

**2023**  
**RECORDS MANAGEMENT**  
**SECTION**  
**ANNUAL REPORT**



Prepared by:

Records Supervisor Brian Lindstrom  
and  
Assistant Records Supervisor Julie Taglia

## **INTRODUCTION**

Three words sum up the Records Management Section for 2023 – AXON, NIBRS and DACRA. NIBRS is an acronym for National Incident-Based Reporting System, but the term “NIBRS” will be used throughout this report. With the termination of the Quicket electronic ticketing contract, gears were quickly shifted to a replacement product; and DACRA was soon identified. Based on the current multi-hearing process, there were several hurdles that needed attention (see budget for further). Another ongoing project was the Hexagon NIBRS reporting tool debacle. Hexagon was still having issues throughout much of 2023 with the reporting tool; and as an agency, the Police Department was scheduled to start reporting in January of 2023. The Records Supervisors, with the approval of Director Hayden, began the application process for manual reporting to NIBRS. The overall concern was this would increase the amount of time per report for submission; however, due to mapping errors with the Hexagon reporting tool, manual entry guaranteed 100% accuracy with zero submission errors. The Police Department achieved certification in March of 2023 (see budget for further).

The Police Department, along with the Records Management Section, continued the Axon journey. In May, the Village Board approved a 10-year contract for the Officer Safety Plan+7, an all-encompassing platform. Although the Department would receive some of the equipment in the summer, it would not be until the end of the year for the Fleet 3 and Body Worn Camera pilot program implementation (see budget for further).

Throughout 2023, Records has been rewarded with no employee turnover and have had another positive year of training the three newest Records Clerks. Cross training of all major tasks is still the overall goal. This marks the third full year that local Field Court has not been held in Village Hall. A review of lobby foot traffic yielded approximately 3,371 customers who were provided assistance at the Police lobby window. This was a decrease of approximately 429 less customers than in 2022, which averages to about 9 customers per day. The Records Management Section continues to be open seven days a week with modified half days on the weekends.

Lastly, as a result of a Village-wide ransomware attack, the Records Management Section lost data from April 30 – July 7. Some data was restored by the Village IT, and other data was obtained by reaching out to the States Attorney’s office for certain files being sent back to the Police Department to be rescanned. Hexagon, supported by the DuPage County servers, was unaffected. For a brief period, the Police Department reverted to paper incident reports and crash reports until the systems were scanned for safety. Then, officers entered them electronically.

## **PERSONNEL**

Records Supervisor Brian  
Assistant Records Supervisor Julie Taglia  
Clerk Debbie Pekosh  
Clerk Laura Lopez  
Clerk Marisol Lebron

Clerk Joe Malatesta  
Clerk Ericka Rodriguez  
Clerk Barb Castellano  
Clerk Audrey Doherty

## **ACCOMPLISHMENTS**

**Illinois Concealed Carry Permits** – Records continues to conduct local background checks on Addison residents requesting concealed carry permits. In total for 2023, 238 background checks were completed, with one objection being made. It was, however, ultimately overruled by the Illinois Concealed Carry Licensing Review Board.

**U-Visa I-918 Requests** – Records continues to complete U-Visa requests by petitioners who were victims of qualifying crimes. Sixteen requests were completed in 2023 and returned to the requesting agencies.

**MPS/FBR/OnCall Records - formerly WEBRMS** – Four years into the Hexagon experience, there is light at the end of the tunnel. The light is Axon Records and Standards modules. Discovery kickoff began in May with bimonthly Zoom meetings occurring until it was handed off to the Rapid Deployment Team in November. Director Hayden had previously written to ETSB expressing he was no longer interested in pursuing a new RMS contract in the DuPage County Consortium. The contract is to expire at the end of April.

**FOIA Requests** – 652 FOIA request were completed in 2023. The Village and the Police Department continue to use the “Just FOIA” platform. All Records Management Section personnel completed the yearly Illinois Attorney General FOIA online training. Records Clerks are comfortable with processing general requests and will confer with the Records supervisors when there is a larger or questionable request submitted.

**Body Worn Camera Requests** – None in 2023. However, with Addison piloting the body worn cameras in late December, several discussions occurred on budgeting for a new “Digital Evidence Specialist” position. The industry standard is that it takes three hours to redact one hour of body worn camera video. Several other agencies have created this new position as an increase in YouTube, tiktok and general requests for body worn camera video have begun to drain Records personnel resources. It is the goal to have the new position dovetail into a position that acts as a backup to the current Evidence Custodian.

