



Automated Regional Information Exchange System

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AUTOMATED REGIONAL INFORMATION EXCHANGE SYSTEM



USER SATISFACTION SURVEY RESULTS

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08/30/2006

EXECUTIVE SUMMARY:

This survey of August 2006 is the second of ARIES users and is intended to obtain their subjective assessment of the system and to obtain feedback that could not be obtained in any other way. Users have E-mailed anecdotes from time to time relating great experiences of how ARIES helped them, but this survey was a more thorough and empirical way to determine who is using the system, how they are using it, and their assessment of it.

ARIES was begun in September 2003 with a Federal Grant and the leadership of the Sheriff Warren E. Rupf who provided all the initial funding (\$350,000) and urged his Support Services Bureau to look into integration of justice data and to see what other counties were doing. The team headed by Commander Paul Clancy, Captain Steve Fuqua, and Lt. Ray Ingersoll visited Sacramento County and were impressed by the preparations they saw there. They invited Search Group from Sacramento to visit and assess Contra Costa County to see how viable data integration might be in this justice system. A project team was hired and members of the justice community took Search's JIEM training and were certified in its methodology which identified the handoff points in the justice system where information and documents are exchanged.

The ARIES committee developed criteria and established priorities among many suggested integration projects. The first project implemented was to install a county-wide Web Services application and to begin giving all Contra Costa County justice agencies "real time" access to jail data which extended from 1981 to the present. Next mugshots were added and the project was underway, with the committee and development team adding new modules as funding and time would allow.

This survey was conducted on-line via the Zoomerang.com service. The Uniform Resource Location (URL) address for the survey was E-mailed to 530 users who have used ARIES heavily during the past two months. Over 183 users (35%) of those users responded online and their assessments were automatically analyzed by the Zoomerang service which Hunter Research, Inc. purchased for this purpose. The time savings in not having to enter user responses and perform statistical analyses were significant. Statistical tests prove that the responses from the 183 persons that responded are generalizable to the 530 heavy users and the results would be similar if the entire group had responded.

The average rating of all ARIES components as being either "Very Good" or "Excellent" was 82%, and while that is exceptionally high for any system, the users were asked to provide specific recommendations for improvements. The ARIES Committee will review these against the existing workplan in their January planning meeting to determine which if any can be worked into the current work year.

We are indebted to the many users that responded to the survey and for their suggested improvements as well as their many complimentary remarks. Every effort will be made to maintain the quality of the system and to incorporate those suggestions as time and resources allow.

The federal funding received to support the development of ARIES over the years has been indispensable. In fact without it the system might not have been developed at all or at least it would have evolved much more slowly. The financial contributions from each of the member agencies during very difficult budget years have also been crucial and have enabled the development project to maintain momentum in those times when the federal funds were not available.

Lastly the ARIES Committee needs to be thanked for the many hours, meetings, and demonstrations they have participated in that have shaped and improved the ARIES system. Likewise the support and actions of the JAAC Committee and the Police Chiefs Association have greatly contributed to the system's success so far.

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BACKGROUND & METHODOLOGY

The ARIES project has been operating and growing for nearly two years now, and it is important to get some feedback on whether or not it is meeting the users' needs. While funded primarily by federal funds, the time may be approaching when users will have to bear the cost on their own and they will only be willing to do that if it is deemed to be cost effective

There are over 1,600 users in the ARIES system. Some were entered into the user database by their ARIES Coordinator, but have never been active users. There would be no payback in surveying them, except perhaps to determine why they are not using this asset. The project team queried the ARIES user log and selected users that had used the system at least 5 times or more during the past two months from May 15, 2006 to July 15, 2006. This provided a list of 530 active ARIES users that could provide the feedback needed.

The team provided an on-line survey taking system via www.zoomerang.com, which enabled the users to take the survey on the Internet. The advantage to them is (a) no back and forth E-mails are required, (b) no documents are saved on their machines, and (c) no attachments had to be appended to return E-mail messages.

The advantages of the web based survey to the ARIES team are (a) no individual E-mail messages with an attached survey form are required, (b) no returned E-mail messages would be necessary, (c) no returned surveys would have to be printed and/or saved electronically and given a separate file name for each user, and most importantly, (d) the surveys are tabulated and scored on-line within the Zoomerang service rather than a laborious process of data entry and analysis of the results.

The distribution and response rates are as follows:

Survey Distribution and Response	Number	Per Cent
Surveys Distributed	530	100%
E- Mail (I'm out of the office) automatic responses	11	2%
Error in E-mail Address ¹ – Corrected/Resent	13	2%
E-mail Failed to Deliver	20	4%
Completed Surveys returned	183	35%

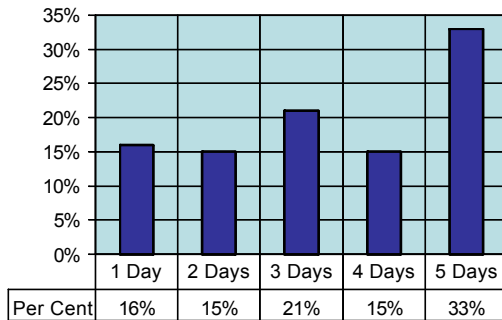
A 35% survey return is huge in survey terms and with the large number of returned surveys it was likely that the sample size while not random can be generalized to all 530 users. Using the F-test Two-Sample for Variances analysis, the F-test score of 1.348 means that one can be 95% certain that the responses of the 183 respondents are not materially different from what would be expected if all 530 persons had completed the survey.

ARIES USAGE

The first substantive question was to determine how often and for how long ARIES users use the system. Do they use it daily or as needed throughout the week? Do they use it for long periods of time in intense searches for several hours per day as investigators might or for quick checking like subpoena clerks do to find out who is needed in court tomorrow? Bear in mind that the users are sworn law enforcement officers, prosecutors, probation officers, court clerks, judges, and the public defender. So the group is not a homogenous one, but instead they exhibit a range of roles and duties and activities among the many departments that participate.

¹ These addresses were taken from the ARIES tables maintained by the ARIES Coordinator for each agency and when they are not correct, ARIES cannot notify a user of their "lost password" or notify them that their saved search in ARIES has found new information, nor can they receive late breaking bulletins.

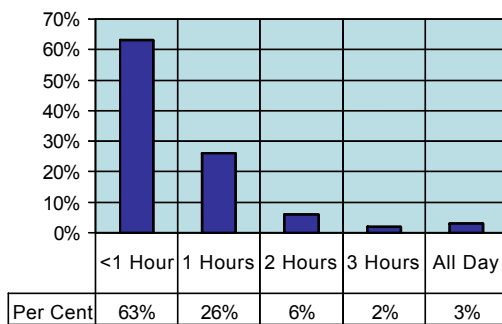
Days Per Week You use ARIES?



ANALYSIS

69% of users are using the system from 3-5 days per week, which means it has permeated their workspace and operations as a tool they use frequently. If this were stratified for law enforcement users only, the number of days the system is used would likely be higher. Likewise if grouped by job function, the investigator group would probably be grouped at an even higher number of days per week.

Hours Per Day You use ARIES?



ANALYSIS

It appears that majority of users are using ARIES to search quickly for data, but they are not using it all day. The exception would be investigators and some records clerks who spend hours searching for information.

37% of the users use the system for one or more hours per day.

