

Summary

On behalf of the The Research and Documentation Centre (WODC), Andersson Elffers Felix (AEF) and the Police Academy (Politieacademie) have investigated “the *implementation of the BVI-IB and the results that the use of BVI-IB has for the operational work of the police*”. BVI-IB is a software application that enables police personnel to generate information from 20 different (inter-)national and regional registers with one inquiry. The application can be used on a PC, on a BlackBerry (since April 2013), and on mobile data terminals in some police vehicles.

For the execution of the research both qualitative (focus groups and interviews with police personnel from Amsterdam and Rotterdam) and quantitative methods (development of indicators for all units) have been applied. In addition, input has been provided by experts from several organisations (National Police, Central Fine Collection Agency (CJIB), Dutch vehicle administration organisation (RDW), Public Prosecution Service (OM)) that are involved in the data management processes.

To determine the effect of BVI-IB on the operational work of the police a situational awareness model has been used, developed by the Police Academy. In on-site situations BVI-IB allows for fast integral information access. This provides the police officer with a more complete picture of the reality (*observe*) than in previous situations. As a result, he is better able to assess (*understand*) these situations, so he has a better idea of the possible actions (*project*). The effect of BVI-IB is visible in a behavioural difference of the police officer. This should lead to more efficient, more effective and safer police actions.

The use of BVI-IB has been increasing since the introduction of the application. In January 2014 1.75 million initial queries were executed via the PC application, 790 thousand through the mobile application, and another 110 thousand through the Orion system in police vehicles. The extent to which the mobile application is used within a police unit varies greatly, mostly because the availability of Blackberries is not uniform. In regions where few BlackBerries are distributed the use of BVI-IB per BlackBerry is relatively low. A possible explanation is that the Blackberries do not always end up at the police personnel involved in the primary process.

The impact of the BVI-IB is largest for patrolling police officers. They have indicated that they are able to work more safely and with greater independence as their information access has been improved. Moreover, they can work more efficiently as the emergency room, information desk and watch commander have less requests to handle. Within those operations a pressure is taken off the workload.

For detection and information functions BVI-IB is mainly used in the office environment. Therefore, no major contribution to safety and a smaller contribution to the direct effectiveness of the work is observed. The impact of BVI-IB for this group of police personnel is mainly in a higher workflow efficiency. They no longer have to consult different systems separately.

In the business case, the PID (Project Initiation Document) for BVI-IB, and the policy documents of the ministry of Security and Justice no specific measurable objectives have been included that relate to the significance of BVI-IB for the effectiveness of police work. Therefore, in order to formulate a hypothesis regarding the effectiveness objective of the BVI-IB measure, a reconstruction was made of policy theory.

In the subsequent quantification of the influence of BVI-IB on the effectiveness of the police force the focus has been on the systems that are the most important source of information for patrolling police officers. This has led to several indicators which are suspected to be directly affected by a better information supply.

