Abstract

The September 11 terrorist attacks pointed out the lack of information sharing between law enforcement agencies as a potential threat to sound law enforcement in the United States. Therefore, many law enforcement agencies as well as the federal government have been initiating information sharing systems among law enforcement agencies to eradicate the information sharing problem.

One of the systems established by Homeland Security is the North Central Texas Fusion Center (NCTFC). This study evaluates the NCTFC by utilizing user acceptance methodology. The unified theory of acceptance and the use of technology is used as a theoretical framework for this study. Within the study, user acceptance literature is examined and various models and theories are discussed. Furthermore, a brief information regarding the intelligence work done by law enforcement agencies are explained. In addition to the NCTFC, several major law enforcement information systems are introduced.

The data for this study comes from the users of the NCTFC across the north central Texas region. Surveys and interviews are used to triangulate data. It is found in this study that performance expectancy and effort expectancy are important indicators of system use. Furthermore, outreach and needs assessment are important factors in establishing systems. The results of the study offer valuable input for NCTFC administrators, law enforcement officials, and future researchers.