**Juvenile Expungements** – In accordance with State law, juvenile cases are now expunged as follows:

- All law enforcement events by the juvenile’s 18<sup>th</sup> birthday.
- One year has lapsed since the date of arrest or documented interaction.
- No criminal charges or petitions of delinquency were filed.

**Expungements** – Assistant Records Supervisor Taglia has successfully trained Records Clerk Doherty and Records Clerk Rodriguez in processing Circuit Clerk expungement

orders. This will eventually be a rotating task, allowing all Records Clerks to be properly trained in completing them.

**Records Retention and Destruction** - Assistant Records Supervisor Taglia completed the 2024 Records Disposal Certificate in early December of 2023. Requested destruction years would now cover records up to and including 2017. Assistant Records Supervisor Taglia assigned all Records Clerks a specific year for destruction, encompassing years 2007-2012. Records Clerk Castellano completed 2007 in RMS and LaserFiche, while Records Clerk Lebron did the same for 2012. The Records Management Section could very well be up to date with destruction by the end of 2024.

## **MISCELLANEOUS ACCOMPLISHMENTS**

Records Clerk Castellano's primary task is processing all DUI arrest paperwork, along with misdemeanor, felony and juvenile arrests. She also compiles the weekly arrest bulletin, which is then sent to CSO Sampson to upload to the Police Department website. Records Clerk Lopez continues to complete officer-training submissions. A large portion are NEMRT training requests; however, she is also tasked with making hotel, airfare and car rental reservations for out-of-state training. Records Clerk Lopez has had remarkable reservation success due to her previously changing the way reservations are made. For the third consecutive year, all clerks and both supervisors assist with training reservations on new catalog drop dates. This ensures almost all requested classes receive a reservation. Records Clerk LeBron was successfully trained and assigned the task of conducting the monthly Administrative Adjudication hearings. Clerk Lebron was a vital team member in weekly meetings with DACRA personnel prior to the "Go-Live" date of June 1. Records Clerk Rodriguez is tasked with the CryWolf false alarm reduction program. She assists both residents and business owners with new applications and renewals. She is also currently processing all incoming court notices for officers and has begun to sit with Records Clerk Pekosh for officer court date entry into the Circuit Clerk key court dates. Clerk Pekosh is tasked with squad car video requests and also completes the transmittal and creates court schedules for officers. Records Clerk Doherty was chosen to assist in NIBRS submission, along with producing booking room video during arrest incidents. She was also trained on expungements and subpoenas. Records Clerk Malatesta's main responsibility continues to be entering the officers' daily activity, which is then compiled for monthly and yearly statistics. He also uploads all completed training into the officers' training records in PowerDMS. He assists with arrest paperwork processing for the Monday morning transmittal, along with weekend tow impoundment releases.

The following shared room tasks were implemented in 2023 as follows:

- 492 report requests
- 621 background checks
- 188 insurance requests

On a monthly basis, Records Clerk Castellano sends the Juvenile Monitoring Information System (JMIS) report to the Illinois Department of Corrections by the 10<sup>th</sup> of the month,

capturing the previous month's data. Additionally, Adult Jail Population reports are sent quarterly, along with revised statistics from the prior quarter.

Representatives from ProShred were escorted through the building once a month by Records personnel for shredding services.

## **BUDGET**

**Electronic Mobile Ticketing** – DACRA Tech came to the Police Department in early January for a demonstration of their e-ticketing program which included: State citations, parking tickets and compliance tickets, along with Crime Prevention notices. The program is up and running in several other DuPage County municipalities without issue, which is why in February the Village entered into an agreement with DACRA Tech. The Police Department was scheduled to go live on May 1, but chose to delay until June 1 in order to train officers further in the sandbox mode. After going live, due to migration from MOS/MOVE, the multiple hearing dates did not correspond exactly with what was printed and mailed out on the invoices. There were other months where multiple identical mailers were sent, only being discovered when mail was returned to the Police Department. By the end of the year, DACRA, who has always been very receptive to requests, questions and needs, got the multiple hearing process to work correctly. From June through December, 6,863 citations were issued in DACRA. Looking toward 2024, the Police Department expressed an interest in switching to the “one and done” hearing process. The Village prosecutor looked into making the change. Other than updating the fine schedule, only minimal language needed to be changed under the Administrative Adjudication hearing ordinance. Transitioning to the one-hearing process is scheduled to occur during the first quarter of 2024, which will provide a cost-saving benefit, as there will be two less hearing notifications mailed out.