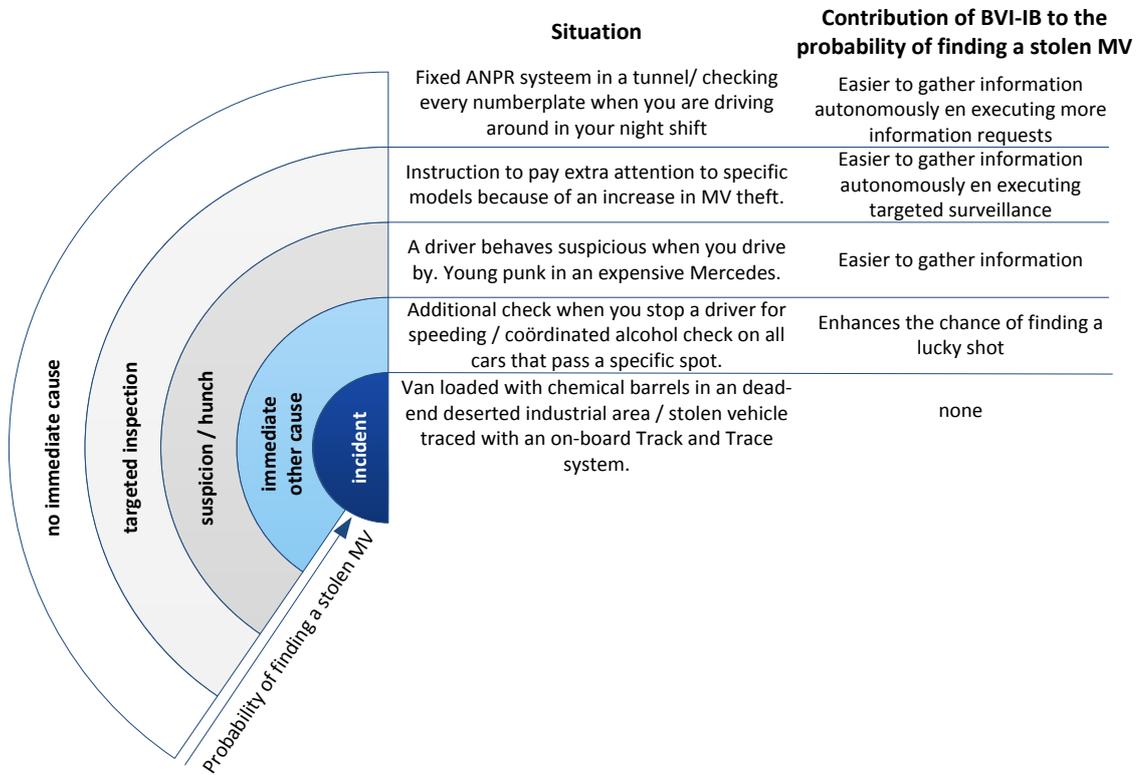
In order to conclude on the effect of the introduction of BVI-IB for several units, the development of the following indicators has been examined over time. The data collection of these indicators has been executed in collaboration with experts of the RDW, CJIB and the National Police.

- 1 The number of arrests for driving without a license (RDW)
- 2 The number of recovered stolen vehicles (RDW)
- 3 The number of executed warrants (OPS)
- 4 The number of executed kidnappings (outflow/inflow) (PAPOS)
- 5 The number of executed decommissionings (outflow/inflow) (PAPOS)

In the workshops and interviews police personnel have indicated that they support the reasoning that the improved information access leads to a more results-oriented work approach and probably a higher effectiveness. For example, by detecting more stolen vehicles. However, none of the indicators in the analysis show a visible development coinciding with the introduction of BVI-IB. This applies for units with a high mobile application usage, as well as for units with a lower usage.

The fact that the influence of BVI-IB could not be measured, is probably due to the fact that the contribution of BVI-IB to the probability of detection is only expressed in a limited set of situations. It depends on the specific situation whether the additional information of BVI-IB really makes a difference. For example when a motorvehicle is stolen for joyriding or ramming a cash machine they would be found no matter what. The information provided by BVI-IB only confirms that these cars are stolen which the police officer probably already knew. If these situations explain the larger part of the recovered stolen vehicles the indicator will not show a significant effect for BVI-IB. The diagram on the next page explains this line of thought for stolen motor vehicles.

This model shows that the influence of BVI-IB on the effectiveness of police work depends on the situation. The interviews show that limited steering takes place regarding the use of BVI-IB. The effect of the tool can be maximised and the effective deployment of police personnel can be increased by developing a framework that indicates in which situations the use of BVI-IB queries is worthwhile. Taking into account the different work processes within the police organisation is of importance when drawing up such a framework. The information needs between a patrolling police officer and an investigating staff member differ greatly and therefore ask for different information prioritisation from BVI-IB.



BVI-IB contributes to “smarter policework”. The conclusions from an earlier AEF-research that BVI-IB allows a more efficient work style is confirmed by respondents in this study. Police officers say they feel better supported and equipped to do their job on the street as well as at their desk. They can do their work more independently. Respondents say BVI-IB therefore strengthens the pleasure they find in their work. Work satisfaction was another goal of BVI-IB which we consider achieved.

We were not able to show an extent to which BVI-IB has an effect on the quality of police work and the effectiveness on safety at large. Police officers do say that they feel that they can work more safely with BVI-IB.

Based on the *situational awareness* model a clear insight is given into the contribution of BVI-IB for the work of the police. It provides police personnel with more information in a situation (*observe*), it allows the personnel to read a situation (*understand*) and it offers guidance on the best possible action for that moment (*project*).

A predetermined definition on the contribution of the measure towards the effectiveness of the police would have created a clearer framework for the research of the effectiveness of BVI-IB. The development of the tool can be better aligned with the daily practice and tool-usage can be better steered by paying attention not only to general objectives in policy theory, but also to the specific contribution of BVI-IV in daily work processes and situations.