:** Slim
- **Clothing:** Black polo vest, long jeans pants, brown clarks.
- **Other descriptions:** Low hair style, long side burns, ganja carrying on ear, tattoo of the word “yellow” on inner forearm and “C M”: on shoulder.
- **Offence:** Suspect along with other men wanted relative to a report of Rape in the San Juan District, on Monday 1st January 2010.
Exchange of Operational Data

Closed Circuit Television (CCTV)
Partnering Against Transnational Crime

Memoranda of Understanding
Trinidad & Tobago Police Service (TTPS)

&

(i) The Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF)
- Sharing of firearm data (E-trace)
- ATF training for local police officers

(ii) Joint Regional Communications Centre - advance passenger information

(iii) Regional Intelligence Fusion Center (RIFC) - intelligence sharing

(iv) Interpol - exchange of data
Online Information Centre

http://www.ttps.gov.tt

http://psgladiolus/pages/default.aspx

*Citizen Support  *Frequently asked questions  *Crime Statistics

*Information about services  *Report crimes anonymously

Citizens are encouraged to use the website through advertising campaigns
Geographic Information System

Global Positioning System (GPS) Handset

Capturing GPS Coordinates
Map Showing Uploaded GPS Coordinates

Legend
- Camera Locations
- Hotel Locations
- Medical Inst
- Fire Stations
- Police Stations
- Roads
- Trinidad

SECURITY MANAGEMENT
CARNIVAL 2011
CLOSE CURCUIT TELEVISION CAMERA COVERAGE

Prepared by: RICHARD PRINCE
GIS Crime Analyst
Crime & Problem Analysis Branch
Police Service
March 2, 2011
Geographic Information Systems (GIS) Benefits Achieved

The following benefits were derived from GIS:

» Built relationships with government departments and NGO’s

» Facilitated planning for crime prevention strategies

» Provided information to use in hotspot policing

» Improved our data quality

» Increased our crime fighting capabilities – identification of problem areas
Citizens Testimonials

• “I wanted to apply for a firearms user’s license and the police website told exactly what I was required to do”

• “I went to Arouca Police Station recently and asked for information of an incident 5 years ago and in a matter of 5 minutes I got it. I was totally blown away by the efficient service”

• “I recently applied for a certificate of character (C of C) and I received it in 2 days. Long ago I had to wait for as long as 1 month”

• “I called 999 to report a suspicious person in front of my house in Carenage and in 3 minutes a police car was in front of my gate”
Enhanced Crime Management

**CompStat** (Computer/Comparative Statistics) as a crime management tool:-

- Crime data presented for discussion among commanders
- Maps of crime hotspots
- Spatial & Temporal dimensions of crime

The strategies formulated at these meetings using the statistics provided, resulted in significant reduction in crime in certain areas:-

» Better resource management capabilities
» Improved accountability
» Improved institutional capacity
Closed Circuit Television (CCTV) Benefits Derived

• Positive identification of suspects and vehicles involved in crimes and achieved convictions in courts of law
• 24/7 surveillance of roadways and highways
• Surveillance of our critical infrastructure
  » Administrative headquarters
  » Police stations & prisoner cells at station
• Safer and secure environment for revelers during Carnival (major festival).
Installing GPS Devices in Vehicles
Improvement To Data Collection & Dissemination

Data Collection

Data Capture Forms –
General Occurrence Incident Report (GOIR) Forms
- Process for verifying data on forms
- Legislative framework to ensure compliance
- System of monitoring and evaluation
- Structure chain of custody for forms

Data Dissemination
- Internal – Sections, Branches, Units
- External – Researchers, Students, Government Departments…
• National Provider of cyber crime services
• Staffed with highly skilled professionals
• Proactive internet investigations
• Computer crime investigations
• Telephone toll analysis
• Cell/Smartphone related crimes
  – Interception of communications legislation
By Nikita Braxton
Trinidad & Tobago Express | Saturday, June 27th 2009
The Cyber Crime Unit of the Police Service will submit a report to homicide officers early next week, detailing the Internet affair between murdered Gail Joseph and the man police suspect had something to do with her death. The CCU has found the e-mail and telephone records that homicide officers intend taking to the Director of Public Prosecutions as part of their file.

Cyber Crime Unit probes Udecott
BY NALINEE SEELAL Saturday, September 25 2010
The Police Cyber Crime Unit of the Trinidad and Tobago Police Service has seized fax machines, computers, surveillance footage from cameras from State owned Urban Development Corporation of Trinidad and Tobago (UDECOTT) as part of the ongoing probe to ascertain who are the persons involved in the attempted fraudulent wire transfer of US$6 million to a ghost company in Putuo, China.
Other Success Stories

- Cyber Crime Laptop Recovery
- Serial Rapist arrested based upon composite sketch
- Robbery Offender arrested and charged based upon composite sketch
- Hate mail author identified by Cyber Crime Unit
- Murder suspect arrested following CCTV footage
- Suspected gang members identified committing robberies on CCTV footage
- CAPA’s offender profiling identifies Robbery suspect
- CompStat resulted in reduction in crime
- Crime hotspots identified & intervention strategies implemented
LESSONS LEARNT

• Project Management is essential for effective implementation
• Management support is critical
• Standard Operating Procedures must be established
• Avoid the “Ivory Tower” Syndrome
• Culture must support change
• Consider inclusion in decision-making
• Collaboration should be given precedence over contention
• Keep abreast with the latest trends in technology and observe industry standards
• Be innovative
• Business Processes must guide Information Technology implementation
What’s our future direction?
Our Future Direction?

- Vehicle Mounted Computers – capture events to corroborate officers testimony
- Wearable computers (record interviews)
- Automatic image processing (Radio frequency identifier)
- Vehicle identification number (VIN) recognition
- Data Mining – Enhances our analytical capabilities
- DNA Database
- Cloud Computing – Share data with agencies globally
The End

Thank You!!

Questions/Comments?

Presented by: Karen Lancaster-Ellis and Andre Norton

28/11/2011