

# CITIZEN RIMS

## Background

The Atherton Police Department introduced Citizen RIMS to increase the amount of information it shares with the community. It provides a window into our Computer Aided Dispatch (CAD) System, a software package named RIMS.

Citizen RIMS delivers continuously updated information, not only about Officer initiated activity, but also about crime, warrants, arrests, missing persons, and stolen vehicles.

Citizen RIMS also provides a portal for the daily Media Bulletin we publish for journalists.

The [Town of Atherton website](#) has a link to Citizen RIMS. Citizen RIMS can also be accessed directly at the following Internet address:

<http://apd.crimegraphics.com>



## Comparison to Prior System

Prior to implementing Citizen RIMS, the Police Department shared its activity via a “Media Bulletin” published each day.

Traditionally, a Media Bulletin is something that is printed and available at the Department’s front counter. Media representatives would telephone, personally visit, or ask that we fax them the information.

To improve efficiency, several years ago, the Department began publishing its Media Bulletin to a “blog” hosted by WordPress.Com. We no longer publish the Media Bulletin to WordPress; we have abandoned that Internet property in favor of the consolidated Citizen RIMS portal.

We do, however, continue to publish the Media Bulletin. It is found on the Citizen RIMS site by using the menu item labeled “Bulletin”.

Citizen RIMS significantly expands upon the information we include in the Media Bulletin. The bulletin captures only the highlights of our activity including, but not limited to, arrests, misdemeanor citations, fire events, medical calls, and suspicious circumstance incidents. Citizen RIMS shares more information. It plots all of our calls on a map – even the ones that we do not include in the Media Bulletin.

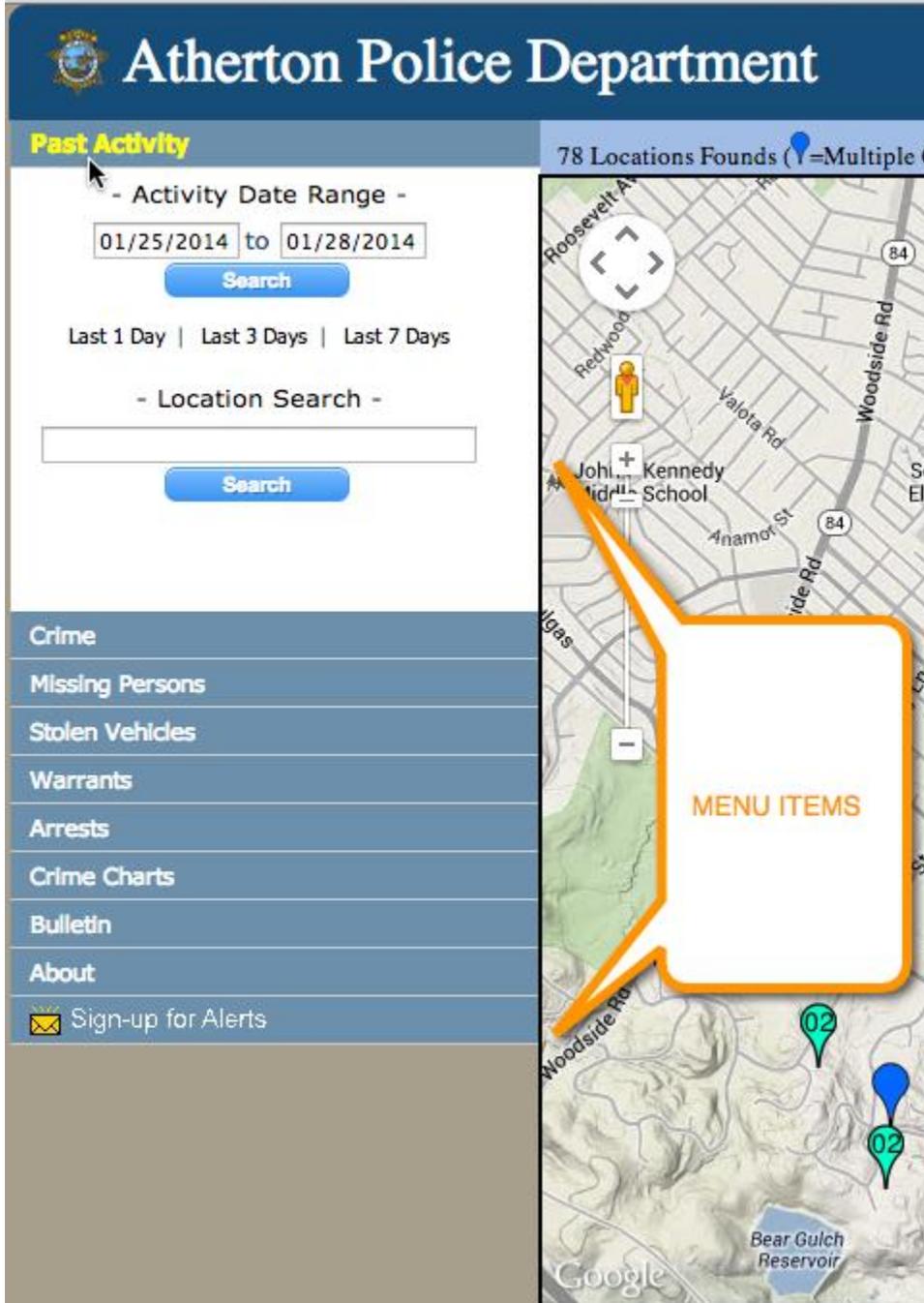
The following table summarizes the advantages of the Citizen RIMS portal over what we published in the “Prior System”:

<b>INFORMATION</b>	<b>CITIZEN RIMS</b>	<b>PRIOR SYSTEM</b>
<b>ACTIVITY MAP PLOTTING</b>	Available	Not Available
<b>CRIME MAP PLOTTING</b>	Available	Not Available
<b>MISSING PERSONS</b>	Available with photograph until the person is located.	Reported in media bulletin.  No status information conveyed after initial report.  No photograph was provided.
<b>STOLEN VEHICLES</b>	Reported with identifying information.	Reported in media bulletin.  No status information conveyed after initial report.
<b>WARRANTS</b>	All warrants are published with bail amount, charges, and photograph when available.	Not Available.
<b>ARRESTS</b>	People booked into County Jail are listed for 90 days with charges and a photograph.	Reported in media bulletin.  No photograph was provided. Biographical information was not consistent.
<b>BULLETIN</b>	The Media Bulletin is published on the Citizen RIMS portal every day.  This report contains the same information that was published in the “prior system”.	The Media Bulletin was published on the Atherton Police WordPress blog every day.

# Navigating Citizen RIMS

Citizen RIMS has a menu panel on the left hand side of the screen. Users can access different types of information by using these options.

## Menu Items



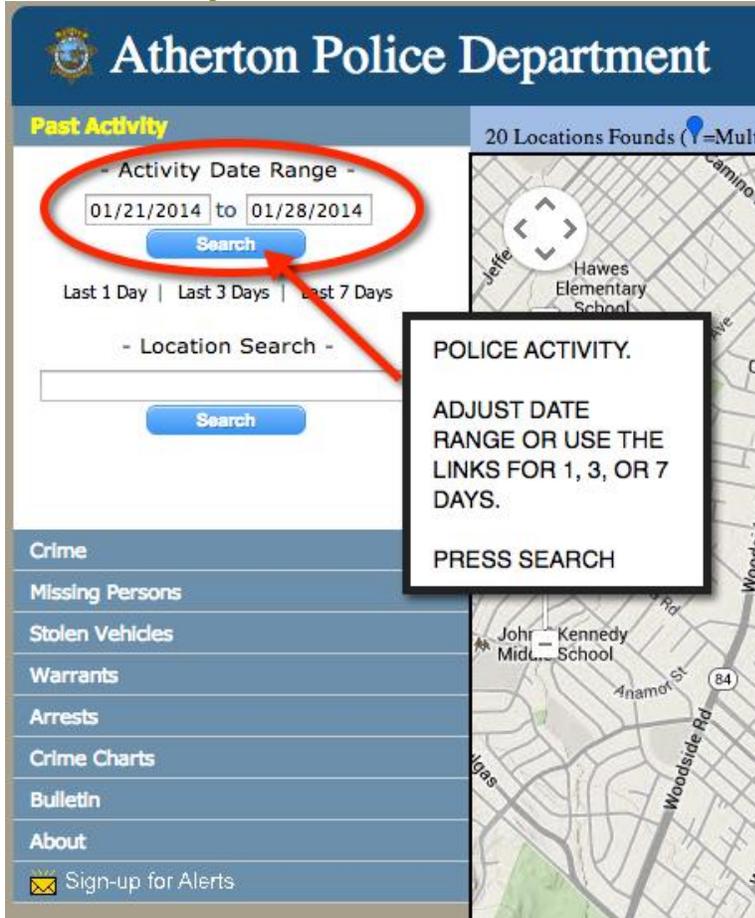
*The left pane of the Citizen RIMS site shows the options available to the users.*

