

Dataminr - Criminal Intelligence Analyst at a Police Department

Interview conducted on January 23, 2023

Criminal Intelligence Analyst at a Police Department.

Criminal Intelligence Analyst at a Police Department. The expert is responsible for providing support, research, and analysis for specialized units and other police personnel in the matter of homeland security, organized crime, and other threats to public safety. The expert is also responsible for developing the cyber and dark web program for a fusion center in Texas.

Former Lead Intelligence Analyst at a Police Department in Texas. The expert was responsible for providing expertise in crime link analysis, violent crimes, domestic violent extremism, counterterrorism, hate crimes, open-source intelligence, social media analysis, and threat assessments.

Q: Which of the following do you/have you worked with: Palantir, Analyst Notebook/i2, Coplink, Accurint/Clear, Maltego, Cellebrite, LPR data.

A: Palantir - I have, it's been a while but I have. That's going back probably 7 years.

Analyst Notebook/i2 - Yes.

Coplink - I've never worked with Coplink. I know they're a shot spotter.

Accurint/Clear - Yes. I know Accurint bought Clear. I've worked on both systems and have for a long time. I was an Accurint power user and trained colleagues on the software.

Maltego - I've never used it, but I know Maltego is more on the private sector side.

Cellebrite - It's been a while, but I've used it. It's been out for a long time. It's always been a great tool for law enforcement. It's a very straightforward tool in my opinion.

LPR Data - Yes, I've worked on multiple different LPR Data products - Vigilant and Flock in particular. Especially with temp tags, flock hits on temp tags. That's huge for law enforcement these days.

Q: Can you speak in detail about your experience using the above tools (i.e. your use cases, pros and cons, etc.)

A: Yes, I definitely can.

Tegus Client

Thanks for taking the call today. I'm researching search-based investigative tools and I'd like to learn a little bit more about the law enforcement space. To start, let's jump right in with your background, what you're company's doing, any sort of pain points and such.

Criminal Intelligence Analyst at a Police Department

I've been in law enforcement space for 16 years. And the space is broadly different avenues on there. I became an analyst and I fell in love with the analytical stuff. I started really hitting home with multiple databases and became a power user on a lot of them, having trained around things like LexisNexis, which I've used for many years. And then the most other ones, TLO. I use CLEAR. I used multiple different other investigative tool databases across the board and then cross referencing other databases and that kind of became my niche.

So the Police Department, same thing, they were developing their stuff up there. They had a small unit. And there, I developed, what they're striving to do is more real-time crime center, which is a very big thing now in the law enforcement space, especially on local law enforcement and how to utilize different tools, different databases to create a real-time crime center aspect. So it's very popular.

From there, same thing, I started working at the Police Department and their fusion center, and they had a

need to create a cyber program and dark web. When it comes to expertise in open source intelligence, human intelligence, investigative matters using cross reference databases and so forth, and so that's where I am right now.

Tegus Client

So I want to know about your organization. Do you do they invest in analysis tools? And what tools are they?

Criminal Intelligence Analyst at a Police Department

Yes, they do. They invest in analysis tools. What's good for when you look at something like we're on that being in a fusion center, a lot of stuff right now is on federal grants. Eventually, if in the process of hoping one day within the next two years or so they'll be able to become, absorbed into its own unit, basically own budget, I should say, with that.

But still, when it comes to fusion centers, you can look up under the Department of Homeland Security state-run fusion centers you get federal funds. And so a lot of the things you can get that money, you got to use it. Or you're going to lose it and then you got to use that amount of money.

There's always that make of what can we use that works well. I use databases with CLEAR. Database, you have TLO right now. Dataminr, as the one. That's kind of from the space. I had my opinions about that one. I've used it for a while for the open source tools as well. There's multiple areas of investigative tools utilized that within that fusion center aspect of it, that's really one of the target places where you get federal funding.

Tegus Client

So you're already on loan and you're working in the fusion center right now? Is that how it's working right now?

Criminal Intelligence Analyst at a Police Department

No. I'm full time in the fusion center. So I'm under The Intelligence Exchange, it is called right now, and that, I'm also on full time in there. But however, my position is a regional asset. So because of the work doing dark web, cyber and everything else in my background, I'm being utilized at most other fusion centers as well in the North Texas region and also working with federal partners and other state partners as well.

My job gave me a take-home car because I'm traveling a lot, and I've already kind of started doing that. So, and my hope and focus is going to be and is something actually to also be able to go out to different counties. And within Texas, each fusion center, they actually, there's an umbrella underneath. To be a fusion center, you're going to have certain amount of counties umbrella, underneath you where you're providing work toward assets or helping out if they need it.

And so we have multiple ones. We're going westbound and south and they're smaller counties. If you want to get outside of a county, you start, just in your own specs, you have the big city and there's counties within them and then they kind of branch out to smaller places which we don't have as much. But going out to those counties, it also helps you develop in order to see what they're utilizing as well and what their need or wants are.

