Area-wide Records Management System

ARMS Annual Report - Fiscal Year 2016

This is the Annual Report stipulated by the ARMS Agreement. This report covers July 2015 to June 2016, the fiscal year 2016.   This report has two sections: achievements during the fiscal year, and a financial summary of the ARMS fund.

- Submitted by Sanford Hess, City of Urbana IT Director. 11/03/2016.

ARMS Achievements during fiscal year 2016

The list of achievements below is sorted by the amount of effort spent on them – from the most effort spent to the least.

Field Reporting Launch

On April 5, 2016, all Field Reporting users switched to the new Web-based version. This was the culmination of hundreds of hours of programming and design work, with the goal of improving Field Reporting – not just changing its technology.

Key elements in the smooth training rollout were the videos and the online documentation, for which we can thank Urbana Sergeant Adam Chacon.

One area that had problems was the loss of narrative text. The plug-in program used to support text formatting (bold, underlined, and bulleted text) did not maintain a "lock" on the record. Screens would time out, but users would not be told of it – and any additional text typed would not be saved. Other text problems, including the deletion of narrative text and garbled printing, happened due to special characters that came from text copied from e-mails and Microsoft Word.

On May 17, 2016, an update was made to revert to the older method of writing narratives. Formatting is no longer available, but after this update the ARMS program directly controls the page's behaviors – like automatically saving every 30 seconds. As an added benefit, this change resolved a problem that "old" Field Reporting had where one person opened the same report in their car and on a separate computer, and lost narrative. Since May 17, there have been very few narrative problems.

There were many additional issues with Field Reporting that were quickly addressed – often on the same day they were reported. This demonstrates one of the main reasons for the switch: because the system is Web-based, updates take immediate effect for all users, without the need to install an update to the squad car MDCs.

By transitioning to a Web infrastructure for Field Reporting, other changes can now be built on top of that framework. There are many other types of information that can be collected from the officers –

and changes to the Field Report will greatly expand its use. (CIT and DUI are existing requests.) *One future focus will be organizing and managing the increasingly complex Field Report entry process.*

Pedestrian Stops

Statutory requirements are the type of ARMS change that disrupts other plans. So it was with Pedestrian Stop data collection, which came in the middle of Field Reporting work. During the time period from October 2015 – February 2016 the ARMS team worked with the agencies to:

- understand the state rules
- define paper forms and a process for collecting data
- create entry screens and validations to collect the data
- program an extract process to create the State's data file

Since the launch, agencies have successfully submitted data to meet the State's new mandates.

ARMS Data Warehouse

While the ultimate goal of "providing all ARMS information through simple query screens" remains elusive, the Data Warehouse continued to grow and improve.

Types of information added to the Data Warehouse during the year include:

- IDOT Traffic Stop data
- Pedestrian Stop data, with links to ARMS Names information
- Matrix data combining offender and victim demographics
- Field Interviews
- ARMS User setup
- Incident Property details
- UCR Homicide data (new requirement as of 1/1/16)
- Field Reporting lock & print statuses for report management
- Name File Special Alerts

One disappointment about the Data Warehouse is how few ARMS users are creating their own queries. Additional training for agencies is needed and will occur during the next year. Recruiting suitable people should be feasible – the only prerequisite is an interest in learning about data analysis.

Bugs and Enhancements

On a day-to-day basis during the year, many small updates occur and issues are resolved. Sometimes the problems are due to data setup, and other times it's the software program that needs to be fixed. Dave Wakefield, the ARMS Programmer, is the direct point of contact for ARMS and many users have expressed their appreciation for his great work and supportive disposition.

Comprehensive statistics about ARMS programming are not available because the only problems recorded are those that cannot be quickly resolved.   These problematic issues are considered either "bugs" or "enhancements" and are entered in a tracking Access Database.

It's worth defining the difference between these:

1) A "bug" is when the system is not working the way it's <u>supposed</u> to work.

2) An "enhancement" is when the system doesn't work the way someone <u>wants</u> it to work.

One reason bugs may not be fixed right away is that they may have a low impact. Another reason is that they may require significant work, or could require a reboot of ARMS (which is disruptive). Ideally, they are selected to be fixed when other programming work impacts the same screen. Fixing bugs can also be a "filler" task among larger work. **As of June 30, 2016 there were 28 open bugs.**

Enhancements are set aside to be prioritized by the ARMS User Group. This is necessary because far more suggestions come in than can be addressed by one programmer. **64 new enhancements were submitted during the period from July 1, 2015 – June 30, 2016.** Very few enhancements were completed during the time period of this Annual Report because of the large amount of time spent on Field Reporting and Pedestrian Stops. However, it is worth noting that several enhancements related to Field Reporting were completed during that programming effort, including:

- Adding a "Get from ARMS" button for businesses (326)

- Speeding up the entry of Juvenile Parent/Guardian information with a "Get from ARMS" button or copying other people in the incident. (327)

- Automating the Alcohol/Drug checkboxes and Juvenile flags on the face sheet. (330)

Two other general enhancements were completed that are worth noting:

- Field Interview entry was standardized to be like the other types of incidents (444)

- The State Edits report now includes Tickets and Warnings, and better messages. (414)

Cleanup of the ARMS User Lists

Following the guidance of the ARMS Policy Board, the ARMS team facilitated a review of existing user accounts that are not frequently used. Agencies made their own updates, but the review of agency "Z" users (County staff from Probation, Juvenile Detention, and the State Attorney's office) required some coordination. Ultimately, the user lists were cleaned up to remove departed employees and others who do not use ARMS frequently. A new process to review these Users regularly will be implemented.