## Past Activity Section

This section allows the user to “plot” all of the Department’s calls on a map. These calls include items that are not necessarily reported in the Media Bulletin, including traffic enforcement stops, alarm calls, and proactive enforcement activities.

The user can manipulate the date range or specify only a portion of the map (for instance, a neighborhood) for which they want results:

## Past Activity Menu

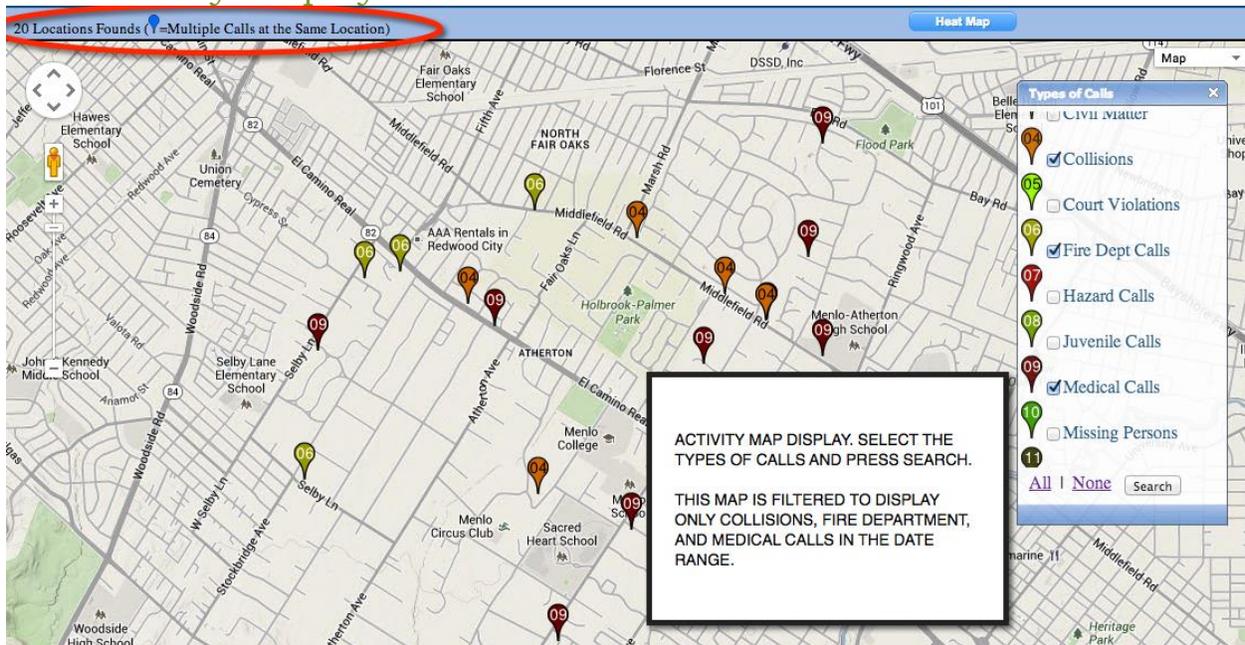


*Past activity menu screen.*

The user has the opportunity to select a custom date range or use one of the pre-defined ranges available as links below the search button. Preset values are 1, 3, or 7 days of calls.

Additionally, users can specify an address and distance from that location using the “Location Search” feature.

## Past Activity Display

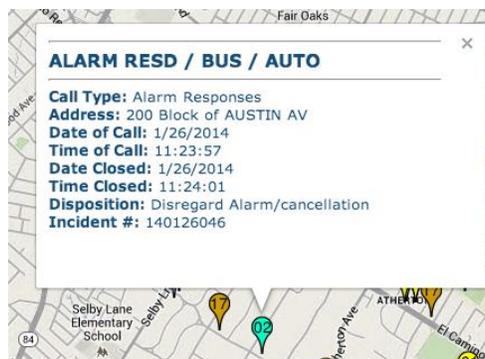


Past activity map with stick pins.