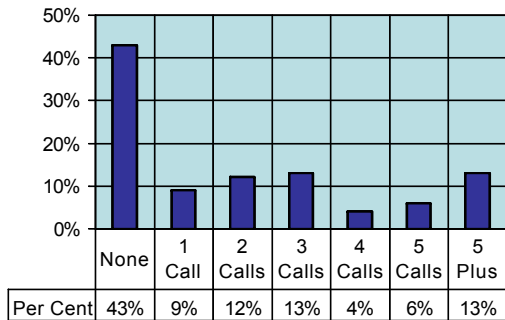
ARIES IMPACT ON PRODUCTIVITY

The following set of questions is aimed at learning what savings in time (if any) has ARIES provided for the users. Policy makers want to know the cost/benefit of systems they fund and support, and these questions try in an unscientific² way to quantify that from a user's perspective. There are benefits to the users if they perceive that ARIES helps them be more productive, even if it is difficult to prove empirically.

The original intent of ARIES was to aggregate information from among the disparate databases to reduce the number telephone calls, faxes, and E-mails seeking information and to increase the number of cases solved because of readily available information that could not have been found by traditional means. It would be possible to make fairly scientific observations of the costs and benefits from these activities alone from these data received, but while it would be interesting, it would not necessarily identify any funds that could be reallocated.

² These responses are user's subjective answers, not ones verified by time and motion studies

Fewer OUTBOUND Calls, Faxes?



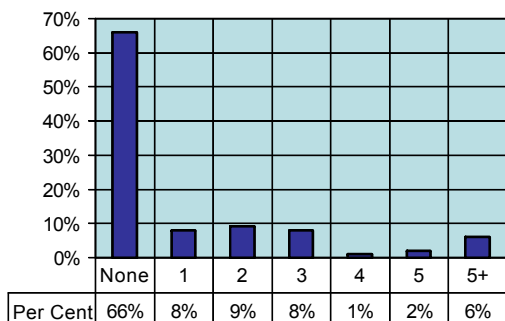
ANALYSIS

36% of the ARIES users say they are making 3 to 5 Plus fewer outbound calls, faxes or E-mails (per week) in seeking information, because they are able to find what they need in ARIES. The value of that time could be estimated by taking the number of users and the cost of their labor to make the calls, faxes and E-mails.

User Comments:

- ARIES would save at least 5 calls
- At least 15 fewer outbound phone calls.
- Fewer calls related to subpoenas
- Unable to quantify; ARIES is invaluable

Fewer INBOUND Calls, Faxes?



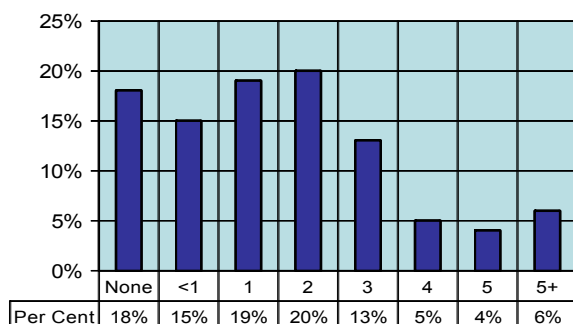
ANALYSIS

35% of ARIES users are receiving fewer calls, faxes and E-mails per week, presumably because potential callers are getting information from ARIES. Users at the Jail, Records, and Central ID report fewer incoming calls and refer frequent callers to the ARIES system.

User Comments:

- Varies – as little as one, to 5 or more
- Don't receive as many DA calls
- 10-15 calls.

Hrs/Week ARIES has Saved IDENTIFYING Persons?

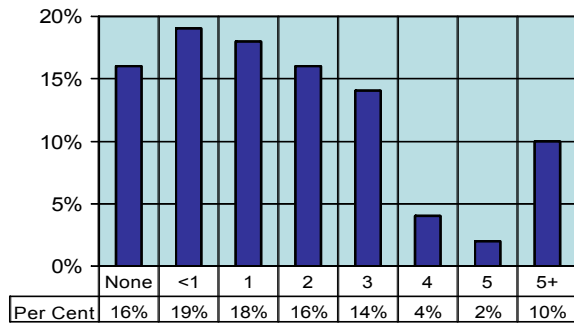


ANALYSIS:

67% of the respondents indicate that they save an hour or more each day with ARIES in IDENTIFYING individuals. If one were to extrapolate that to all the 530 active users of ARIES times their salary plus employee benefits, the time savings would be very significant. If one assumed that the "less than 1 hour" was a half hour and the "more than 5 hours" response was only 6.0 hours, then the accumulated savings³ for one year would be \$1,446,146. This is not "found money" and can't be reallocated for some other purpose, but it is significant.

³ Assume a blended payroll cost of clerical staff and investigators of only \$30 per hour (including benefits)

Hrs/Week ARIES has Saved LOCATING Persons?



ANALYSIS:

65% of the respondents indicate that they save an hour or more each day with ARIES in LOCATING individuals. Again if one were to extrapolate that to the 530 heavy users of ARIES times their salary, the time savings would be very significant at approximately \$1,516,106 annually in the value of the time saved.

EVALUATION OF ARIES DATA SOURCES

These questions were aimed at assessing how valuable the various sources of data accessible in ARIES are to the user. Modules begin in ARIES Committee deliberations as a “good idea” or theory that a data source would be good to put in ARIES. The project team then performs the following steps in due diligence to determine how feasible the suggested new service might be:

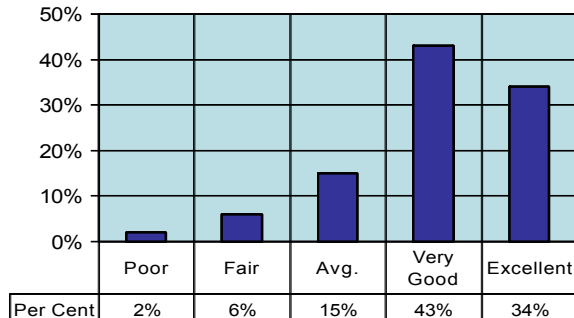
1. See how agencies are operating today (Work flow),
2. Identify where opportunities exist (if any) to greatly improve productivity in the work flow,
3. Pull needs and requirements from a workgroup of intended users,
4. Develop an ARIES prototype to review with the workgroup,
5. Put into Beta Testing and finally
6. Cut the new service over into production.

It is not a given that every project will be successful. In fact in the initial research phase, some projects are discontinued, because (a) the underlying assumptions were not accurate, (b) another agency is already planning or providing the service, or (c) the estimated costs are way higher than the estimated benefits.

The following sections present the evaluation of the users of each module within ARIES. They were given a range of alternative responses aimed at quantifying what percentage of them felt a data source was “Poor”, “Fair”, “Average”, “Very Good” or “Excellent.” User responses of “Don’t Use” were deducted from the denominator for calculation since their opinions are of little value. For most of those responses, the user’s specific job assignment would not require them to seek that particular type of information. For instance, the court techs would not likely need to perform six pack lineups, so they marked that they “Don’t Use” that module. In too many cases, users may not use a function because they are not aware of it or how it could assist them. This is a challenge of communication and training that the ARIES project continues to address.

Alameda County Arrest & Booking Data

ALAMEDA COUNTY DATA: How Valuable Is IT?



