MAARC Law Enforcement Partner Survey

Summary of responses from 159 participants in the October 2021 survey from MNIT Partnering with the Department of Human Services

Question 1: What is your current level of involvement in the MAARC data exchange project?

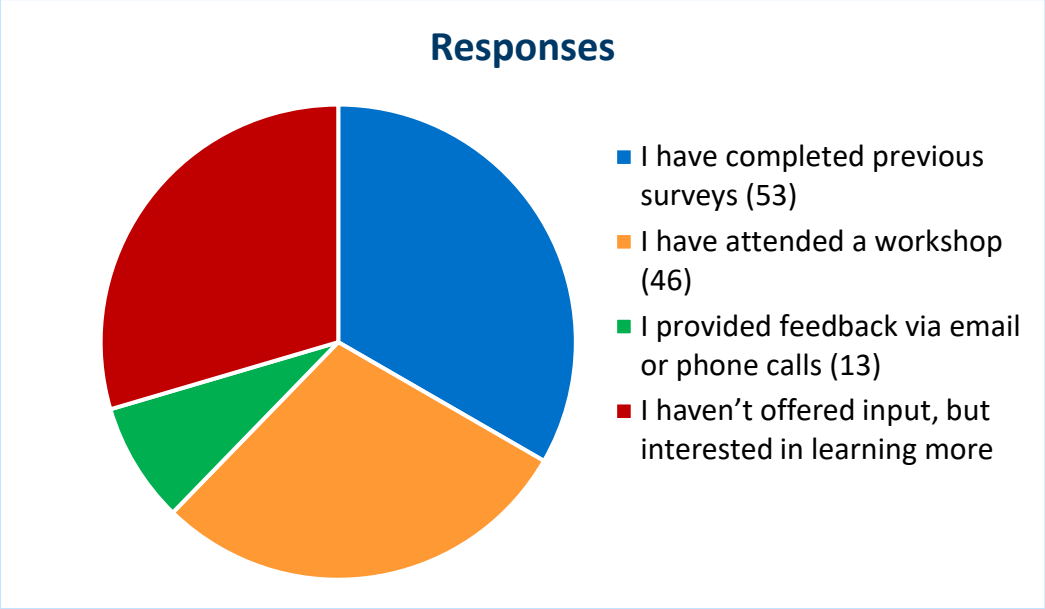


Figure 1: Level of involvement

Question 2: Are you satisfied with your level of involvement?

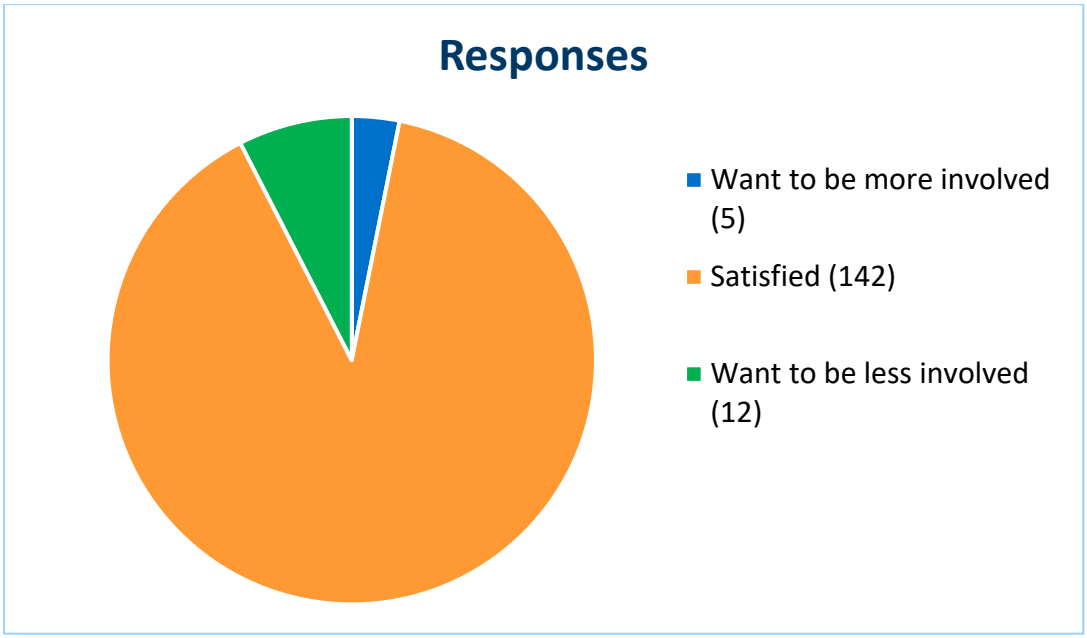


Figure 2: Satisfaction with involvement

Question 3: How likely is your agency to have the technical ability in your incident reporting software to receive MAARC report data as an electronic data packet (by Application Programming Interface – API) rather than as an emailed PDF that required data entry?