Once the user has selected the date range and pressed the search button, they will see the map updated with stick pins. Users may adjust the zoom level.

They also have the opportunity to select the types of calls. The preceding map shows only a subset of call types (collisions, fire department, and medical calls). Once filtered, Citizen RIMS also displays the number of matching incidents. This information is found in the upper left hand corner.

Clicking on a stick pin offers details about a call. The following graphic displays the information available when clicking a “02” pin for an Alarm Call:



Note that multiple incidents in the same location will have solid color stick pin. Clicking on that solid color pin will show more information about the incidents. All information is plotted at the hundred block level to protect the privacy of those involved; the stick pins do not portray the specific addresses of the calls.

## Crime Section

Criminal activity includes police cases that are reported to the Federal Bureau of Investigation as part of the [Uniform Crime Reporting \(UCR\)](#) system. These major crime cases represent a narrow subset of all the police reports the Department takes. They include thefts, arsons, and homicides.

## Crime Menu

The screenshot displays the 'Crime' menu interface. At the top, there is a blue header with the word 'Crime' in yellow. Below the header, the text '- Crime Date Range -' is followed by two date input fields containing '01/01/2013' and '01/27/2014'. A blue 'Search' button is positioned below the date fields. Underneath the search button, there are three radio button options: 'Last 1 Day', 'Last 3 Days', and 'Last 7 Days'. Below these options, the text '- Location -' is followed by a text input field. A red circle is drawn around the 'Search' button, with a red arrow pointing to it from the text 'ADJUST DATES / PRESS SEARCH' written in red capital letters.

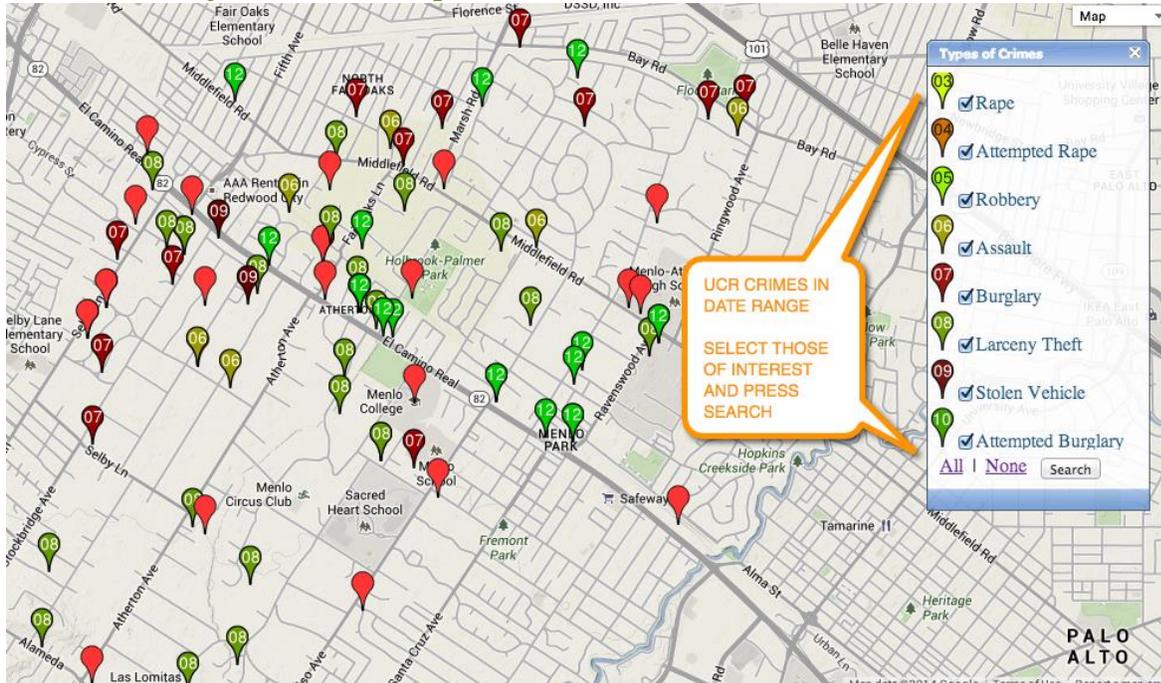
*Crime menu selection screen.*

Just as with the Past Activity Menu, the Crime Menu can be constrained to specific dates and to within a proximity to a specified location.