Tegus Client

Do you use anything from analysis or search or anything like that? Because I know Dataminr is open source or obviously, linked to Twitter. But what are some of your standard tools for in analyzing your own, RMS or CAD data or anything?

Criminal Intelligence Analyst at a Police Department

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Investigative tools pulling them from different databases like that, that's going to be LexisNexis. So Accurint, I pull from those. TLO and CLEAR are the ones utilized. I'm not sure within, how you all fit in the realm, if you're just trying to figure out and learn about who has what and that's kind of your area here or you're trying to partner up with anyone.

Tegus Client

I'm also trying to understand what you are using to just connect, let's say, bad actors or you find some guy in RMS, how do you connect to the DMV? Or how you connect to your jail records, are there any sort of law enforcement? Have you used that currently?

Criminal Intelligence Analyst at a Police Department

Yes. So where we're at right now, there's a system they have and I'm not probably going to name it, but a big company I know that is flowing into Texas is Fusus. And Fusus, I know they're very expensive, but Fusus is really getting involved in that space, what you're talking about. They're hitting hard in Texas.

I've seen them. I've utilized them. I demoed on them before and their tools. I've seen them through other fusion centers as well when I told other ones, because, a lot of their stuff is actually advertising and maybe something you all, I talked about earlier on, you might want to look into is the real-time crime center approach.

So what you're talking there was pulling from RMS or pulling DMV, pulling from all those different things, maybe deal records and so forth. We pull from there. It's coming where law enforcement needs it tactically. That's why the crime center approach is blowing up across the force, especially locally because one thing is the manpower that's just not there. So now people are going to, well, how do we utilize technology?

So if you're going to cameras. And if you have a system where you could pull in cameras as well into your platform, Fusus can do that type of thing, that's a big win. I know Flock, these Flock cameras, but they are now going into real-time crime center space as well because they know that they had a jump into.

They're even hiring our own people who I worked with, who are sergeants from the other different police departments who were part of those real-time crime center and they're hiring them on to get their network, get their contact information and work with them to develop as well.

That crime center approach, I'm not with them there, but the gentleman who was there previously, who was a sergeant there, he's gone to Flock now. He was with the PD for almost 20 years. Basically that approach is something, I remember when I talked to you all about their stuff, that's where I was seeing a lot of examples to me, in my mind, was the crime center approach that I think you all can really do very successful with. I'm not sure if you do it anywhere.

But rest of the guys can do and we're talking about, that is the hot ticket item right now because law enforcement now is looking at technology and money is going towards that where they can't get the manpower, where most how you're paying, that's a lot of money. But all the money is going to hiring someone on, paying for all the equipment, training and stuff. But now they're like, we can allocate those resources and target like priority stuff, but we have a one fit stop, one shop database, which houses all our stuff where we can pull from there.

The only question is how does your stuff be able to connect with other platforms. I know when I was at DPS, they did the same thing. One of the contracts was there for, I'm going to say, like \$5 million and they started a whole data mart and pulled that in. I was part of the ground folks kind of starting that out, going to, before I left, but that's creating a data mining system. The problem was, though, a lot of platforms, other dailies like Tableau, for instance, or some of these, one thing was first, there was a lot of big push back on that. They didn't like that.

Tegus Client

They didn't like Tableau?

Criminal Intelligence Analyst at a Police Department

Tableau didn't like the fact that people were.

Tegus Client

How come?

Criminal Intelligence Analyst at a Police Department

They didn't like the fact that people were, basically they got this contract and saying, well, we can just go in and pull all your stuff that you, I say I was using with Tableau. And you would just pull that and put it into one big dashboard set up for you. Tableau wasn't happy about that.

And that was how I got involved with that was that I left DPS and again, when I started my new job as a consultant, my team, I was on Tableau, and Tableau with their, so I worked closely with them with DPS since I was a user on them, and I knew the people already and I worked with them. So they had to kind of be reeled in a little bit to understand with utilizing the contract which should take place. And now DPS wanted to pull in from these other databases to put into this data warehouse that Deloitte was creating.

This is saying, it's just the buying, or some people get agitated where even the camera issues we've had with people, for instance, Milestone's cameras. Flock for instance. I was like, when we get Fusus, Fusus and Flock have an agreement, but Milestone's cameras and some of the cameras don't, they don't have an agreement and now something has to be created. Someone needs to develop to create a contract on it.

That's how that works was that, problem is though getting to that point is I've seen multiple times is the problem is you just have to work it, massage it, whatever you need to do to get the assist with that pushback. The problem when we saw a lot of, and I see a lot because what I do now, a lot of the work I do now is not just being analysts because of working a lot with vendors, I have a lot more kind of, a lot more involvement in things.