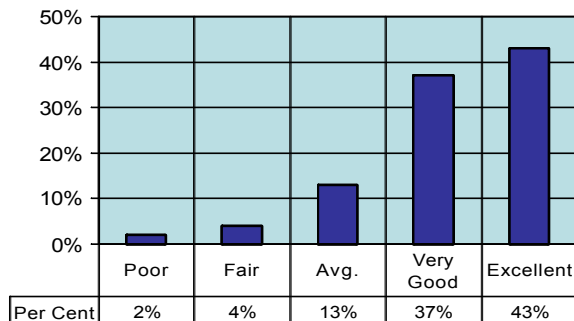
ANALYSIS

77% of the users judged the Alameda County data ARIES accesses today as Very Good or Excellent. The data currently available are arrest and booking data and mugshots.

Discussions are underway to get more data if possible on probation, RMS records, and protective orders. (See Section "Suggested Improvements" for more comments on Alameda County data)

CLETS/DMV Queries

CLETS/DMV QUERIES: How Valuable Is IT?



ANALYSIS

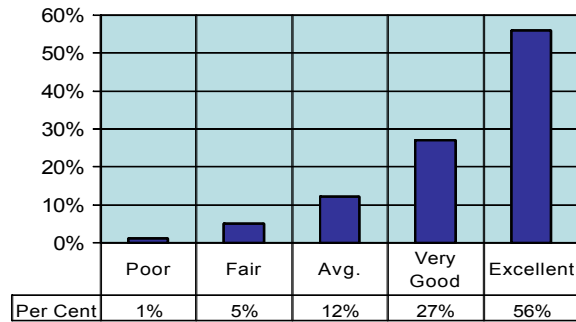
81% of the respondents rated the CLETS/DMV query information as Very Good or Excellent. These data are limited information about which agency and officer ran an individual or license, but do not include any return information from the query. It does let an investigator in one agency call the person that queried CLETS to compare notes.

Court Data on Probation Status

These data are court records as opposed to data from the Probation Department. They are valuable, because they let officers query on a 7x24 basis to see

- If a person is on probation (both formal and bench),
- What charges they received a probation sentence for,
- What the terms and conditions of the probation are, such as can they be searched,
- Whether or not any revocation actions have been started against them
- When their next court date is (if any), and
- The date and time the current information was entered.

PROBATION DATA: How Valuable Is IT?



ANALYSIS

84% of the respondents rated the Court's Probation Data as Very Good or Excellent

User Comments:

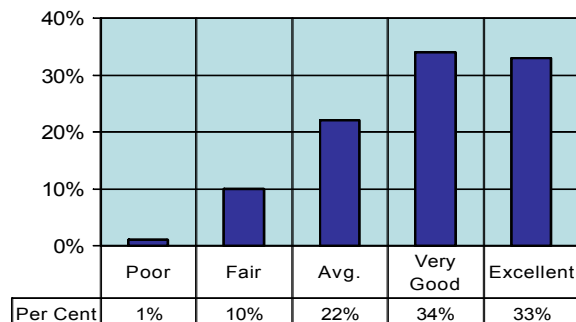
- The on-line access to probation information has been very valuable and a big time saver, especially after hours.
- I am able to find out probation information without having to call probation

California DOJ Certified ID Data

These data are downloaded every 15 minutes from the DOJ system which collects all agency notifications from Livescan mnemonics emanating from within Contra Costa County. When a person's prints are collected in any agency in the county, they are forwarded to the DOJ for identification. Within approximately 2.0 hours, the DOJ sends an Agency Notification message identifying the individual or issuing a new AFIS and SID number. The DOJ saves a copy of that notification in a separate file, which ARIES parses and adds to a database with six (6) years of agency notifications. The notifications provide valuable information such as the following:

1. All known AKAs submitted by any agency in the past for this person
2. All known Social Security Numbers known to have been used by that person
3. All known driver's license numbers used by the person
4. Whether or not the person is a Sex, Arson, Gang, or Drug Registrant
5. Last known address and phone number of the individual
6. Whether or not good DNA evidence is on file at DOJ or whether or not it should be collected

DOJ Certified ID Data: How Valuable Is IT?

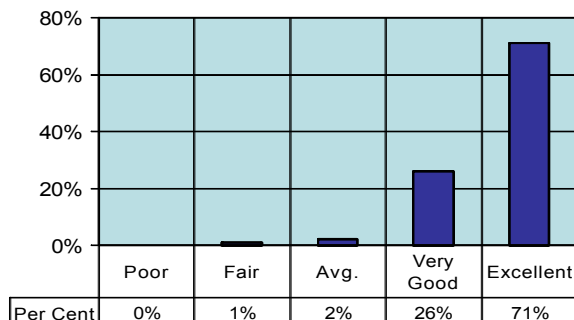


ANALYSIS

Only 69% rated this module as Very Good or Excellent. This suggests that in our training programs and bulletins we ought to reinforce the value of this resource, because it is the only certified identification source where the state DOJ has certified by AFIS number, State I.D. number, and FBI number that the person's prints are connected to a specific person.

Sheriff's Jail Data

Sheriff's Jail Data: How Valuable Is IT?

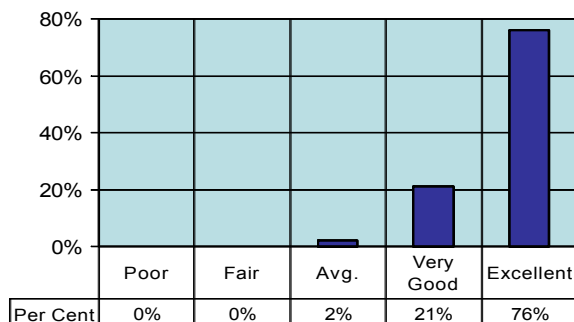


ANALYSIS:

The 97% Very Good or Excellent rating confirms the ARIES Committee's judgment in the beginning that this application should be the first one up and that every agency needed this information.

Mugshots from 48 Agencies

Regional Mugshots: How Valuable Are They?



ANALYSIS:

The 97% Very Good or Excellent rating indicates the value of having the mugshots from throughout the county as well as for Alameda County.

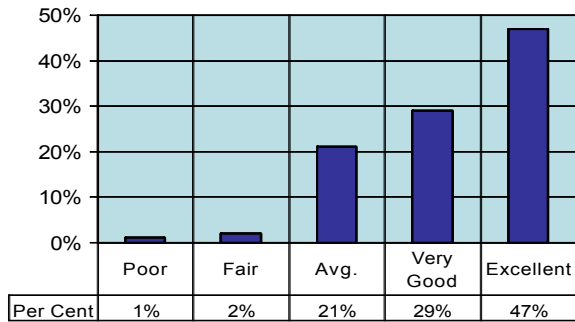
User Comments

- Photos---big help, here at EHSD we don't get a lot of info. DMV takes too long to get photos so this is really helpful to us.
- Mugshots are great, identifying subjects who have no ID during field contact by their ARIES photo

Protective Orders

These orders of all types are couriered from the courthouse to the Records Division of the Sheriff's Office where they are keyed into the Sheriff's RMS system, uploaded to CLETS as required, and scanned into a document database, where ARIES can retrieve and display the actual orders on screen for the user. The user can enter a name and ARIES will retrieve it regardless of whether or not the name searched is the restrained person or the protected person.

Protective Orders: How Valuable Are They?