## Crime Activity Map

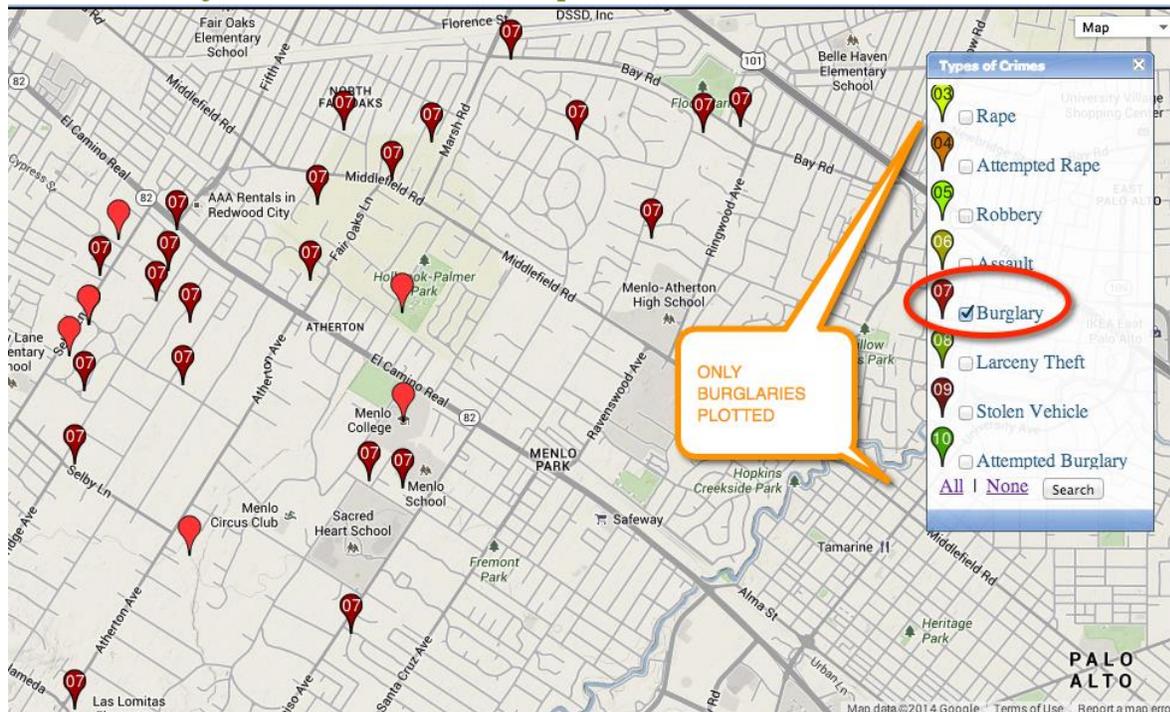
Citizen RIMS allows the user to filter and plot UCR crimes on the activity map.