And you see a lot of the fact it is the pushback with everyone pointing fingers at each other. And that's caused a lot of issues with law enforcement because you know how law enforcement functions, it's, they have a little different mindset. You tell me the stuff is supposed to work. I get it. It should be working on day one. And then that's where when you go to a space, you really have to know how to deal with those multiple areas. But pulling something, for instance, a company which is extremely expensive but is still one of the best is Palantir. Palantir, they've been phenomenal in this space and their stuff just glows in the workflow.

Their being on the federal side of the house. They're very expensive, local police departments. They have a lot of money or they have something they can get from, I don't know, some way shape or form, probably they'd be able to afford that. It's mainly a federal space thing. But on a state level, I've worked with their stuff in the federal level, and they're still one of the best. And it's their workflow, just how they do it, we'll talk about here, how they're able to data mine and pull everything and flow it together. They do it really well.

Tegus Client

I think Palantir is probably a bigger competitor. Do you feel like you have the tools that you need to perform your job well?

Criminal Intelligence Analyst at a Police Department

I said across the board here and other ones too. So they, we get these databases in and a couple of them are just listed, we get them. Promise though, that information, it gets pulled from a lot of public records. And so you get pulled and you only can go so far with things. I mean, me, myself, I know maybe some other people can't, but when I'm pulling things, looking at stuff, I've already been able to utilize open source tools and social media tools very effectively on my own.

I'm actually finding a lot better or seeing things that you pull out of these databases. The difference is what

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can the database show more of? What can they do? In a legal way or whatever they could do, pull more information for you that will flow and that actually helps the job.

I always think it'll get better. I feel like every database I use, you use the law enforcement system, N-DEx, things like that. I pull from there. What I've utilized to do where my, it's more of my personal opinion is I'm more about more than merely databases, but also I'm someone who sits back and learns and understands where to go in each one, what they need it, and I'm going to reach out to those folks.

Now if I had something, you're talking about, put it all together, that would be fantastic because especially one of the largest cities, it's #13, about to leapfrog 12, 11, it's expanding so much and there's so much reporting there, that's in there. What we have now, and I apologize I'm blanking on the name of it too, but we have now, it's not even that complex, it's just all over the place. I'll search in the portal and I'll say a report or a name whatever, well it's not popping up. Then I actually go to, where they're saying, I can go in here and pull it out and it's supposed to show me, this one beautiful one-stop shop thing. Well, it's not.

I go to a separate RMS system and also, and I have all these information of people. So it's, the flow there, the issue there is the disconnect. If I had somewhere where, yes, like you're talking about, going in. Say you have information from the TDCJ, Texas Department of Criminal Justice system, so you have the fusion net and stuff like that, and he have a buy-in with them, they can put all those records to people who are in parole, whatever, in the same system.

Then you have RMS and they're already that's connected. Then you might have Texas DL which you just popped in there as well. And then you flow all together with also other investigative tools or data mining tools that will pull information. And that's where I just think we're lacking. I've had it for years like that, though, that everywhere I've been, actually nothing has been very, the workflow hasn't been there.

And the technology bases what I've utilized hasn't been there. So I would say, especially now, they can do a lot more. But also understand, I'm in the intelligence as well. We'd also have crime analysts. But for the most part, we use the same tool base. It just depends what we're doing with them.

Tegus Client

What level are you involved in the investigation? What investigations are you involved with in general?

Criminal Intelligence Analyst at a Police Department

Investigation is basically across the board, anything and all things. And on that point, being a law enforcement intelligence side of the house, we look at things a little differently. Basically, the missing piece. If I need help finding this person, say, right now they might be a suspect or it might be a person of interest or something. That's my job to go and find that information and pull where am I looking for that? How am I looking? What am I getting on that?

Hey, I got a phone number here. I know it's connected to these informants, say, drug dealers and so forth. We got a homicide investigation and so forth. I'm involved with basically whatever level they need me on, say, detective. That's where I come in on that level in the intelligence analysis aspect of it.

It's more for the taking out, pulling information and collecting, research, then analyze and providing it back to them. It could be up in like a workup style or it could be up in any way, just to provide real quick information more tactically, just here you go, constantly just be known, we're developing more stuff and providing towards the case.

Tegus Client

It sounds very time-dependent. It sounds like they're asking for it and you're like swing it right back out immediately. Is that what it is?

Criminal Intelligence Analyst at a Police Department

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Yes. So a lot of the stuff, because investigation is more content, obviously, cases, it depends on what you spend on. I mean time case are, some might be a little more priority or urgent, other things not as much. Or if I'm just working on something, say, they had something go on a major incident, they looked into it and say, we just need you to keep track of that stuff.

That consistently is where am I looking consistently to look at things or find more the information, more information on certain things. That could be a longer-term thing because maybe it was a serious incident that happened. Now I'm monitoring it or looking at it. Those are a long-term aspect of it. So that's the thing I was doing just long-term monitoring and watching a, consistently a gang. You know the fact things are, every x amount of Fridays, this goes on here.

