

BUSINESS CASE

Records Specialist

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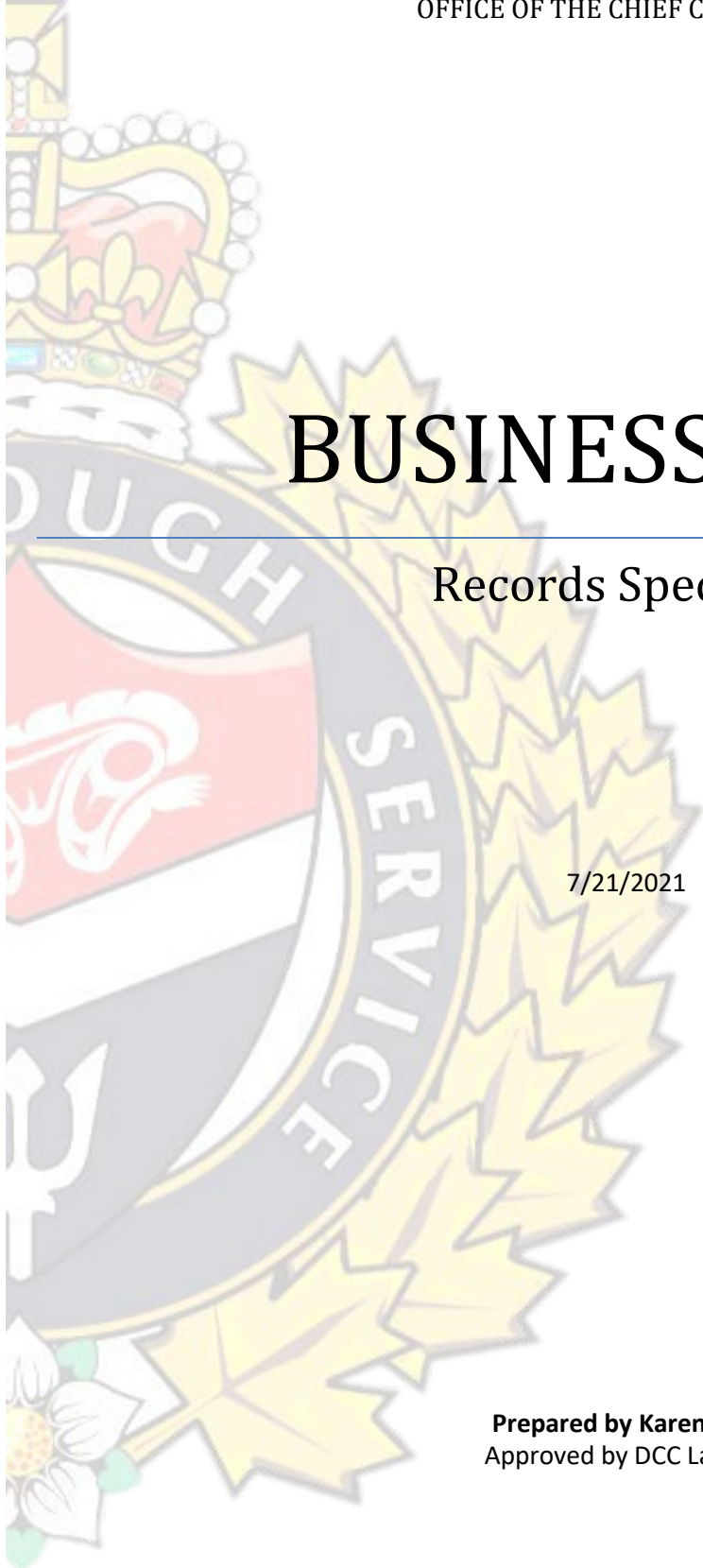


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The Strategic Context

Problem Statement

The Victoria Police Department requires an additional resource to properly manage the maintenance and operations of the new BC Digital Evidence Management System (DEMS).

Business Need Summary

In order to keep pace with increasing demands being placed on civilian Records staff as a result of the implementation and operation of the new BC DEMS system, one additional Records Specialist position is required which will allow VicPD to continue to have work performed by civilian staff instead of front-line police officers.

Background

The Province of British Columbia secured a Provincial Digital Evidence Management System (DEMS) for all BC police agencies that facilitates the collection, management and disclosure of digital evidence to the BC Prosecution Services. VicPD was one of four police agencies that piloted the DEMS system and will transition to a fully operational state on September 30, 2021.

Current State

In implementing the DEMS system, VicPD focused both on the implementation requirements and also how to streamline tasks and transition work from the front line police officers to the civilian Records staff. Functions related to the management, naming and quality review of digital evidence along with converting audio and video into the approved formats for disclosure purposes were identified tasks that civilian Records staff could perform. These changes eliminate duplication of work, reduce training costs and allow work to be performed at a lower rate of pay.

The chart noted below shows the improved processing times and costs that would result from these changes.

	PRE-DEMS Processing Time (Minutes)	PRE-DEMS Processing Costs	POST-DEMS Processing Time (Minutes)	POST-DEMS Processing Costs
Total Processing Time and Costs	459	\$300.14	334	\$199.83
Processing Time and Costs for Records	56	\$31.83	86	\$90.38
Processing Time for Officers	342	\$235.98	109	\$77.65
Processing Time and Costs for Other Civilian Positions	61	\$32.23	60	\$31.80

Drivers for Business Need

Increased Demand: The amount of digital evidence being used to support investigations is increasing. This is due to the increased number of business and home security cameras, drone footage and vehicle dash cameras that the public has and shares with police.

Annually, approximately 7,000 reports are processed with digital evidence that now requires an additional thirty (30) minutes of processing time, which is approximately 3,500 hours of work being added to the Records Section.

Costs: Currently, there is insufficient Records staff to cover a 24x7x365 rotation to best support the front line officers. This reduces the ability to transfer duties from officers to the Records staff, limiting the efficiencies that can be gained through out the organization and reducing the processing costs.

Specialization: Training a smaller number of staff within Records versus Police Officers for certain tasks results in greater specialization which reduces error rates, training costs and improves overall workflow efficiencies and reduces the increased demands being placed on the front line officers.

Risk Assessment

Risks associated to not hiring a Records Specialist position, include:

- Increased time correcting errors related to improper or incomplete vetting, naming, quality review, etc.;
- Increased processing costs with work being done by officers rather than civilian staff;
- Increased training costs for officers;
- Increased workload for officers that may reduce call response and investigation times; and
- Higher risk in not meeting legislated timelines for disclosure.

Recommendation and Resource Requirements

Resource Request

While two (2) additional resources are required to absorb the work being transferred to the Records staff to cover all aspects of the DEMS and Disclosure requirements, one Records Specialist position is being requested as this time which will allow VicPD to transition the DEMS system from a pilot state to an operational state and take on some additional work from the officers. Due to the benefits that can be obtained in having 24x7x365 support for officers, a second Records Specialist position will be requested in future years.

Resource Requirements

Estimated Date	One-Time ¹	2022 Impact			Full Year Impact (2023 On)	
		Ongoing (prorated)	Total	% Impact on Budget	Ongoing	% Impact on Budget
Jan-22	5,000	76,118	81,118	0.14%	76,118	0.13%