



OVERVIEW

Industry:
Law Enforcement

Organization Facts:
Major crimes investigation
Unit operating in a variety of
interview settings which
included conducting fly-in
interviews in remote
locations.

Environment:
VHS, DVR and audio
recorders used for recording
interviews.

Challenges:

- Provide a portable interview recording solution that would provide the same features and recording quality as headquarters system.
- Improve the overall quality and delivery of interview recordings and transcripts.
- Facilitate state-of-the-art transcription production.
- Provide quick and easy access to recorded interviews and transcripts by all relevant staff.

Return on Investment:

- Reduced overall operating costs and streamlined workflow.
- Significantly improved transcription quality and turnaround times.
- Reduced media storage costs.

Case Study: Royal Canadian Mounted Police-D Division, Manitoba, Canada

Royal Canadian Mounted Police selects FTR Interrogator to enable versatile and efficient audio and video recording of interviews - First in Canada to implement digital recording of interviews

Organization Overview

The Royal Canadian Mounted Police (RCMP) is the Canadian national police service and an agency of the Canadian Ministry of Public Safety and Emergency Preparedness. RCMP is unique in the world since it is a national, federal, provincial and municipal policing body. RCMP provides a total federal policing service to all Canadians and policing services, under contract to the three territories, eight provinces (except Ontario and Quebec), more than 200 municipalities, 165 Aboriginal communities, three international airports and numerous smaller airports. RCMP's scope of operations includes: combating terrorism, organized crime, and specific crimes related to the illicit drug trade; economic crimes such as counterfeiting and credit card fraud; and offences that threaten the integrity of Canada's national borders. The RCMP has approximately 26,000 employees, headquarters in 4 regions, 14 divisions and 750+ detachments.

Organizational Challenge

RCMP was using a variety of low-tech recording devices to record their interviews which included VHS, audio cassette and DVR recorders. Initially these devices were chosen because they were inexpensive and readily available in the market place. Although the various recorders did a fairly decent job of capturing a recording, recording quality was often poor, making life difficult for transcribers, and making it difficult to share recordings with other relevant staff. The RCMP conducted interviews for homicides, sexual offenses, drug and criminal offenses as well as various other serious crimes. At the headquarters facility, both "soft" and "hard" interview rooms were being used, but RCMP also conducted remote "fly-in" interviews. This meant that the right solution would need to be easy to use, allow for multiple individuals to access and share the recordings, have a portable component, all the while providing high-quality sound and video.

Technology Solution

Bill Robinson, a major crime investigator for the RCMP D Division Major Crimes section was charged to find a versatile interview recording solution that would work within the confines of the RCMP interview protocol.

Acrodex, one of FTR's authorized resellers in Canada worked closely with Bill Robinson and the RCMP to implement the FTR Interrogator audio and video recording management solution. Phase I involved installing FTR Interrogator in 3 interview rooms at the Manitoba headquarters facility. Additionally, a complete remote interview recording system was put together which included an HP Laptop computer, video camera with wide-angle lens, and an external hard drive for backup purposes. All configured such that setup could be done in 10 minutes at any remote location.

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Operational Results:

The FTR Interrogator solution has now been in operation for over 12 months, with outstanding results. The RCMP D Division is recording using FTR with 12 systems both fixed and portable. The FTR solution, with its easy to use tape recorder-style controls, was easily incorporated into the existing infrastructure and required minimal user training. All relevant personnel within the department as well as the crown attorney, defense and the court, utilize FTR's free TheRecord Player. According to Bill Robinson of the RCMP, "This component alone has been a huge benefit and has accomplished the RCMP's goal of being able to easily listen to and view recordings among departments. Robinson added, "The high-quality of recordings has vastly improved transcription time, contributing to overall improved efficiency. Our interview teams are extremely pleased with the FTR solution."