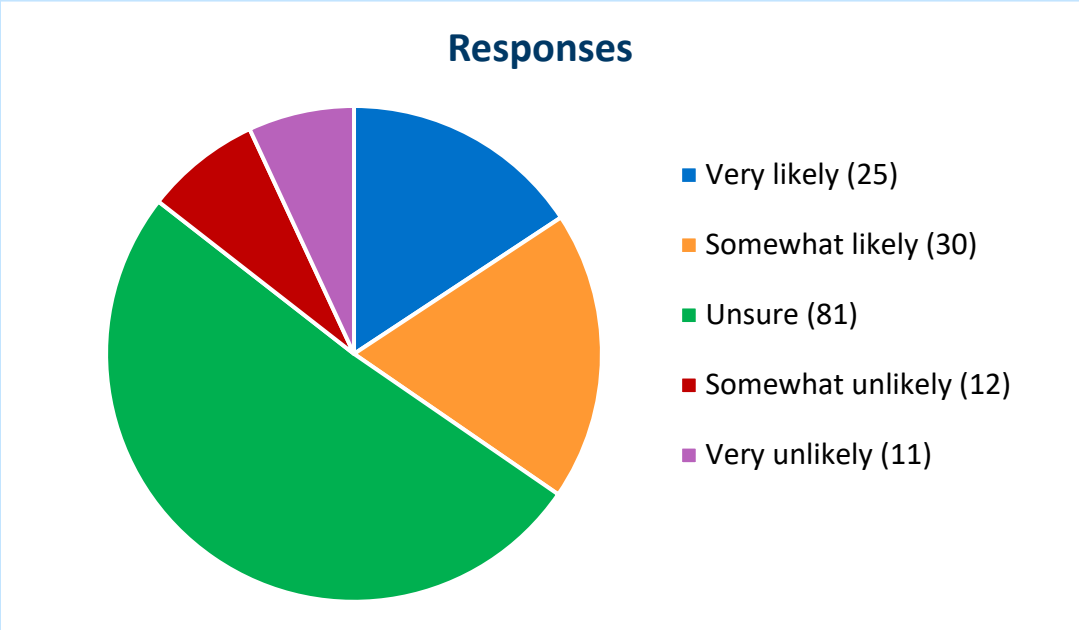


Figure 3: Technical ability

Question 4

What limitations do you have in your ability to implement a technical change on how the MAARC report data is received by your agency?

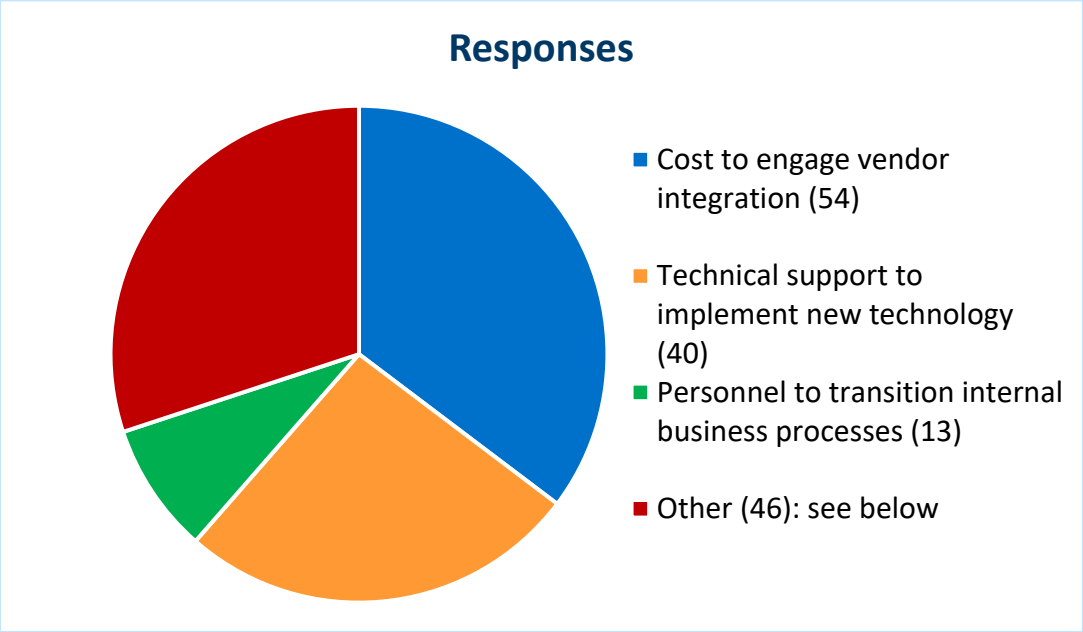


Figure 4: Limitations to technical change

Other:

- All of the above *(most common response in the "other" category)*
- Both cost and technical support *(second most common response)*
- Working through the county, since our CAD/RMS is shared county wide *(third most common)*
- Knowing how much vendor integration will cost and what it will take to work with them
- Would rather keep it as an email base *(2 responses)*
- Time constraints due to other projects *(1 response)*
- Ability to manage / control the data *(1 response)*

Question 5

What additional information would you need to improve your ability to receive the MAARC repot as electronic data?

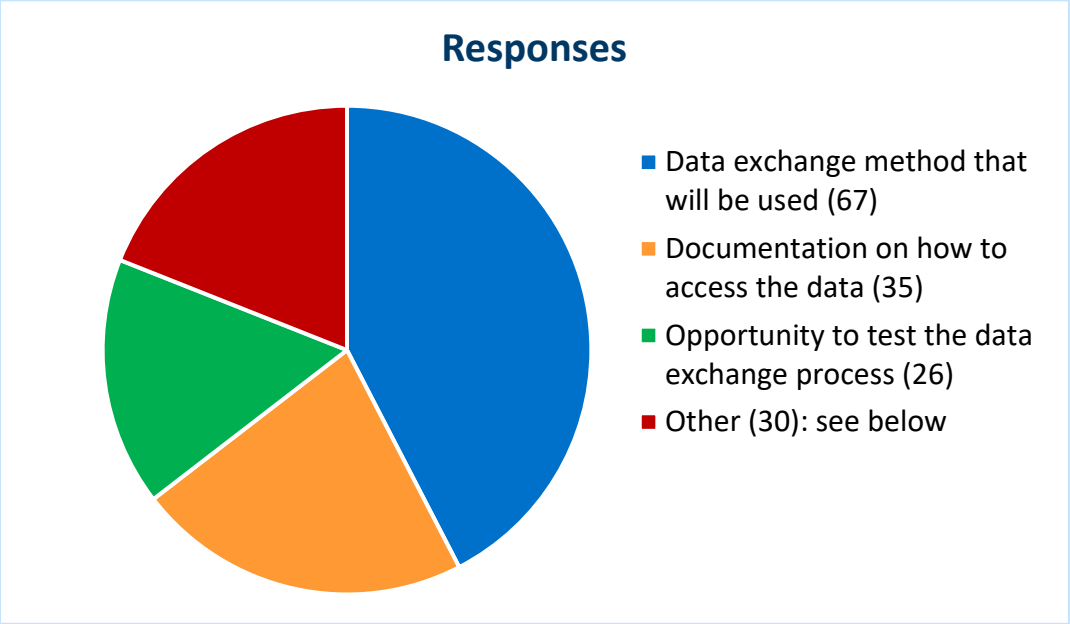


Figure 5: Additional information needed

Other:

- All of the above *(most common response in the "other" category)*
- Unsure
- None
- Meeting with IT people

Question 6

Would you be interested in learning more about participating in a pilot test of the electronic data exchange and providing feedback? If yes, please provide your name, email and phone number

Response: 35 responded with interest

Question 7

Is there any additional information that you would like to provide? Please comment below:

- As a small community with no IT support and email is received through a "govoffice" provider agreement, participation would be for what is acceptable through that service.

- Be less concerned with how to relay data and more concerned with what data is relayed. 99% of MAARC reports shouldn't be reported.
- As a small agency only receiving 2 a month, we hope the new system is as easy to access as the current.
- If the solution will connect through our VPN and LETG vendor, then we welcome it. Otherwise, PDF is fine.
- Tell me more about the current status of the solution.
- Unrelated – but training on working with DHS and OHFC would be appreciated
- Can only access email from computer and not cell phones which delays the response.
- It takes 1-2 days to get the additional information needed to investigate a report.
- Simplify the MAARC report and remove redundant questions.
- Seems like we are moving backwards by having data transferred across multiple agencies. Wish MAARC and social services entities were merged.
- Excited to see a more user-friendly process