## Crime Activity Stick Pin Map



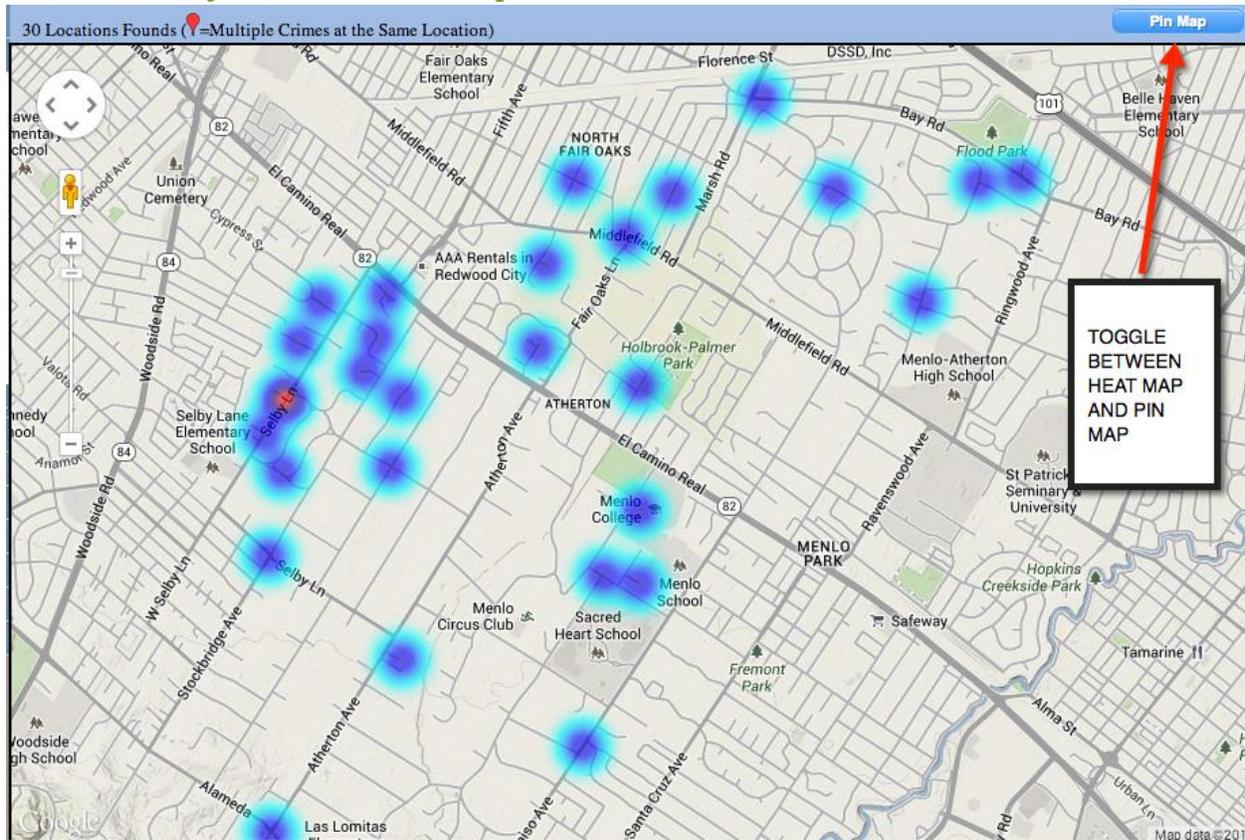
All crimes within the selected date parameters are displayed on this sample map.

## Crime Activity Filtered Stick Pin Map



Only burglaries remain displayed on this sample map after filtering.

## Crime Activity Filtered Heat Map



*This graphic is the “heat map” version of the burglary pin map in the previous graphic.*

Both the Past Activity Map and the Crime Activity Map have the ability to display “Heat Maps”. In the upper right hand corner, there is a button that toggles between the pin map and heat map display.

Heat maps allow users to easily see trends for selected Activity or Crime types. The above graphic displays burglaries over a 1 year period as a heat map. (Note, locations are plotted at the 100 block level, not specific addresses.)

## Missing Persons Menu

**Atherton Police Department**

Past Activity

Crime

**Missing Persons**

The Atherton Police Department requests your assistance in finding the individuals listed in this section. If you have any information regarding their location, please contact the Atherton Police Department at 650-650-6888.

Stolen Vehicles

Warrants

Arrests

Crime Charts

Bulletin

About

✉ Sign-up for Alerts

Date
------

WHEN THERE ARE MISSING PERSONS, THEY WILL BE DISPLAYED HERE

When the Department has a report of a missing person, the information about that person will be displayed in this section.

## Stolen Vehicle Menu

**Atherton Police Department**

Past Activity

Crime

Missing Persons

**Stolen Vehicles**

If you locate one of the vehicles listed on this screen, do not attempt to contact the occupants. Call your local law enforcement agency or the Atherton Police Department at 650-688-6500 immediately.

Warrants

Arrests

Crime Charts

Bulletin

About

✉ Sign-up for Alerts

Date Stolen
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WHEN THERE ARE STOLEN VEHICLES, THEY WILL BE LISTED HERE

When the Department has an open case for a stolen vehicle, it will be displayed in this section.

## Warrants Menu

Citizen RIMS displays all of the arrest warrants held by the Atherton Police Department. This information includes the name of the suspect, the criminal charges, and bail amount. When available, the system also shows the photograph of the wanted person.