We've had, or robberies have gone here. And a crime analyst will do more to the statistical side of that and maybe intelligence-wise, it's just taking the information and finding the information and providing it back to the detective and gathering, like I said, this is better quality, but those qualities are saying, hey, I need this one little piece of information, give me what you can, whatever you can find on it, and that's the intelligence aspect of it.

Tegus Client

Are you involved in maybe some longer-term investigation?

Criminal Intelligence Analyst at a Police Department

I have been, but my work at DPS I was, that was a little different because doing the human intelligence from there. We had, a lot of the stuff came from source information, but some stuff that I was doing it related to border activity and Mexico really, this cartel activity. So that's a lot of my stuff. So a lot of that was long term and working with multiple different partners, making on federal, some local as well, and so for another state season.

And so a lot of that stuff there was a lot of long-term stuff that was developing. My current job is more tactical, I got to say. What we're looking to do, especially what I'm doing right now with developing a cyber intelligence component and a dark web and utilize what we have already with my background in database and some stuff, eventually it develops into a long-term component depending on what we're looking, put it that way.

But for the most part, I would be more, hey, I'm checking this real quick because someone has something going on, and I know how to flow through the dark web and so I'll put it that way, something like that. It might be human trafficking, good example, or drugs or something like that.

Tegus Client

Let's discuss your daily workflows and tasks. So can you describe to me your day-to-day?

Criminal Intelligence Analyst at a Police Department

My day-to-day is similar to what we kind of talked about. I mean day-to-day is either I have something task ready, for instance, for me right now is the development program. So I'm doing a lot of day-to-day development training, I do a lot of training. I do a lot of stuff on that for cyber training. But for the most part, what we're working on is when we get stuff in from our homeland security unit, they're, technically, become our primary workflow for us.

But we get our things from all over from outside agencies. Being a fusion center, you get a lot more from across the board, federal, local, state. And so we'll just be working our case stuff through today. Or something that I've been working on. For instance today, look today, I have three, doing one major thing. three things I'm working on, I'm still trying to develop and find what the connection is this case working on.

Tegus Client

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When you're saying you're getting this information, when you're saying you're working it, can you describe to me what working is or working in it is?

Criminal Intelligence Analyst at a Police Department

Yes. Working is about with the database. We're finding it. Obviously, I'm using open source, social media, but I'm using my databases. I'm going through RMS. Basically, you're taking a piece of the puzzle saying, we know these people, what they were doing this day. We have seen so forth. There's a case built on already, but I need these people identified. Actually, I can't identify them.

Now I'm trying to identify them. Sometimes it's easier than not. For instance, this is where I would say, I wish I had better tools because what I'm finding on my databases right now is not helping me. I don't like it because the fact is they've utilized, somehow, when they've registered their vehicles, things like that, they're actually utilizing, how to say, universities as they're address and then somehow their information is not popping, which is weird and rare to happen.

If you're a juvenile, nothing's going to pop up. If you're maybe in college, there's a pop. But if you get a lot more life and time experiences, things are going to pop up for you where I can take that and pull it further. That's where the fluctuation comes in and saying, that's what I'm working, and now I need where do I go next type of thing. If I can't, then I got to either see what I have or maybe outsource it, put request to someone else that could help me out with that.

That's where it comes back to this analyst saying, that why the tools I have aren't enough because you get to a point and then you stop and you're like, there's no farther else I can go. And you know there should be. I know there's a better database or a better way of flow of systems out there that I could utilize.

For instance, if I had that put in one, then maybe if I plug their information in and their names are kind of been used different ways, I can probably plug that in and I, that stuff probably may just pop right up. Well, I can't do that. I have to go kind of, not like analog way, but going that way, and that's what it feels like going through everything, almost like you're just consistently doing a circle without able to just pinpoint target with maybe a one-stop shop somewhere.

Tegus Client

Can you describe to me your typical investigation then? And what are some of the starting and endpoints then?

Criminal Intelligence Analyst at a Police Department

Yes. Typical investigation, let's use homicide. Sometimes, they're very similar, depending on what it is, depending on who you work with. A lot of things are depending on structural things, what someone wants or doesn't want. Those on the staff. But pretty much, so starting point is, okay, you got to get something in or someone is like, hey, they give me a call. I need to look at this. What can you do? Okay, where am I going? What am I utilizing?

I'm going to hit the typical databases that we talked about. We'll hit them. What's going to pop up for them. Am I going to get something actually unique or an e-mail or phone number pops up for them. A lot of these databases too, nowadays, everyone claims to be they have the next great thing that pulls like social media stuff within, I mean investigative tools too, I might add, with that type of stuff or whatever. It's all the same, nothing, to me so far, there's nothing in there that's pulling from there.

I'll look at that and go through a list of, almost like a checklist of things that I'm looking at. And then. that's kind of the day-to-day. If I'm hitting something longer, I'll take my time on it because it's very easy to miss things. And certain things might matter. Or you're going through a property search, you don't have to go through databases. You can look at things like the appraisal districts, things like that, property searches that are a lot of open source tools as well.