**False Alarm Reduction Program** – CryWolf has now been used by the Police Department for two years and has been better received in 2023 than in 2022. Many of the issues with its customer service have been resolved. Not sure if it was growing pains moving to a new, modern online system, but the dust has settled. There have been minimal complaints in 2023. Special attention has been made to accounts with high, unpaid balances being carried over monthly. Utilizing CryWolf also cleaned up the residential and commercial user lists. Overall revenue was \$118,872.60 (a 20% increase from 2022) after fees and costs, Net revenue to share was \$102,920.49, which worked out to \$72,044.35 for the Village and the cost share portion to Central Square for CryWolf Services of \$30,876.14. Countable alarms for 2023 were 779, which was 8% less than in 2022, while having an overall increase of 93 new accounts (1,603 to 1,696).

**AXON OSP7+ (Officer Safety Plan)** – The Village Board approved a ten-year contract with Axon in April, effective date May 1, 2023. This was a giant step forward, as OSP7+ encompasses the following: body worn cameras for each officer, a Taser 10 for each officer, Fleet 3 squad car video, interview room camera system, standards and ultimately Records, which is Axon's Records Management System. Bimonthly meetings took place throughout the year until the Rapid Deployment Team took over in late November. Weekly

meetings now occur. Axon Standards, which is more administrative – internal affairs, safety committee, complaints and I.R.M.A forms – will go live first. The go live date for the Axon Records Management System is tentatively scheduled for July 2024.

**Records Management Section Room Remodel** – In 2023, the Village Community Development Department’s remodel took precedence over the Records Management’s remodel. However, by the end of the year, there were discussions of keeping the General Contractor on site and upon completion of the Community Development project to immediately begin the Records Management’s remodel. Work has been anticipated to take six to eight weeks to complete. Records personnel will move into the space previously used by the Dispatch Center for that time. The project is scheduled to be completed by budget 2023-2024 year end.

## **MEETINGS**

Records Supervisor Lindstrom and/or Assistance Records Supervisor Taglia attended the following meetings relating to Records operations:

- Police Records Manager Focus Group (PRMS). January 10 was the last meeting attended by Addison Records supervisors. The NIBRS tool was still not functioning properly and would not go live until August of 2023. It had already been decided that Records personnel would manually enter NIBRS submissions. The move away from Hexagon RMS was becoming more apparent. Supervisors attended Axon demonstrations, remote meetings with sales associates and mock proposed SOW (statement of work) meetings. The Police Department is on board and ready to break from the DuPage County Consortium.
- DuPage County Police Records Management Systems (DCPRMS). This group met quarterly. Safe-T Act changes were discussed, along with pre-trial release guidelines. A replacement for VP2 was created by the Circuit Clerk staff and is going live early next year. Since the Police Department has DACRA for Administrative Adjudication hearings, it does not make sense to move to another electronic ticketing program.
- Law Enforcement Records Managers of Illinois (LERMI). This group is strictly Records managers and staff. Assistant Records Supervisor Taglia currently serves as LERMI’s Vice President. Meetings are held bi-monthly. Records retention and destruction, along with current FOIA guidelines, are discussed with guest speakers who are subject matter experts. The LERMI biennial conference was held and attended on April 21. Assistant Records Supervisor Taglia, with very little assistance, coordinated speakers, location, menu, pamphlets, etc., and did a wonderful job, receiving many compliments.

## **TRAINING**

All Records personnel successfully completed the February 2023 Critical Incident exam covering blood borne pathogens situations in Power DMS.

Assistant Records Supervisor Taglia, along with Records Clerk Castellano and Records Clerk Doherty, achieved NIBRS certification in March. They continue to submit manually with a 100% accuracy rate.

All Records Clerks completed the annual Illinois Attorney Generals FOIA training in March.

In March, Records Clerk Doherty completed the 16-hour NEMRT class on proper “Lock-Up Procedures for Females.”

All Records personnel successfully completed the annual Ethics and Mental Illness Critical Incident test in May.

Records Clerk Doherty successfully completed all training tasks in her training manual.

All Records Clerks and Supervisors completed the Bias-Based Policing Critical Incident test in August.

In September, Records Clerk Doherty and Records Clerk Pekosh completed a sit along at the Evidence and Property building.

Records Clerk Doherty attended Resilient Minds, resiliency training, October 2 through October 4.

Records Clerk Castellano, Records Clerk Lopez, Records Clerk Pekosh and Records Clerk Rodriguez attended Village-wide Notary training in December. All notaries must now keep a log of the documents they have notarized.

All Records personnel successfully completed the December Critical Incident exam covering sexual harassment in PowerDMS. Additionally, all members of the Records Section attended mandatory Village-wide Sexual Harassment training on December 13.

Respectfully Submitted,

---

Records Supervisor Lindstrom  
Assistant Records Supervisor Taglia