**Atherton Police Department**

Past Activity  
Crime  
Missing Persons  
Stolen Vehicles  
**Warrants**  
Arrests  
Crime Charts  
Bulletin

Name:  Search

Name is optional and should be entered as either **Last Name, First Name**, just the **Last Name**, or part of the **Last Name**.

Date	Name	Charge(s)	BAIL	Person Details	Photo
12/23/2013				Age: 65 Sex: Male Race: White Height: 5' 4" Weight: 130 Hair: Bald Eyes: Brown	

Do not take action if you see any of the individuals listed below. Please immediately contact the Atherton Police Department at 650-688-6500.

## Arrests Menu

Citizen RIMS displays information about the people we have arrested and booked into the San Mateo County Jail. To comply with Criminal Offender Record Information (CORI) statutes, these listings are removed from the Citizen RIMS system after 90 days. By default, only 10 days of arrests are shown. Users can manipulate the date range to retrieve more records should they require more information.

**Atherton Police Department**

Past Activity  
Crime  
Missing Persons  
Stolen Vehicles  
Warrants  
**Arrests**  
Crime Charts

View Arrests that Occurred between 01/17/2014 and 01/27/2014 OR Name:  Search

Name is optional and should be entered as either **Last Name, First Name**, just the **Last Name**, or part of the **Last Name**.

Date/Location/Action	Name	Charge(s)	Person Details	Photo
01/18/2014 at 0042		Driving Under The Influence - 0.08% or Greater - License Driver	Age: 25 Sex: Male Race: Hispanic Height: 5' 10" Weight: 200 Hair: Black Eyes: Brown Occupation: Licensed Driver	

Using this website, members of the public will have access to public information regarding individuals arrested by the Atherton Police Department. Unless otherwise declared "guilty" or "convicted", offenders are considered innocent until proven guilty in a court of law.

## Crime Charts Menu

Crime Charts display an historical graph of the Uniform Crime Reporting (UCR) crimes for our jurisdiction. Users may use the tick boxes to display graphs for each of the major crimes to show the historical trends.

**Atherton Police Department**

Past Activity  
Crime  
Missing Persons  
Stolen Vehicles  
Warrants  
Arrests  
**Crime Charts**  
Bulletin  
About  
 Sign-up for Alerts

**Major Crimes**

The FBI collects statistics on the following major crime categories. Select one to chart the year-to-year counts for that crime.

- Homicide
- Rape
- Robbery
- Assault - Aggravated
- Assault - Simple
- Burglary
- Larceny/Theft
- Stolen Vehicle
- Arson

**Burglary**

Year	Count
2003	35
2004	40
2005	45
2006	50
2007	35
2008	55
2009	45
2010	30
2011	30

## Bulletin Menu

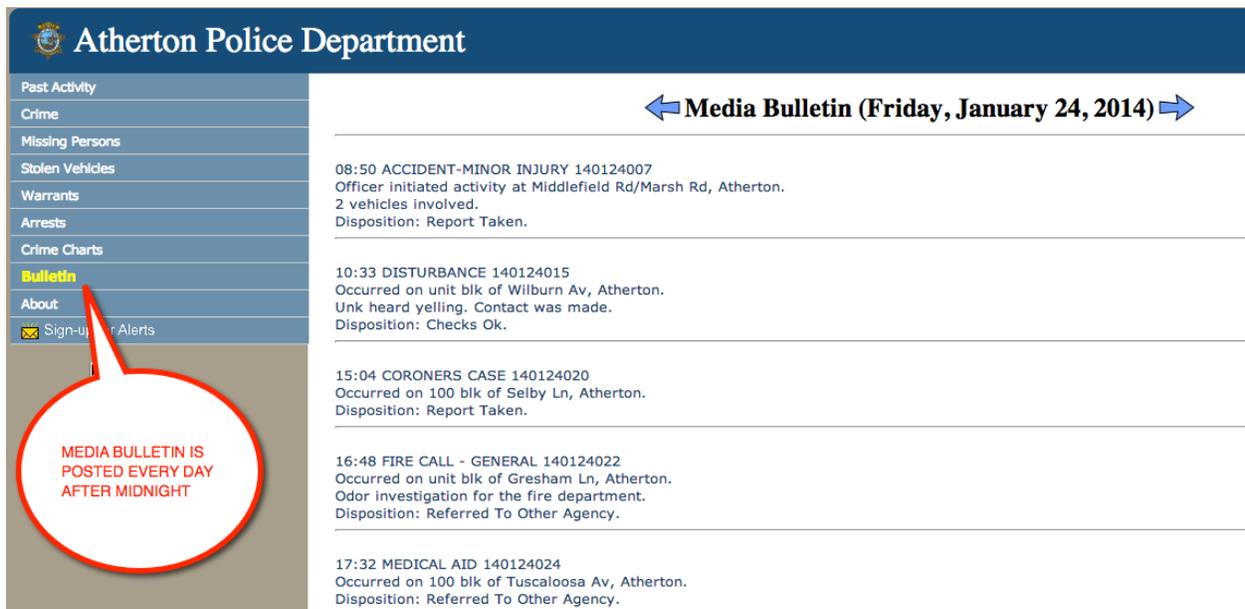
The Atherton Police Department publishes a Media Bulletin every day. This document's audience is the Press, but it is available to all users of Citizen RIMS.

