

**TTI Council Committee
Houston Police Department
Eccentex Agreement
July 9, 2020**

Council Member Peck:

1. As recommendations come out from the Police Task Force, **how adaptable is the software?**

A. The Appbase platform is a configurable workflow application allowing for changes. As discussed in the response to question 3 below, the system has been modified for use since the original configuration. The significance of any change proposed would determine system adaptability.

Vice Mayor Pro-Tem Castex-Tatum:

2. What is the increase over the 5-year term?

1. The licensing and support cost of \$200K per year remains the same as in the previous 5 year term for the initial 3 years of the proposed renewal contract. Year 4 incurs a 10% increase to \$220K and year 5 incurs an additional 10% increase to \$242K.

3. Does this software make jobs more efficient? Are we still needing the same number of police officers to do the same type of work?

A: This software is already deployed and in use. When first deployed in 2016 it did indeed improve efficiency, accuracy and accountability. Some reductions in support staff were realized when the software went live because of improvements. In addition, this software platform has been updated since going live and new features have been added by the vendor. This solution has been able to accommodate changes to work practices and keep up with improvements in the IAD process.

4. Is there any data that speaks to the amount of man-hours that this type of technology saves officers?

A: We have not tracked that data point. However, we have reduced the number of officers assigned to Internal Affairs Division as a result of improvements.

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Public Speakers:

Gabriela B:

1. Does the system operate with any functionality, like the blockchain, that prevents people from retroactively making changes to reports or case files without logging that action?

A: Eccentex allows changes to a file after a file is closed. Yet, every action, change or view is logged in and recorded. Once the file is closed, only authorized personnel are allowed to view the file and fewer are allowed to edit or make any changes to a file. If anyone makes a change during the process or after the file has been close, that actions is recorded by name and time stamped.

2. Does each officer have a log-in that logs their specific activity?

A: Yes, everyone with access to Eccentex/AppBase have their own login identifier. It will require you to be logged into the HPD Network. Security for all cases is provided configurable use rights and roles. Only those who have a need and are entitled to view a case are permitted access. Access can be limited to as little as metadata on a case, to review only access, to full editing rights, depending on the user role and assignment associated with the case

3. Does the case management system hold evidence?

A: Eccentex allows user to attach documents, photos and has the capacity to store/access BWC related to the case file. Any digital document in any format can be attached to an IAD case.

4. Have there been any data breaches or cyber security issues since implementation in 2014?

A: No, all data is stored and maintained by HPD Technology Services and it is secured by department firewalls. Tracks users' access for accountability to avoid misuse of information. Extensive logging within the system records user interactions with cases. Viewing, creating, modifying and deletion activities are logged in real time.

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5. Are there any instances in which a case document or record of communication would be deleted from the database? If so, what has been the review process to authorize a deletion?

A: No, all IAD Records are permanent and are not to be deleted, destroyed or purged. If a duplicate case is created, it is not deleted; it is set as duplicated and attached to the primary file. No files are to be deleted.

6. Are any of the records in the database subject to public records requests? If they are or have been, what has been the typical request time to materialize records from the case management system? Is it faster or slower than the other departments with other case management systems?

A: Yes, we are able to provide request via HPD Records Division, in house request and outside police agencies. AppBase is also used for all IAD related reporting. Stored reports are available for recurring and frequently requested information. Any report that can be built in SQL can be created when, and as needed. These reports contain statistical data and IAD complaint histories for employees. The timeframe depends on the type of request made. It can take from one hour to a week. Generating report and pulling information is very efficient and it is usually faster to find and pull the information requested than the systems used in the past.