ANALYSIS:

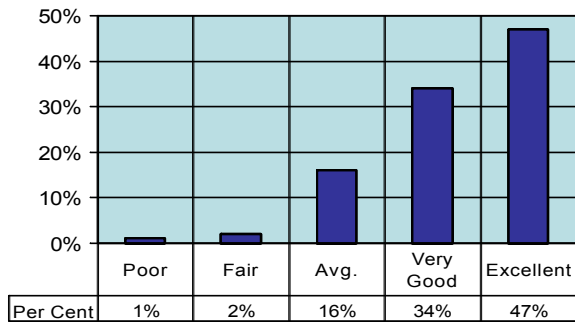
The 76% Very Good or Excellent rating justifies the time and expense of the Sheriff's Office in entering the data from all protective orders and proofs of services from the court as well as their effort to scan in the protective orders which ARIES displays for the user.

User Comments

- The access and printable TRO's are phenomenal, and save a huge amount of time and headaches trying to obtain them!

Records Management Systems

Records Mgmt. Data: How Valuable is it?



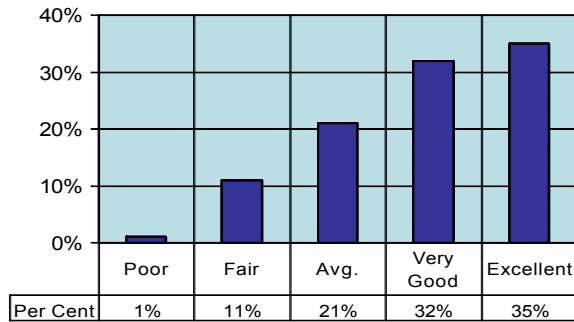
ANALYSIS:

This was the first objective of the law enforcement community which preceded ARIES by many years, when they sought a master name index. ARIES has grown from that modest objective, and the 81% Very Good or Excellent score suggests that the majority appreciate this capability, wherein ARIES reads nine (9) different records management systems in the county plus Alameda County's arrest and booking data.

Witness & Subpoena System

This system provides the latest information on the status of subpoenas and witness appearance requirements from the District Attorney's office for law enforcement agency witnesses. It replaces faxes, most phone calls, and a recorded message that agencies used to call to see if their officer's presence was still required in court. The data are read from the County's LJIS system on the mainframe and are made queryable for ARIES users in all law enforcement agencies in the county. The primary users of this system are the respective subpoena clerks of the various agencies.

Witness & Subpoena Data: How Valuable is it?



ANALYSIS:

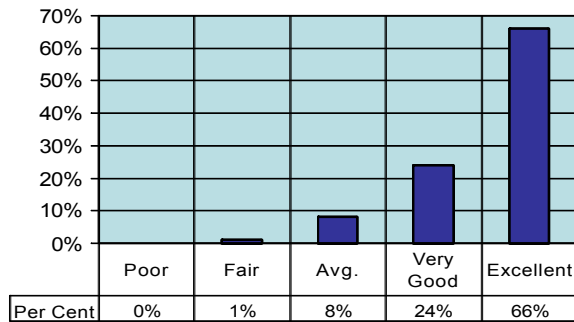
This information is provided to assist subpoena clerks and officers to know the current status of their subpoenas in each case, and 67% give it a favorable rating.

User Comment

- I like that in the subpoena activity, you can sort by different columns, which is helpful based on what you are trying to view.

Six-Pack & Large Photo Lineup System

Six Pack Lineups: How Valuable are They?



ANALYSIS:

This was an application that the development team was a little reluctant to build because each agency has lineup capabilities in their own RMS system as well as with CalPhoto. However a 92% rating of Good or Excellent confirms the judgment of the users who state that it is much more convenient and provides a broader universe of photos and subjects to choose from.

User Comment

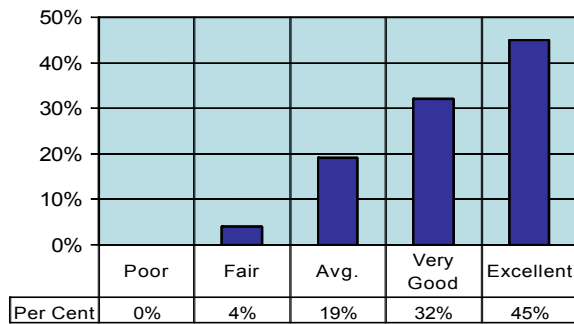
- The greatest help to me has been the ability to access photos from other agencies in order to identify responsables. The photo line-up feature has been great, especially for photos from Alameda County that we never used to have access to.

AutoPilot Repeatable Searches

This system enables a user to select the data sources they wish and to initiate a search, then save it, and instruct ARIES on how frequently the search should be repeated. ARIES uses that search as a baseline and using mathematic formulas creates a pattern of the returned data. It reruns the search in the frequency specified by the user, and then checks the mathematical pattern of the new search versus the baseline search.

When the patterns differ, ARIES notifies the user by E-mail (if the user has previously entered it into ARIES accurately) or with a message the next time the user logs on to ARIES that there is new information on their search. The new information is then highlighted for the user.

AutoPilot Repeatable Searches: How Valuable?

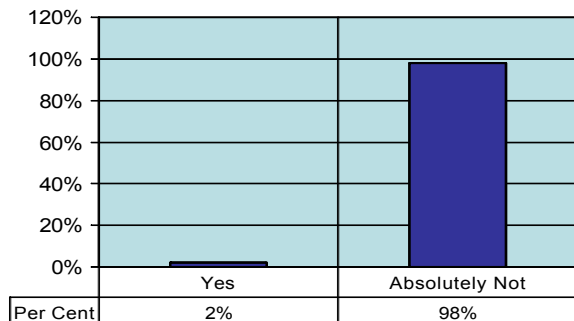


ANALYSIS:

77% of users that use this module rated it as Very Good or Excellent.

LIFE WITHOUT ARIES?

Want to Go Back to Life Without ARIES?



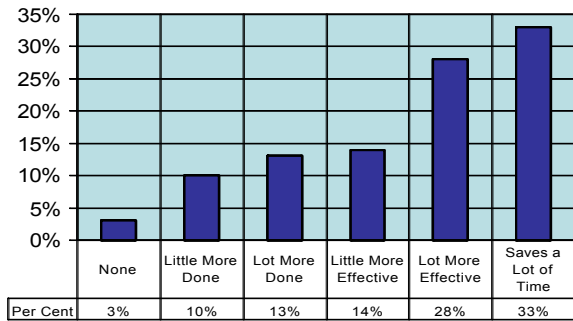
ANALYSIS:

The 98% response clearly indicates that users depend on the system to perform their duties and would not want to return to the days when they ARIES was not available.

OVERALL IMPACT OF ARIES

These questions were aimed at assessing specific ways in which ARIES impacts the users in the performance of their work. Earlier questions above on productivity asked specific questions about the impact on incoming and outbound telephone calls, faxes, and E-mails. The following questions seek broader feedback on this subject.

What Impact has ARIES Had on Your Job?



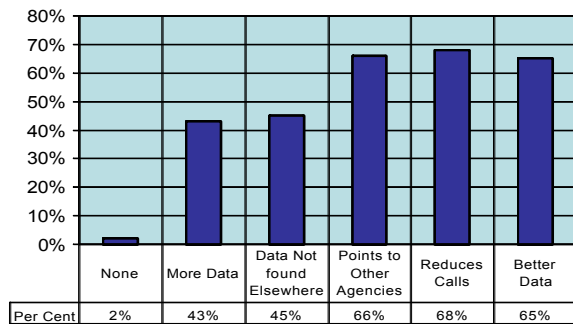
ANALYSIS

- 22% get a little to a lot more done
- 43% say ARIES helps them be a little to a lot more effective in their work.
- 33% indicated it saves a lot of time

ADDITIONAL USER COMMENTS:

- It saves time and increases efficiency
- Aries saves me time and is a very effective tool
- Greatest asset in finding new arrests

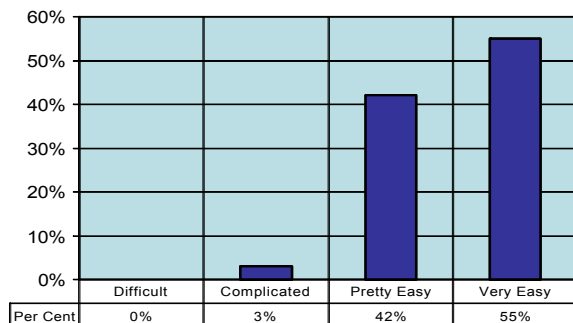
How Does ARIES Help You?