The Media Bulletin does not list every call that involved the Police Department. It captures all UCR crime related calls (unless disclosure of that case would compromise an investigation). The bulletin also recaps most other calls, with the exception of routine incidents including alarms, traffic enforcement stops, targeted enforcement details, and ticket sign offs.

The Media Bulletin is typically published between midnight and 6:00 AM each day. The Police Sergeants review the Media Bulletin for thoroughness before it's published.

Users can move forward and backward between bulletins by using the arrows next to the title at the top of the screen.

This is the same Media Bulletin that the Department has always published.



The screenshot shows the Atherton Police Department's Citizen RIMS interface. The top navigation bar is dark blue with the department's logo and name. A left-hand menu lists various categories: Past Activity, Crime, Missing Persons, Stolen Vehicles, Warrants, Arrests, Crime Charts, Bulletin (highlighted in yellow), About, and Sign-up for Alerts. The main content area displays the 'Media Bulletin (Friday, January 24, 2014)' with navigation arrows. Below the title, four incident entries are listed, each with a timestamp, incident type, ID number, and a brief description of the event and its disposition.

Time	Incident Type	ID	Description
08:50	ACCIDENT-MINOR INJURY	140124007	Officer initiated activity at Middlefield Rd/Marsh Rd, Atherton. 2 vehicles involved. Disposition: Report Taken.
10:33	DISTURBANCE	140124015	Occurred on unit blk of Wilburn Av, Atherton. Unk heard yelling. Contact was made. Disposition: Checks Ok.
15:04	CORONERS CASE	140124020	Occurred on 100 blk of Selby Ln, Atherton. Disposition: Report Taken.
16:48	FIRE CALL - GENERAL	140124022	Occurred on unit blk of Gresham Ln, Atherton. Odor investigation for the fire department. Disposition: Referred To Other Agency.
17:32	MEDICAL AID	140124024	Occurred on 100 blk of Tuscaloosa Av, Atherton. Disposition: Referred To Other Agency.

## Sign-up for Alerts Menu

Users can register to receive a daily email that summarizes the activity for the previous day. Police reports associated with UCR crimes are also listed in this email.

This is an example of the email you will receive:

Your Daily eMail **Alert** from the Atherton Police Department is provided below and includes information from yesterday.

### **Calls for Service** ([View on Map](#))

Call Type	Number of Calls
ALARM RESD / BUS / AUTO	5
ANIMAL CALL	1
BUILDING / PERIMETER / AREA CHECK	3
COUNTY ROAD BLOCK	1
HIT/RUN NON-INJURY	1
MEDICAL AID	1
OUTSIDE AGENCY ASSIST	1
PARKING PROBLEM	1
PATROL REQUEST	3
SUSPICIOUS VEHICLE	1
TICKET SIGN-OFF	1
TRAFFIC STOP	15

### **Crimes**

*Reports for crimes shown below were recently approved.*

Case #	Date of Crime	Crime Type	Crime	Classification	Location	Map
14-45	1/25/2014	Larceny Theft	Petty Theft	Misdemeanor	100 Block of VALPARAISO AV, ATHERTON	<a href="#">(View)</a>