But if there is a way where there's a flow of information that we put in and stuff would pull from there like that, that would be really helpful. But there's nothing that, like I said, looks, pulls or it looks accurate. A lot of

times it doesn't happen. And unless you have something, like I said, a competitor or someone like a Palantir or something like that or even FUSUS now is, let's say, popping up, like those type of stuff.

Tegus Client

So your typical investigation, what is the endpoint usually like that you're involved in?

Criminal Intelligence Analyst at a Police Department

The endpoint, it can go multiple times, at least that's how the intelligence works. They might come back with some more. But for the most part, the only game is you develop, you provide a nice little, it depends how does it, but a packet in a way, always seems like an intelligence packet, you call, but it's putting all that stuff together, providing to them.

They go ahead with it and you find out if something more is going to be needed, something further. It might be still the same case. It might be more actors involved. It might be something else, vehicles, some other things might pop up. But for most part, you get to that endpoint, you put together and provide it and then your most part, you're done.

And until someone comes back, hey, yes, we got a winner here or they will tell it all or you just go further and you're just like, they come back, hey, this is great. I need more stuff or something on here, and I can look here and here and it keeps developing. So there's obviously multiple different avenues wherein that's kind of general, I could say that's kind of standard, I would say, across for a lot of these type of jobs with analysts.

Tegus Client

What's the most difficult thing to do in your job? What are some of the friction points? What could be better?

Criminal Intelligence Analyst at a Police Department

I would say, from a technology standpoint I said it's, it could definitely be a lot better with just the flow. That's what I talked about, workflow of information. It could be completely better, having, and it would, actually, it will cut down a lot of time. And I think that's a major reason or I say, that's why a lot of ourselves, we look at it. And a lot of other departments now are looking at it.

When I say departments, I'm really looking at local. State just depends, but in federal, they have a little different, diverse system set up, but it's the workflow of things that, I can literally cut down so much of my work and pull the information. Now the question is, though, the problem is also, and the flip side of a lot of those things, too, is the, make sure the stuff is actually accurate.

Because when you pull information, some talk about a lot of these things is to make sure you got the right person, you got the right social security numbers, right date of birth. Those, the general PII that call stuff information too as well. So I might pull this information. I have to say, actually, for the most part, it's good. But someone else is providing, that's actually not the person. And that can happen because of system error. It doesn't seem like an error but it pulled it from there.

Those things are always a concern that, but I would say a first standpoint, you say just the timing of things or thing that there's so much out there technology now. And obviously, there is one of the companies and the things that are out there, building yourselves and pushing it too that there's so much out there that I think it's hard to get across like to the City Councils are hard to get across, to the chains of commands in law enforcement to understand even.

I'm around a lot of them. Even when I heard a lot more on that side that's because now I was on the other side there of our study and then I went back in. You understand that there's a lot of the, I call it the old ways of things. A lot of those things, we're saying what technology can do and what the right technology also, obviously, can do. It's just you need that in 21st century policing that's basically the model of policing nowadays.

It's just getting these agencies to get to that point and getting your chain of command to work. Because your sergeant could be on board here, technically, but what about the rest? Going all the way up, up the chain. Also it depends on the money and the funding. And those are, the pain point thing is getting the money. How can we make this work? How can we fit this in budget? Is it worth it?

You see, if you have your own certain cities, certain agencies and they will have their own IT person that's just there for law, for the police department. The problem is you have a lot of places that don't have that. And IT is with, it's just the city. And now you're dealing with the IT department and dealing with them when you're trying to work with the vendor. And then it, that causes a long, like I said, a lot of friction, but a long-term process to even get to where you want to go.

And then the IT department is charging X amount of dollars. And I'm charging a lot there, and it causes a lot of problems, and I've seen that across the board. And those are issues, I think, that we were having is the standpoint of just the technology, the dealing with IT departments, the dealing with just people understanding the money factor and the funding there.

And those are, I think, just everyday friction point that I've seen and I've talked about and I could talk about in our field, and they're consistently seeing that more and more. And like I said, 21st-century policing model is utilizing law enforcement intelligence-led policing which is utilizing the technology that's out there and growing.

Tegus Client

Let's focus on some of the tools and applications. I know we've discussed this already, and you've already mentioned some of the applications you do use. What do you like about the investigative applications that you use? And what are some of the dislikes?

Criminal Intelligence Analyst at a Police Department

Certain ones, I've always say a rule of thumb, which most do, rule of thumb is at least having two because of the cost referencing aspect of it. One you might find to be a lot better than the other. It doesn't mean the other one's bad, meaning one of my search phone number is better, which is true. The other ones I've had search vehicles better. Even though you might have some pull up, but you'll find a little more in-depth information.