ANALYSIS

These ways in which ARIES helps the user are the ones that were in the original charter for ARIES as laid out by the founding committee that preceded ARIES. These high percentage responses (multiple choice question) suggest that ARIES is meeting these goals to a fairly high degree.

How Easy is ARIES to Learn?

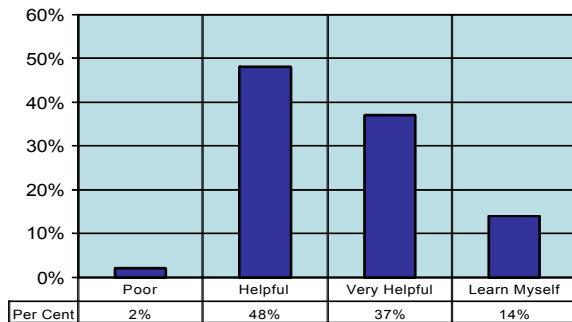


ANALYSIS:

97% say that ARIES is pretty easy to very easy to learn. That is a significant goal of every application to be effective and simple to master.

This also relates to the amount of formal training required to master ARIES. (See below)

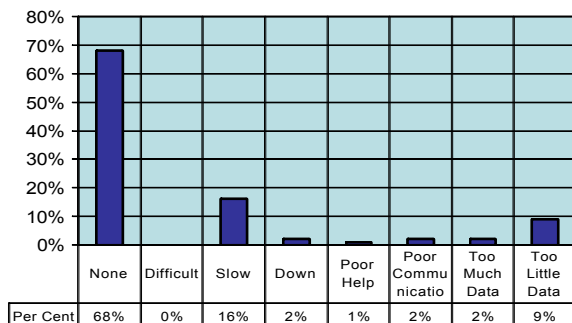
How Do You Rate the Training?



ANALYSIS:

86% said the training was helpful or very helpful and 14% said it was easy enough to learn by themselves. This response plus the one above on the ease of learning ARIES suggests that even though it is simple to master, the formal, hands on, classroom training is effective. The training does focus on some capabilities that may not be obvious when one teaches oneself.

Weaknesses of ARIES?



ANALYSIS

The rating of 68% saying “None” is significant. Increasing the speed of the application is a continual goal of the project as is finding more and better data, especially from Alameda and other counties as ARIES continues to evolve. The project has focused on connecting to the desired databases and has not yet taken the time to optimize in the performance arena as will be possible in the future.

SUGGESTED IMPROVEMENTS

There were 94 suggested improvements which have been grouped below in close to the exact terms of the suggestions made. Grammar and spelling modifications have been made where needed. This survey was about ARIES1 and many of these recommendations have already been addressed in ARIES2 which is in Beta testing, and the others will be considered by the ARIES committee.

1. General Improvements:

- Add monikers and aliases – Monikers – would like to search for monikers and phone #'s
- Add roles and crime type in Police RMS information where missing
- Expand to other counties to increase available information
- Add some state information databases, even a link to them if direct database connection is not acceptable to State
- Better security enforcement by coordinators for unused accounts
- Take advantage of multiple RMS systems for cross jurisdictional crime analysis, trends

- Add agency and reference number (booking or case number) to mugshot information, as in lineup Record which currently lists only name and DOB.
 - Add Juvenile Hall records and mugshots
2. Access to state parole information/photos.
 3. Alameda County
 - I would like to see more information from Alameda County.
 - I'd like to see Alameda County actually put the data in such as arrest AND release dates. If a subject is incarcerated, please state if they are currently "in" or when they were released.
 - Need the information to be current and accurate.
 - RMS information from Alameda and agencies outside CCSO is minimal; I usually need to call them to get a synopsis of the incident listed.
 4. Better data on who is using the system
 5. Can't run two internet run sites at the same time, like CLEW and ARIES. If I want to log into CLEW and I have ARIES up, it bumps me off.
 6. CLETS – The ability to run license plates for CLETS hits
 7. Court
 - For court calendar have a link set up that emails the subpoena clerk when a case is cont'd or pled
 - I'd like to see some sort of way for ARIES to e-mail Court Calendar Clerks when an agency case has been called off.
 - Make the system flag an update to court appearance info, so I don't have to check repeatedly, as courts no longer call me, and I am stuck with receiving updates this way.
 8. District Attorney
 - Availability of subpoena and appearance information far in advance of "today" or "tomorrow".
 - Being able to access witness/subpoena appearance from home over secure internet connection
 9. Data Integrity
 - Insure the information is accurate. I have looked at several mugshots of the same subject and I will find someone else's photo mixed in with the subject's info.
 - Data Integrity – Those who input photos and Info into ARIES need to double check their info due to incorrect information.
 10. Freelance Query – I would like a little more control and/or filters in database searches (i.e. relational operators: and, if, or, not, contains etc). I was a Datatrieve user and now use Crystal Report for in-house searches.
 11. Grouping
 - I would like to be able to see what each individual contact was for when you pull up a name and get all the contacts the subject has had with other agencies, to be able to see what kind of contact on the original screen, as opposed to having to
 - I would like to see each Agency's info more uniform and easier to read. When looking up info on an individual you have to go in and out of each Agency's records.
 - Listing records together instead of individually. Sometimes it takes a long time to go into each and every separate contact instead of being able to click on a name and view their alphas.

- One of the tasks I do is determine status of persons we take to MDF. I use the Persons – Arrests area indicating the date parameters and Agency. I now have to click on each persons name to determine current custody status and where housed.
 - Too many hits on same information...multiple CLETS runs
12. I like Aries2!! It has anything I would list as an “improvement” It is great!
13. I would like to see other training classes. I know we are not using it to its fullest capabilities. If we were trained better, I believe we would find it to be indispensable.
14. Improving Jail system reliability and integrated Richmond PD's info.
15. Incident Report
- I would like to see the information in chronological order. Also it would be nice to be able to pull up that agency's police report.
 - Ability to access reports from other agencies after RMS checks etc.
 - RMS links to reports to eliminate the need to contact agencies and request reports.
16. Jail – It is a lot to ask but is a computerized list of jail visitors, and the person and telephone number of an inmates first “free” call, and a list of traffic citations (as is available in Alameda County in the CAASP system) too much to ask and hope for
17. Juvenile – Juvenile information if possible. (Probation) etc.
18. LJIS – I would like it to replace ACCJIN and give us full court and probation information for juveniles and adults
19. Mugshots
- Add booking photos from agencies, not just Jail. That way, we have photo records for people who were arrested, but were cited or released per 849b (not booked at MDF). Merge DMV CalPhoto records with ARIES, that way we have everything available
 - Bigger mug photos. (This has been done)
 - Mugshot and jail info should be one entry per event – not two separate pages.
20. Probation – More info on the Probation section would be great.
21. Regional⁴
- Add more agencies and out of Bay Area information
 - Continue to support the regional effort.
 - Expand data base to other counties
 - Get more agencies involved.
 - Get more departments involved with this system
 - Get other agencies on board. It is time consuming to call around to so many agencies for info
 - I always want more links to agency records
 - Make more counties searchable. (Solano County in particular.)
 - More info!
 - Put SFPD and other local county systems in.
 - Seems to only search Alameda ½ the time. That's very important working the south end of the county. Get Solano on board
 - Would love to see Solano County involved any chance this could interface with cal photo?

