

New Centra System

CPR Police Service Move to New Incident Reporting Tool

After many years of using a Merlin based reporting tool for Police incidents, the Police Service have vaulted to the forefront of technology and has acquired a windows/ web based reporting system named Centra2000.

Centra is a document/ data management system that has been developed by Auto-Trol Technologies, which is located in Calgary and headquartered out of Denver Colorado. The Centra system was originally developed for NASA and was designed for storing and maintaining documents related to the space program. Centra allows the user to "link" information from one document to another without re-typing the same information and maintains all versions of these documents, providing an audit trail of updates.

How does this affect the Police Service?

In that Police incident reports are made up of many documents, including Case, Person, Vehicle, Arrest and Car Inspection forms to name a few, we are able to populate any forms that are required to complete a case and for example, if a person or vehicle already exists in the system, we can "link" this information to this case without having to re-populate this form. When performing searches for particular cases, the results include any and all documents/ forms that were linked to those cases. Centra IS case management.

Auto-Trol has been working with headquarters in developing data en-

try forms allowing end-users to populate incident data using point and click functionality with drop down lists and calendar tools. These forms are being developed with many field edits, which will not allow the end-user to populate data in error, where the system can logically control the input. These forms also reduce the amount of typing a Police member would normally be required to do in order to complete a case file.

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Other benefits of using Centra2000 include greater search capabilities and crime analysis. Since all information entered into Centra is databased, users have

the ability to search on any and all fields available.

Centra, also provides functionality that automatically assigns file numbers to cases. Case file numbers will be system generated and applied at the time of Service Ticket creation and hard-coded for consistency.

The user interface is also available off-line. Members can download the cases they are currently working on, update the data or create new cases from their laptops and upload the information on their return to the office or from a dialup location. This flexibility eliminates the need for a return to office for entering case information.

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Why is being able to search your data so important?

Having the ability to search on ALL of our data provides us with the opportunity to perform in-depth analysis of crimes committed on railway property. Users will be able to develop and store queries that can be run anytime and will allow us to develop metrics and publish trend analysis internally and to railway management when required. Because Centra is populated in real time, statistics and analysis is always up-to-date.

Officer safety is also a major concern. When downloading information for work in the field, members will be able to download Person information at the same time. When in the field, a

person check can be performed from their laptops in order to verify whether our Police Service has handled the person in contact in the past. Having this type of information at hand could provide the necessary information required to ensure safe handling.

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Today's existing system is cumbersome, it is not user friendly, data is not stored in the application itself, not all of the data inputted is stored and there are hardly enough field edits to validate data entries. The data quality is monitored, but there is no way to catch all typing or non-typing errors, which may skew any analysis that is required. Today's data is not available for analysis for approximately two weeks after it is saved in Memo and not all fields are searchable.

When will Centra be available?

As of early September 2002, screen design is almost complete. Logic and programming will be completed shortly thereafter. All hardware will be in place by month's end and Centra will be in test mode soon after that. User's will begin training and testing the user interface at that time and we will gather any and all suggestions from the field as to design updates. Once the system has been tested sufficiently and is functional, Centra will be put into production. Production date is currently scheduled for November 15, 2002.

CENTRA 2000 is now KONFIG CM,
the Total Configuration
Management Tool for your Data,
Document, and Process needs.

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