ARMS Financial Summary- Fiscal Year 2016

The 2016 fiscal year financial results appear below. Some key notes:

The ARMS Fund balance at the beginning of fiscal year 2016 was $68,369.
- For the Fiscal Year 2016, revenues exceeded expenses by $18,838. (Details below)
- **As of June 30, 2016 the ARMS Fund balance is $87,208**, which will be retained in the fund.

FY 2016 Revenue was over budget by $5,457.   This was due to two amounts:
- The UIPD's 4th quarter payment for FY 2015 arrived after the end of the 2015 fiscal year, and was posted to fiscal year 2016. The amount of that payment was $7,745.
- A correction entry was made by Finance to cancel a receivable of $2,574.19 from 2013. No record was found to support the receivable, so it was cleared.

FY 2016 Expenses were below budget by $11,967:
- More than 2/3 of that was Overtime that was not needed ($6,519) and the corresponding reduction to City Support ($1,695).   For fiscal year 2017, Dave Wakefield's position was classified as exempt, so the overtime budget will drop to zero in future years.
- $2,514 (out of $3,000) in Training & Education budget was not used.

ARMS Revenue – 2016 Results

Budget Category	Account Number	Account Description	Budget Amount	Actual Amount	Excess Revenue	Percent Collected
REVENUE	L17-0-0010-0000	INTERGOVERNMENTAL PAYMENTS	123,552	128,723	5,171	4.19%
REVENUE	L17-0-0020-0000	URBANA TRANSFER	26,202	26,202	0	0.00%
REVENUE	L17-0-0130-0000	INTEREST INCOME	600	886	286	47.67%
		Revenue Sub-Total	**150,354**	**155,811**	**5,457**	**3.63%**

ARMS Expenses – 2016 Results

Budget Category	Account Number	Account Description	Budget Amount	Actual Amount	Unspent Budget	Percent Unspent
PERSONNEL	L17-1-1100-1100	PROGRAMMER/ ANALYST	65,018	65,018	0	0.00%
PERSONNEL	L17-1-1100-1101	SALARIES - INTERN	10,656	10,397	259	2.43%
PERSONNEL	L17-1-1100-1150	CONTRACTUAL PROGRAMMER	0	0	0	-
PERSONNEL	L17-1-1100-1300	OVERTIME	6,682	163	6,519	97.56%
PERSONNEL	L17-1-1100-1599	NON-UNION LONGEVITY PAY	0	0	0	-
PERSONNEL	L17-1-1100-1800	EMPLOYEE INSURANCE	7,719	7,905	-186	-2.41%
PERSONNEL	L17-1-1100-1850	IMRF PENSION	8,233	8,368	-135	-1.64%
PERSONNEL	L17-1-1100-1855	FICA	5,789	5,464	325	5.61%
CONTRACTUAL	L17-1-1100-3950	CITY COMPUTERIZATION	869	511	358	41.20%
CONTRACTUAL	L17-1-1300-3030	TRAINING AND EDUCATION	3,000	486	2,514	83.80%
CONTRACTUAL	L17-1-1300-3100	DATAGATE LICENSE/MAINT.	12,000	11,422	578	4.82%
CONTRACTUAL	L17-1-1300-3930	CITY TELEPHONE	140	100	40	28.57%
TRANSFERS	L17-1-1100-3910	TFR TO GEN OP (CITY SUPPORT)	26,024	24,329	1,695	6.51%
TRANSFERS	L17-1-1300-3920	TFR TO RETAINED RISK - LIABILITY	2,400	2,400	0	0.00%
TRANSFERS	L17-1-1300-3925	TFR TO RETAINED RISK - WORK COMP	410	410	0	0.00%
		Expense Sub-Total	**148,940**	**136,973**	**11,967**	**8.03%**

2017 Fiscal Year Budget

The ARMS 2017 budget is below. As budgeted, **expenses exceed revenues by $11,582**.

Budget Category	Account Number	Account Description	Budget Amount
Revenue	L17-0-0010-0000	U/I Champaign Payments	123,484
Revenue	L17-0-0020-0000	Urbana Transfer	26,270
Revenue	L17-0-0130-0000	Interest Income	600
		Revenue Budget Sub-Total	150,354
Personnel	L17-1-1100-1100	Programmer/ Analyst	68,048
Personnel	L17-1-1100-1101	Salaries – Intern *	19,849
Personnel	L17-1-1100-1150	Contractual Programmer	-
Personnel	L17-1-1100-1300	Overtime	-
Personnel	L17-1-1100-1599	Non-Union Longevity Pay	-
Personnel	L17-1-1100-1800	Employee Insurance	7,719
Personnel	L17-1-1100-1850	IMRF Pension	11,780
Personnel	L17-1-1100-1855	FICA	6,921
Personnel	L17-1-1100-3910	City Support	28,579
Personnel	L17-1-1100-3950	City Computerization	1,090
Contractual	L17-1-1300-3030	Training And Education	3,000
Contractual	L17-1-1300-3100	Datagate License/Maint.	12,000
Contractual	L17-1-1300-3920	City Insurance	2,400
Contractual	L17-1-1300-3925	Transfer- Worker's Comp	410
Contractual	L17-1-1300-3930	City Telephone	140
		Expense Budget Sub-total:	161,936

* The "Salaries – Intern" budget line is being used for the half-time Documentation position that was funded for Fiscal Year 2017.