⁴ A very aggressive outreach has been made to other counties and cities therein to (a) give courtesy logons to a few investigators so that they can see what connections can be made to their cases and to determine if they would like to join and share their data. Courtesy logons are being used by Solano County, San Joaquin County, Stockton, Washoe County, NV, and San Francisco.

22. Richmond PD Dispatch needs access to this system ASAP

23. Soundex

24. Speed

- Make it faster
- Make it faster and remove the 200 limitation
- The system is very slow at times.
- Speed is an issue! Other than that, it is a fantastic resource!

25. Vehicles – being able to access vehicles.....perhaps we could put up a bulletin board for vehicles of interest ex: a description on 211 car, 666's that are sent out daily perhaps where we can see what other agencies have sent in like last 60 days, etc

26. When looking up records for prior domestic violence cases, you have to call the agencies to find out if the report actually involves domestic violence or not, some agency info is not clear enough.

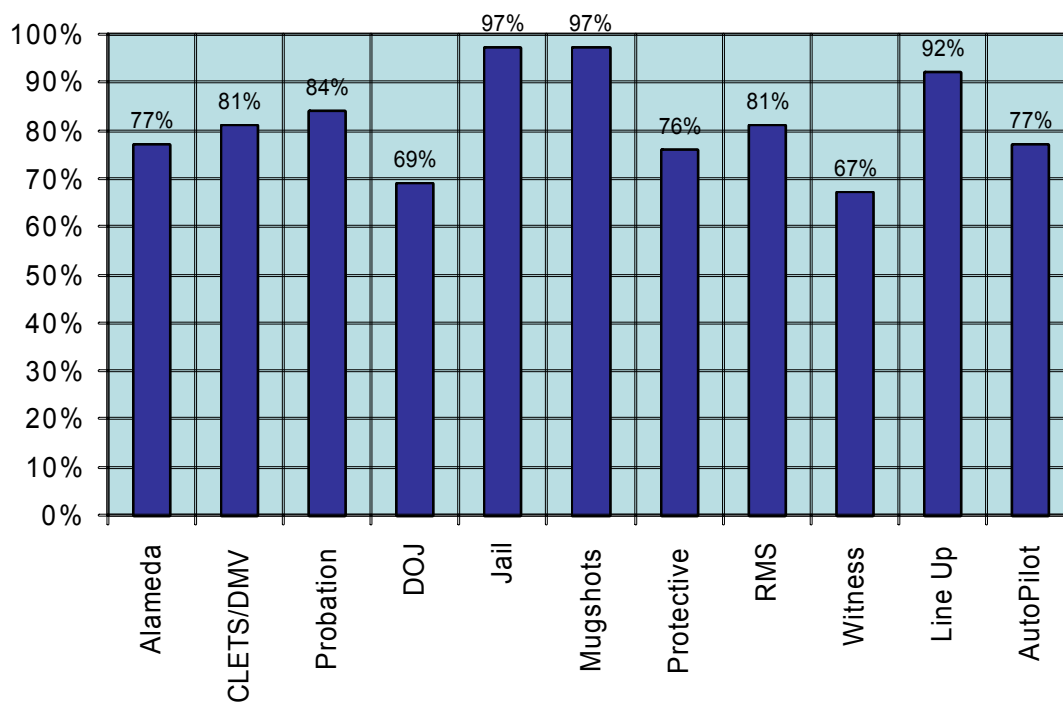
27. Would like to see automated searches saved automatically after last hit and would like to be able to set date parameters (i.e. 7/1/06 to current)

CONCLUSION:

This survey exceeded any expectations of the project team both in terms of the number of responses from the ARIES users and their favorable evaluation of ARIES1. Their suggestions are excellent and reflect users' thoughtful consideration of how the application can be fine-tuned to help them save steps and to be more effective in their vital jobs.

The overall user satisfaction with the various components averages 82% saying the system components are Very Good or Excellent.

OVERALL REPORT CARD ON ARIES



USER COMMENTS:

30. Please give specific examples of how the ARIES system helped you

Below are listed free form responses to this question (warts and all) which provide valuable insights into how the ARIES system is being used and how it has been helpful to users.

#	USER RESPONSE
1	I like that in the subpoena activity, you can sort by different columns, which is helpful based on what you are trying to view.
2	I usually run 30-40 persons every week or so and have found the information for CCC Jail very useful. The subject's arrest record, date of release, etc. is on file immediately - no waiting for days and days to get the information. I can quickly clear my subjects and finish this particular task. Previously, I had to call the sheriff and follow up with a fax that could take up to 2 - 5 days to get a response.
3	<ul style="list-style-type: none"> • It has helped get addresses when I have needed them. • It has given me photos of subjects • It has given names of individuals I can contact to locate people I am looking for • It has given DOBs
4	I am able to find out probation information without having to call probation. check past address info on subjects and to check who they list as visitors and relatives
5	Mugshots, agencies to contact, hits on subjects who are contacted or in custody, release information, arrest information, protective orders
6	Helped in identifying parties to an action and helped in obtaining identifying information for parties to an action.
7	Helped me determine the difference between two people on a few occasions. Helped me locate police reports, etc...that weren't accessible on CLETS (like "contact only" calls, for example)
8	<ul style="list-style-type: none"> • Found impeachment info on defense trial witnesses. • Can locate report numbers for investigation requests to police departments, saving both me and the departments time. • Found out that the defense witness was actually the defendant's uncle, which wasn't disclosed by the defense.
9	Jail info, mug shot info, photos, and protective orders. Fairly up to date. More useful than the county Rumba system.
10	<ul style="list-style-type: none"> • Cuts time on photo lineups and provides a large number of fillers. • ARIES provides another source for telephone numbers and addresses that in one case was not available and in the other case saves time and faxes particularly when one is instantly aware that there is nothing in the RMS to search. • Tattoo identification is incredible there is nothing on line for that in Oakland.
11	As Deputy Chief in charge of Administration and Investigations, I sometimes assist with cases when Detectives are on overload. I have used AIRES to Identify suspects in major identity theft cases and