My favorite still has been least level, again, on a very expensive level is LexisNexis. I love them. I know they're buying up companies left and right. They bought Lumen and Lumen feels like a good search tool like RMS tool. Not saying they refined people. It's just didn't flow well with RMS for instance. So they bought that Lumen and they're trying to fix up for themselves and develop it and to be able to push it back out.

What LexisNexis is doing, because they recognize this real-time crime center aspect of things, they're not, everyone's on board, but they'll get departments on board for a, what's called a virtual crime center and I was talking earlier where when it comes to juveniles, and also, you're not going to find anything. They're not adults.

So you're not, you know you had incidents of juveniles like, well, I can't find anything in-person and that makes it very difficult. But what the virtual crime center does is, let's say, they had a thing going on, if they had incident in California, and I'm looking up in Texas for this person. If a California police department actually put the report in this virtual crime center, it will pull up for me, and I can identify them.

I've actually utilized that to do, identify an individual who is doing, we call it, you know the social media influencing, well, they're influencing other young people to do basically to cause violence in the public spaces and here in North Texas. And the funny thing about it was, if the person was going on there and put everything ASAP and I was like, who's this person?

Well, basically, by going from point A to point B within a system, I was able to find a person just utilizing an account name and a phone number that was, I found through social media that was actually connected somehow. It actually got trickled down. I just had to dig further. When I found it, plugged it in. Also, I have those reporting pop up and this person is in junior high. So some junior high individual is doing stuff. Well, that's where that comes in. So that's a big pro.

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LexisNexis has different levels. I know if you're in a private sector or private investigation, you're not going to maybe see as much. Some government ones, cover it too. I think as well on a political level on it, and obviously as much. Now if you're law enforcement, you have a different law enforcement sense of style stuff and then there's a law enforcement plus area. It's a different name now, but it's higher up where you can really get a lot more stuff within the utilities, for instance, which I won't see on the law enforcement exponentially. So that's a great one.

CLEAR is good. It's, I've had back and forth to CLEAR. I find it, how can I say, good now. Years ago when I used it, I didn't like it. And I know what the difference is now. It always comes up with the same, but for some reason, wherever they're pulling from now, it shows up. Again, where I don't like it, it just doesn't give me the so what, as they put it in as much. It does, but it doesn't. It's more like half and half. TLO, the same. TLO used to be really good.

I loved it and they're owned by TransUnion, who does all the credit score reports such that, and they are good for private sector companies and a lot of private sector companies utilize them. They're good in that space. When it comes to the law enforcement stuff, the flow of it doesn't work well. The phone numbers don't really match up well. Those types of things. They don't really pull from a lot of good stuff that they used to. Those are like the core three I've utilized.

Maybe I had some other random ones I demoed before in the past which are really bad where, sometimes you'd watch out with social security numbers. More people prefer social security number. You got to be very careful with those type of things. But you always need the rule of thumb to enjoy using at least two.

And I'm going to say more than that and why I say those things to these type of databases, investigative tools is because I'm actually like an example of it. And I've gone through my training, while I was trainer on LexisNexis stuff is that, let's say someone has the same name.

So there's stuff that pulls and I searched my, if I searched for stuff like for training and they let them do it and I'll show it, and I'm like, they'll pull. And actually the social would be on my stuff or a place where he lived, all his residences, my stuff, and I'm like, I never lived at these places. And I've actually had to do like background on those case, you didn't put this, is where I'm like, yes, because that's my father's.

And I'm like, that happens. So they'll pull and that's really careful. That's why the rule of I'm saying two comes out because either who will pull it, I've had investigators years ago even when I had to help them out, a case that happened to a person who want to come into the Police Academy and it still happened to them.

But it was very similar situation. The guys were like, I went through this guy and checked his criminal history. He is great, everything. But now when I look at the database, I'm popping all these other stuff that's popping up, that was like, that shows that he's got criminal activity. And who's the guy, it totally twisted his stuff. And that's where I'm saying you need at least two because then you can cross-reference them then.

I wish databases, again, certain levels of them make different. Palantir does it, I think. Accurant does it. I wish a lot more will be able to do a better link analysis or just do them. A lot of them don't. I know certain programs we could pay into them not having to depend to, but I wish I had a lot more of those things as well where it's a very, it could really develop something like that. It really can pull like an analysis chart.

Tegus Client

Do you work with any link analysis tool at the moment?

Criminal Intelligence Analyst at a Police Department

No, not at the moment.

Tegus Client

Do you still need that though in your job or no?

Criminal Intelligence Analyst at a Police Department

Yes and no. I look at it as a tool utilized. I think it's a great aspect of it. It just depends how much utilized. And that's where a lot of the questions come in, like, how much are we going to use it on a lot of things, that we had those different perspective when we look at someone who really like it. The question I was coming out to, well, are you going to utilize this? How much are you going to utilize it? Those type of things.

