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## Customer Profile

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Willistown Township is located in the eastern part of Chester County, Pennsylvania, five miles east of West Chester and approximately twenty miles from Philadelphia and Wilmington Delaware. The Township covers over 18 square miles and has a population of over 10,000. The Willistown Police Department has 24-hour police coverage. All officers are trained and certified by the Commonwealth of Pennsylvania. They have officers assigned to the Chester County Drug Task Force, Accident Investigation Team and the Regional S.W.A.T. Team.



Chief John Narcise

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## Willistown Township Police Department benefits from the implementation of the iRecord System for interview room recording.

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### iRecord Case Study

An integral part of the Willistown Township Police Department is the Detectives Division headed by Lt. Robert Klinger and Dsg. Mike Martin. The Detectives Division conducts major criminal investigations, which include robberies, sex crimes, frauds, auto thefts and crimes against persons. It is the mission of the Detectives Division to investigate crimes and collect the evidence to prepare those cases for successful prosecution.

Detective interviews of suspects are a critical element in the prosecution of these crimes. The department felt they could build a stronger case for prosecution if they had a permanent electronic record of exactly what occurred during the interview.

Willistown Township Police searched for a system that would provide them with state-of-the-art technology, as well as ease of use. It was critical for the department to have a system that offered compatibility between the Police and Prosecutor's Office. Willistown wanted to be confident that their recordings would stand up to any challenges in court.

The department quickly discovered that most of the solutions they evaluated did not meet the unique needs and requirements of law enforcement. VHS tapes were obsolete and DVR systems were of poor quality and unreliable. Other systems they looked at were nothing more than a recording system for a different application that was modified and re-branded as a law enforcement solution.

Willistown was intrigued by the iRecord System when they realized it was developed with the help of a select group of detectives and law enforcement professionals. The fact that iRecord is installed in over 1,000 police interview rooms also appealed to them. Dsg. Mike Martin contacted Collins Business Systems to learn more about the system.

### Solution

Collins Business Systems, Inc. installed the iRecord Professional System and equipped the interview room with a high resolution covert camera and microphone. Detectives simply turn a switch with a record light located outside of the room to start/stop recording. All recordings are stored in the iRecord Evidence Vault on the server in a secured data room.

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### **About iRecord**

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The **iRecord Recording Suite** is co-designed and endorsed by John Reid & Associates along with a select group of law enforcement professionals. **iRecord** is the first system of its kind to be designed from the ground up for the ERI (Electronic Recording of Interviews) application and was developed specifically for police and CAC forensic interviews. **iRecord** is installed in over **1,000** police interview rooms and **130+** Child Advocacy Centers as well as **NCIS, ICE** and **FBI** Offices nationwide.

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### **About Collins Business Systems, Inc.**

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Collins Business Systems, Inc. has been serving the area with “best of class” recording products for over 63 years and is the exclusive distributor of **iRecord** for the states of Delaware, New Jersey and eastern Pennsylvania.

Our goal is to deliver to you the optimum system solution with excellent long-term service to ensure your maximum satisfaction and utilization of the system. Our numerous customer references and repeat customers will attest to our meeting this goal.

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“Because we were not recording interviews at the time it was very important that our staff feel comfortable using a system that was easy to use and we can rely on,” said John Narcise, Chief of Police. “Technology was the last thing we wanted our detectives to worry about during an interview. I didn’t want them fumbling with controls or trying to figure out how to work the system. iRecord required little or no training. All they have to do is turn a switch.”

Collins Business Systems put the iRecord System on Willistown’s network to allow detectives and command staff to view interviews in real-time and perform all post-recording functions at their desks. iRecord burns the interview onto a DVD in industry standard Windows Media or DVD Player (MPEG-2) format that can be viewed by all parties involved and be used in court as evidence in the pending case. The tamper-proof recording is not reformatted or modified in any way as to eliminate any challenges in court.

“iRecord provides me with a number of tools that make my job more efficient,” said Dsg. Mike Martin. “I can play recordings right at my PC as well as insert relevant case information such as the case number, suspect name and important notes. I can also search on any of the information that is put into the system.”

### **Benefits**

iRecord provides Willistown Township Police with assurance that recordings prevent disputes about officers’ conduct, how suspects are treated and statements they made. Police are not asked to paraphrase statements or try later to describe suspects’ words, actions, and attitudes. Instead, everyone can see and hear what was said and done, including whether suspects were forthcoming or evasive, changed their versions of events, and appeared sincere and innocent or deceitful and guilty.

### **Future Plans**

The Willistown Police Department plans to continue using iRecord to its fullest capacity and expand iRecord to a second interview room. The iRecord Professional can record up to four rooms simultaneously on a single server. Collins Business Systems will continue to provide the department with enhancements, new features and software updates.

“iRecord has become a valuable resource for investigations and tremendous training tool for detectives to critique and improve their interview techniques”, said Chief John Narcise. “We use the system almost on a daily basis. Carmen Calderaro and the technical staff at Collins have provided us with a very high level of support. We are completely satisfied with the entire process from the purchase, implementation, and service and look forward to a continued relationship with Collins.”



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