#	USER RESPONSE
	followed up these cases with Probation Searches. I have utilized the six packs and I have found the system quite easy to use. Dwight Hunter and his team have done an excellent job with this system and I know that the system is extremely beneficial to Investigators and patrol Officers, and even the Administrator who from time to time may utilize the system.
12	<ul style="list-style-type: none"> • Subpoena recalls. • In-custody status. • Identification purposes. • How many contacts a person has had (when/where).
13	Identifying people by their mug, finding an arrest record on a subject that we might have to contact and being able to eliminate him from the situation. ACCJIN was down one night and I was able to use ARIES to check probation status and I got good info back. I constantly check ARIES for contacts w/other agencies when we're dealing with a possible in custody or a suspicious person. It is very helpful!
14	I am a fingerprint examiner, and a patrol officer. I like the DOJ ID info because I can easily get the info I need to find exemplars for comparisons, and I can research addresses, phone numbers, and names to identify and contact leads in cases
15	This system has been very helpful in compiling photo line-ups. The RMS and CLETS information has been very useful/helpful.
16	I am able to print up the most recent pictures of my clients in order to update their files. I am also able to see my new clients prior to meeting with them. Their physical descriptors with tattoos included are also helpful. It's great to be able to see which agencies run CLETS on my clients, which then alerts me to contact that agency or at the very least ask my client about the incident which caused them to have contact with law enforcement.
17	<ul style="list-style-type: none"> • Production of photo lineups • Locating persons through other agency RMS • DOMV restraining order verification and scanning
18	CONFIRMS CUSTODY STATUS (IN/RELEASED) FOR DA PACKET PREPARATION & PRIORITIZATION; SUBPOENA APPEARANCE STATUS IS VITAL INFO FOR OFFICER ATTENDANCE PURPOSES.
19	Helps identify suspects and gives all their contact information. It also shows when each subject was run to indicate how much contact they have with the police.
20	<ul style="list-style-type: none"> • Photoline-ups • ID'ing perps • subpoena info
21	<ul style="list-style-type: none"> • Subpoenas • Booking photos and lineups • Prior contact • Identifying information • Suspect histories
22	DETERMINING PROBATION STATUS IS A BIG HELP DETERMINING THE STATUS/ LOCATION OF A SUBJECT AT MDF OR WEST CO IS A BIG HELP FOR INVESTIGATORS
23	The photo lineup system is the easiest I have ever used. The probation information system is also very

#	USER RESPONSE
	useful.
24	Access to probation and search clause info as well as the availability of booking photos
25	checked suspect in custody status, charges filed, all prior arrests, mugshots are great, identifying subjects who have no ID during field contact by their ARIES photo
26	It has helped me immensely in the area of creating photo line-ups. I have located at least 2 individuals I would not have been able to if it weren't for ARIES.
27	On my "fleeing felon" matches, I can often find out if the client has been arrested. I can also often find out when a client was released, and to which agency.
28	<ul style="list-style-type: none"> • Easy way to collect booking information for filing packages going to the DA. • I identified an accomplice seen in an ATM surveillance photo by looking up a suspect's visitors, listed in ARIES. • ARIES has helped me find family names, numbers and addresses using information listed in booking information. • I use ARIES to verify the invoice received for booking fees. • ARIES lets me find information available from other agencies.
29	If APD does not have ID numbers or mugshots I can sometimes get them from ARIES. I use the ID numbers to enter warrants into NCIC and WPS. The mugs used are to accompany warrants when an attempt service is made.
30	Photos---big help, here at EHSD we don't get a lot of info. DMV takes too long to get photos so this is really helpful to us. Other information not on CLETS seems to be in ARIES quicker than CLETS. Photo line ups have been helpful when trying to get witnesses to identify a person in question.
31	It has helped me find DL, CII info on subjects. When tracking a subject for subpoena service I go to ARIES first to get their information and determine if there are any changes to their location.
32	I keep up with court dates on ARIES. I find and can ID suspects with the mugshots and photos. It gives me an idea of the criminal history of the suspect with the type of contacts listed with their picture.
33	Except for SFPD's, it is the fastest system for photo line-ups
34	Identification of suspects and cases involving those suspects with other agencies.
35	Provides us with the most recent photos and information to ensure we have the right person.
36	I don't have to call the jail everyday like I use to have to. I get most of my information from ARIES, which saves me lots of time.
37	Identified person with a warrant by first name only.
38	<ul style="list-style-type: none"> • I have identified people just by their tattoos • I have been able to determine if someone I am looking for is in custody, just by running their name • I have been able to learn telephone numbers of suspects (visiting list) that I would otherwise not know

#	USER RESPONSE
39	I open up new cases on Defendants and ARIES gives me info to input in Rumba and my forms without having to wait for one of the clerks to process a CLETS.
40	I have used the ARIES system specifically for identifying vic/wit, and in the case of defendants, it has been helpful for me to know their backgrounds in case I meet them personally while trying to serve subpoenas to their victims. I am very grateful for that ability. Thank you.
41	The greatest help to me has been the ability to access photos from other agencies in order to identify responsables. The photo line-up feature has been great, especially for photos from Alameda County that we never used to have access to. The on-line access to probation information has been very valuable and a big time saver, especially after hours. ARIES has definitely made my job easier with the wealth of information that I can access from one source.
42	Extremely helpful in identifying suspects that are alameda arrestees.
43	<ul style="list-style-type: none"> • Primarily helps me find contact information that does not get into CLETS. Especially contacts resulting in a 5150 hold. • Allows me to get a mug shot of and individual I think may be evasive or hostile. This allows me to identify that person as soon as I arrive to make contact.
44	<ul style="list-style-type: none"> • Restraining orders; • Police contacts; • Show where to go for narrative reports; • Cues me when to run full CLETS
45	I am a Sgt. in investigations and while I use ARIES occasionally. The det.'s that work for me use it daily and it saves them a tremendous amount of time and is an EXCELLENT resource.
46	Tells me if my suspect is in jail or released and other criminal activity (out of area)
47	Helps me remember faces, when looking for wanted persons.
48	AIRES recently assisted in solving a robbery by locating a records match with an AKA for a suspect.
49	See who has had contacts with suspects, see probation status, see mugshots from ALCO
50	I use ARIES all the time to locate friends of suspects.
51	Mug shots, address location and identification of persons of interest.
52	ARIES helps me daily to achieve my work. I search names in hopes for a photo, new address, associates names or visitors etc. It is a great system and the support if you have trouble is fantastic.
53	This is not an example of how ARIES has helped but as a site administrator, I love to tell users to go check ARIES if they are looking for anything on anyone, i.e. subpoenas, protective orders, RMS information, or to see if anyone has run the person lately. Our users are looking forward to using ARIES in the vehicles, especially being able to pull up mugs in the cars. This is a system that has been in the works for years and finally has worked into a great tool for Contra Costa County/Alameda County and any others that wish to join.
54	<ul style="list-style-type: none"> • Gives me an easy better way of determining the persons who we have booked at MDF and their custody status and appearance information.