For aspects, for instance, when I was at DPS, yes. I mean that stuff is little more commitment to what I was doing things. I like that. We did the i2 Notebook. So I did that and those types of things and had those. But Accurint had their own version of the two and our version of it. And it was fine if it was me pulling a few little things here and there, but nothing that's really pulling well.

But a real-time crime center, I say, even though if you think on the flip side, long-term thing, for a real-time crime center, it would be great for a tactical standpoint if you're working with patrol out there. I know traditionally, like, well, if you're developing something for longer. Well, if there's something like you put it on the fly and say, hey, patrol is out there, going through this house and they get shooting, a shot fired or someone heard something like a gun or domestic owner.

When you put that stuff in, if you can have it just not just pull into like a dash percent but pull in a creative chart, you'd be able to click in maybe either send it right to them, either via e-mail, via to their CADs or something like that. And that's something I know a lot of people have been trying to work on those type of things. Where boom, they just have a list in front of them. The whole narrative things might be all in depth.

But you're pulling. Okay, well, this person, he did this, this and that, and his criminal history with a quick checklist. Okay, well, no, he's been linked here. He was actually, there was a call to this place a year ago for this and this or there was something going on here. Those things help law enforcement think on their feet a lot quicker.

Now, and that's, I wish that there's just tools out there that can do something like that. A very clean flow, a quick tactical-oriented flow of something that you could pull out there. Long-term cases, again, those are a little easier because you have long commitment on those and you can really develop and clean it up and make it look pretty and stuff like that with it.

Tegus Client

Has anything gone wrong with the applications that you use?

Criminal Intelligence Analyst at a Police Department

No. I'd say nothing has gone wrong with them. No issues. The only issue is, I would say, happening, it was, when I see a lot of, and again, I mean work on long term or not, but it is when we were kind of, I talked earlier about with pulling in other platforms into, say, the big, the programmer who can do the data warehouse or something like that, pulling it into there.

A lot of those things, just be able to read it, to be able to actually pull them into it. I think that, but also, I think that's also on an IT level coming from also either the city working way some of that too. I know there is a lot of the integration stuff. That's the issues I've always seen even on a state level.

Federal, I never had that issue. But also, I wasn't as much into the analytical space at that time, but I work on, I work with them now so they, and I know talking to folks, IT folks, that's not really an issue, but I noticed on the state level for me and in Texas here and definitely local as well. The integration part of it it's a lot of issue and that's, again, whoever is not connecting with the city or the IT stuff going in workflow and that has delayed things, and that causes you because if you wait and wait on it and you're waiting for a very long time on it, that's really a lot of the issues I see.

I haven't seen it, but also, where I'm at too, again, it's a young fusion center. When they just opened, COVID hit only a few months later, and it's been, so really, it's still very young. And everyone was on the lookout for things. For instance, I know I am, and that's part of what I'm getting from my type of work I'm doing. It's still the same thing. Hey, I'm looking to different vendors that do this as well because we're looking to grow and expand.

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It's just still in that stage where what should we get or what money do you have and what should we utilize it for? Today, was just well, we just had to use our money and got it. I've worked on it before, and I think it's just, there's no reason to have that. It doesn't do anything. So you have to look at what things flow well. We utilize with integration of our systems and also have a good IT team. Fort Worth has a lot more better standard IT team than a lot of other cities.

Tegus Client

Do you know of any other applications that you believe would facilitate your use cases? What do they do then that would make your life easier?

Criminal Intelligence Analyst at a Police Department

Well, a lot of them is, how can I say, it's a concept, a lot of it, and I use this because my wife is a military person and say, and I'm very much law enforcement too, but, keep it simple stupid. And a lot of, and that's something where life is easier for a lot of endless or a little more, let's say, analytical, a little more different from other aspects of law enforcement. So look more, a little more in everything anyway.

But keeping something, I would say, simplifying the stuff where the flow is easier when you're searching, when you're plugging the thing, when you're looking and digging and pulling information is not made complex because then no one uses it. And that happens a lot. And we've had so many times or I'll have refreshers for instance CLEAR or let's have refreshers. Well, everybody's using it. Keep showing stuff. And me or people like, even myself, they're like, okay, I'm not going to use it because I don't know how to, where you just got there, and we, that happens.

I'm not trying to knock on the price as well, but does it happen or showing all the stuff, and it's great. But then all of sudden, we go use it, and I'm like, well, I'm not getting that same stuff that you literally just showed me. And then I'm, and that causes a lot of people just to say, you know what, this program, I don't want to even touch this thing. And that's it. And then that goes by the wayside side and then the contract just falls off.

And that happens a lot. Especially law enforcement, it happens a lot. Especially dealing with, like I said, the investigator side of the house. And they're like, I'm just not going to use it, and that's it. And then people would just be very negative towards that without even, they say, no, it's just a bad thing. It happen a lot, even analysts do the same thing a lot. They'll nitpick a lot about it and stuff. And so keep something simple.