#	USER RESPONSE
	<ul style="list-style-type: none"> Looking up people for arrest/record information. It would be helpful to know if which LE agencies you access and don't access when a "Records" check is made through AIRES. I am not sure how accurate the results are. With respect with just West County...I find using AIRES to access WC Police Department records information is much more efficient than using our own system. Great Job! I have noticed that some items do not come up on ARIES. This happens very infrequently. Overall, AIRES is a great system that seems to get better and better. Keep up the good work.
55	<p>Saving time from having to call other agencies to see if they have contacted a particular person is the best. I once had a person of interest in a 459 that I was able to find had been contacted by El Cerrito PD through ARIES which I would not have been able to find ANY other way....</p>
56	<ul style="list-style-type: none"> It is great to look up if someone is still in custody in the jail. It specifies the status of the individual and saves a phone call to the jail. It also gives court dates. It gives you subpoena info. It gives you the records of an individual from other agencies. It provides probation info. It helps to identify individuals.
57	<ul style="list-style-type: none"> I have helped officers ID's several different people by looking up photos and info and giving them the description and tattoo info. I have also made photo line-ups for the officers that have led to a witness or victim being able to ID the suspect and in some cases the suspect even being arrested much faster.
58	<p>I was looking for a suspect whose identity I didn't know. I used ARIES by inputting the license plate the suspect was driving. He was not the R/O, but had been arrested by Oakley PD two days prior to my inquiry. I was able to ID all involved parties (3 suspects). I investigated the case and got a felony filing on all three. Without ARIES, this case easily could have gone unsolved. I am a dedicated and firm believer in ARIES.</p>
59	<p>Records from other agencies have been a great help in assisting in my investigations. In addition the photo line-up portion of the system is a great resource. It allows you to rapidly complete a photo line-up and show it too victims and witnesses while the incident is fresh in their memory.</p>
60	<p>I have access to mug shots of most probationers immediately. I can find new arrests for this area.</p>
61	<p>We've used Mugshots to ID subjects in the field. I use it all the time to access the records of other departments. I don't have to bother them with a phone call now. I check to see when the last time a person was run in CLETS and what agency ran them. I check for suspect phone numbers and tattoo information.</p>
62	<p>I've used ARIES several times to locate persons and obtain mug photos. A recent search helped me locate a 470 suspect by showing what other agencies have run her in their system. Every week I try to teach a newer officer (or old salt) how to use the system. Several are still unaware the uses of ARIES. Very good overall and keep up the good work.</p>
63	<p>Custody Status/Subpoena Info/Photos for Field Show-ups and Identification Purposes.</p>
64	<ul style="list-style-type: none"> I can place probation search info directly into my report to save investigators time in looking that up even though they have ARIES access also. I can place that probation search info into my in house RMS system so others can read it

#	USER RESPONSE
	<p>without having to access ARIES.</p> <ul style="list-style-type: none"> • I can copy/paste probation details directly into my report. • I can get up to date booking photos. • If a Registered Sex Offender in my jurisdiction has been checked by another agency I can contact that agency and find out the circumstances, this will help me to determine if that registrant gave a different address to that agency and is actually living outside my jurisdiction in violation of PC290.
65	<ul style="list-style-type: none"> • Making 6 packs is simple, Have you ever tried the DMV system (It's a pain and I have to find a Detective) • Finding jail info on past inmates- visitation lists for possible locations or accomplices to the suspect once ID has been made.
66	Being able to check on cases after 5:00 P.M. after the D.A's Office is closed
67	I had to call the Sheriff's Jail on a daily basis to check on in-custody suspects, and now I get the information from ARIES
68	<ul style="list-style-type: none"> • Definitely is used to find phone numbers for suspects that live out of concord's area. • I use this first as opposed to calling other agencies, as I can check ARIES while taking calls or on radio. Also helpful when officers are wanting background on suspects, to see their recent history or lack thereof. • It's a very good system I see why and how it is so useful not just for dispatchers but for increasing dept to dept communication/cooperation
69	I have identified suspects, witnesses and victims
70	I use it mostly for the jail information and photos. I can get to the jail information from one computer at probation. The information itself from that computer is better, but it is not convenient to get to the computer and sometime when I am working at Concord PD, it would be really inconvenient to get to it. Although the jail access through probation has more information, it does not have booking photos.
71	Love the jail info
72	Determined a reported missing person was in prison based on jail release records.
73	Being able to view the actual copy of a restraining order is very beneficial.
74	Subpoenas, photo line-ups
75	<ul style="list-style-type: none"> • LOCATING SUSPECTS. • MAKING POSITIVE PHOTO I.D. OF SUSPECTS.
76	Provides information as to the custodial status of individuals I am interested in. It also provides information with respect to their upcoming court appearances.
77	Tells me who is currently in custody, the charges and what facility they are at.
78	ARIES is such a great source of information that I cannot imagine working without it. ARIES staff are also very responsive
79	I am using pictures pulled from ARIES to include in a weekly patrol bulletin to identify people with

#	USER RESPONSE
	warrants, sex offenders, etc.
80	MUG SHOTS AND JAIL INFO
81	CCSO homicide detectives came to my agency looking for records info on a victim that was found stabbed to death. When I ran him through ARIES I was able to supply them with the last time the subject was run thru CLETS, the city he was in when he was ran, the people he was with, and the officer who ran him. This provided vital information to the detectives at it pointed them in the direction of the subject's known associates, who he was with the day prior to his death, and where he was the day before he was killed.
82	Working in Superior Court Operations, I am tasked with trying to locate and serve subpoenas on hundreds of individuals in West County. A significant number of them move frequently and checking records & arrests usually points me in the right direction. This is another great tool that allows us to work more efficiently. And while our workforce is reduced we are not sinking, but managing to tread water because of these tools.
83	<ul style="list-style-type: none"> • It has allowed me to conduct offline CLETS checks in a matter of seconds rather than waiting weeks for DOJ. • It broadened in-house record checks to a comprehensive multi-agency check on routine record checks.
84	<ul style="list-style-type: none"> • Assisting officers with photo line-ups. • Identifying suspects. • Checking for prior addresses. • Subpoena notifications.
85	Very helpful for checking In-Custody status on a daily basis.
86	<ul style="list-style-type: none"> • STATUS OF INMATES. • LINE UPS WITH MOST CURRENT PHOTOS
87	<p>AS A FORMER PROP 36 DPO, ARIES HAS BEEN INVALUABLE TO ME ESPECIALLY REGARDING CONTACT INFORMATION. SOMETIMES DEFENDANTS WILL ACTUALLY PROVIDE NAMES OF ALLOWED VISITORS AND PHONE NUMBERS...I'VE CONTACTED MANY A DEFENDANT THAT WAY...ALSO PROBATION TERMS AND CONDITIONS ARE LISTED IN A CONCISE WAY; MANY TIMES ARIES IS MORE CURRENT THAN THE PROBATION AND/OR COURT SCREEN</p> <p>I AM NOW A JUVY DPO AND HAVE BEEN ABLE TO GET DOJ INFO WHEN IT WAS NOT LISTED ANYWHERE IN THE JUVY FILE...NOW THAT ALL FELONS HAVE TO DO DNA TESTING, THAT CII NUMBER IS SUPER IMPORTANT...IF I CAN FIND IT IN ARIES, IT SAVES ME THE WAITING PERIODA BEEG MAHALO FOR SUCH A GREAT SYSTEM!!! IT WORKS FOR ME</p>
88	The subpoena portion from the DA's office end is great!!! It helps us a lot and the police agencies.
89	<ul style="list-style-type: none"> • I have been able to put better photo lineups together, faster, and with more recent photographs from CCCSO's jail. • Been able to get more recent and updated addresses and phone numbers for suspects who don't live in my city! • The access and printable TRO's are phenomenal, and save a huge amount of time and headaches trying to obtain them!
90	I don't have to call all area PD's looking for past records/contacts

#	USER RESPONSE
91	The ARIES system is great at identifying additional subjects. Having access to the list of individuals who visited a subject during their time in jail is great. Additionally, it provides you with more information about other pending cases the subject might have with other agencies. The photographic line-up feature works well and is popular with the officers on my team.
92	I located a material witness for court with just name only. She was in custody in Alameda County jail.
93	I have been able to obtain photos and misc. info on numerous occasions
94	We get requests from outside agencies thinking we are investigating a case when we are not. I can direct them to the proper agency.
95	<ul style="list-style-type: none"> • Current photo ID's are helpful when defendants are released from custody and either report to my office or I issue a warrant and have to go out looking for them. • Also detailed descriptions of tattoos, what police departments have run CLETS and updated restraining orders (that often get left out of my file), etc.