It's not fair obviously to the companies well, because, hey, is this really great stuff? If you just know how to use it, yes, well and you do. But again, and also the things you don't use them all the time some of the things. It depends. You're asking me like, well, how is the day of a life thing. How's your everyday stuff. For the most part, because what I do, I'm utilizing the same tools every day.

But there's plenty of folks out there who actually, who have these and they just, like they don't even want it. They just don't have the reason to use them that much. And there will be like a bunch of licenses for certain investigators or certain analysts who do more maybe strategic work, and they have a license and strategic is more big product-based stuff. So not really focusing on those investigative type tools, things like that. And it just goes by the wayside.

So that keeping something simple, something that can really be utilized and also making sure when you do it, not, like I said, not overselling it and/or selling the licensing that, hey, this is, saying what you actually do and what it's actually for. It sounds like you are doing here and ask some questions exactly what we're looking to do here and what exactly it's for and keeping within that lane.

Because when it comes to broad out too much and that's what happens. And then everyone's, then the frustration kicks in within, inside the house after even having it and be like, I'm going to use to use this thing. I have never used it. And that causes stuff to go wayside because then it goes up the chain and you have these bunch of deputy chiefs or other people.

And then this really does happen, I've seen it so many times. They'll be in their big meetings with the chief or whoever else, something like that. We don't, what can we cut, we can get rid of? Well, we don't need this tool, it's bad or I found a better one that does it and that same one could be the same thing, just a different

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name company.

Tegus Client

You said that you with your company are searching for better software during the investigation. It sounds a little bit philosophical question, but could you explain to me what do you mean with better software? What is for you a better software that helps with the investigation?

Criminal Intelligence Analyst at a Police Department

My personal thing is, and I pushed this a lot with, over years with coworkers, with my chain, for instance, everywhere is to bring in a lot of vendors for that reason, to demonstrate because, and taking the pros and cons of each one and say, hey, what can look better or not? Because a lot of them are, at least what we're getting and paying in for, extremely similar.

So the better would be what is, the question couple of years ago as a consultant is the so what factor? So what is this? So what are you giving me here? What is the difference between, and the difference of saying is, what can you take that you're pulling from? Because I know you're pulling from the same thing as that other company is pulling from, but what are you doing more? Whatever your algorithms, whatever you have, what you're pulling there, whatever connections you have in there that will pull more into what I need or what other law enforcement agencies will need.

And the better would be, obviously, a lot more things that I'd like to see more of that, again, I'm trying to be too granular with the other, but are things that are pulling from the utilities, for instance. A lot of these don't pull anything, showing your multi-utility factor, because utilities make a big difference if you're trying to develop a workup on someone, things like that.

Pulling things that are almost like deeds. Deeds for instance for properties and things like that, you don't see those as much. You might see some partial information or something, quote on Accurint is very good at that. But the person who owns it might not be the actual person that's living there. And that happens a lot. And that's where a lot of mistakes happen too.

You'll be like someone put information, they might be the owner or they might have been the owner. And that's, and someone else might be living there. And then the other thing speak further on that, like you're saying here is that, okay, how up-to-date is the information? Because there's times, a lot of information they pull, it's not even up-to-date and how much of it is timely, how much, like I say, the slide that's constantly pulling consistently and flowing into the database.

So when I'm running it, a person's death certificate, rarely ever see that and that's a big thing, too, to find that information. And I know some of it is really from public stuff, whatever, but it's where, how is it sometimes I can get that information on the same database, but then I can't for, say, 80% of the time. But 20% I actually might find it on one of them. Things like that, that might help utilize an analyst or an investigator's job a lot quicker.

Obviously going granular here, I'm trying not to as much, but those are the types of examples. And what can it make better, obviously, it's also the keeping it very simple. The report that generates, that flow that are for, when you're looking at someone plugging it in, clicking on report, you want a PDF it or you want to pull it up, making sure that report, it flows very nice and easy because you can just click report and all of a sudden you have the population of tons of pages.

And someone looks at it, they're like, what am I doing with this? You look at something like that and that, some of that's really pulling from what you actually need to do or how do you want to go about it. Accurint did a very good job now when they changed things up where you can actually click, go to each of their sections, say, I just want to PDF this report. I just want to PDF this for certain things like law enforcement events that someone may have.

I'll pull that and know it is something, and then I can go from either I can look up myself, somewhere else to find if that actually related to this law, to this event. And it might be for like a different state for instance, something like that. But at least I can PDF it and it gets something generated out of just that. So keeping something very simple, very streamlined and honestly, very visual is a big deal.

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A lot of the TLO and CLEAR, that's where I have issues with their stuff. Their stuff is all over the place when reporting. So something to do better is that they have something very sleek, simple, streamlined approach of what you're providing. And when you say you're demoing or you're doing webinars and you're showing to an agency, that something, that person you want to see is that, something that looks very accurate and concise. And law enforcement, that's what they want to see.

Tegus Client

Well, thank you again for your time today. This was very helpful. Bye.

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