



SBStat

Police

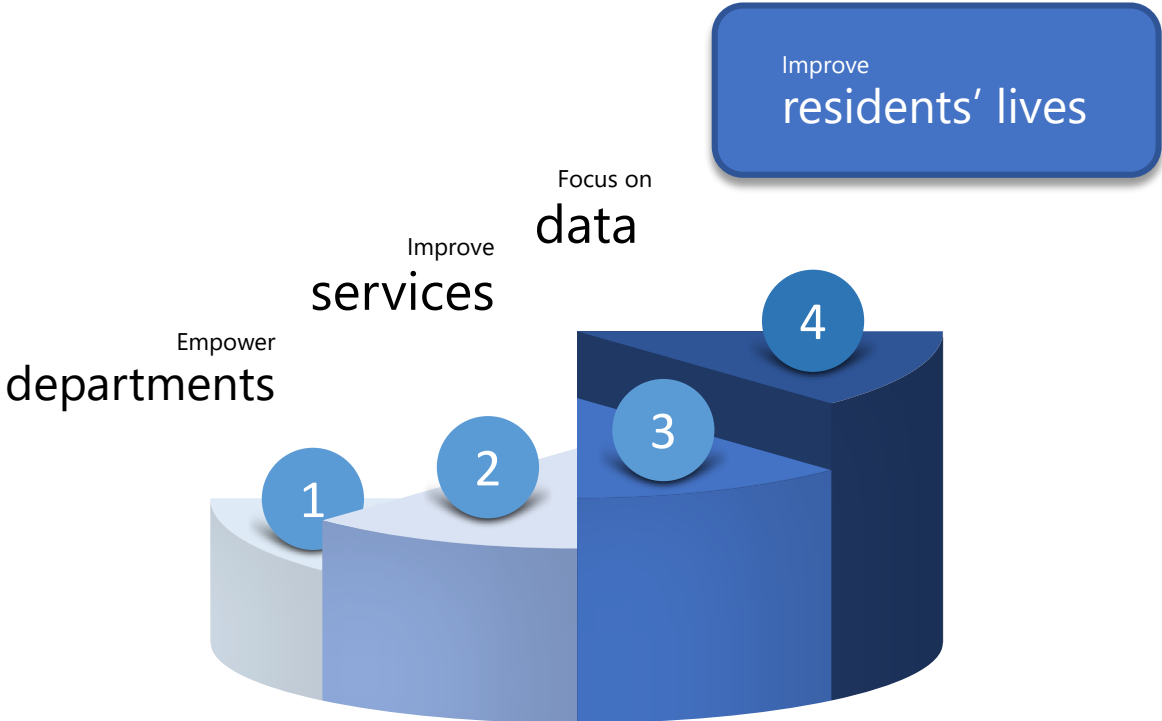
Q3 Oct 13, 2020

Guidance for a Remote SB Stat Meeting

1. When you're not speaking, please mute your microphone
2. To ask a question, let the moderator know you have a question in the chat. This can be as simple as typing:
 - "Hi I have a question"
 - "I'd like to follow up on this"
3. The moderator will let the conversation breathe during discussion, but will step in if needed

Why we're here
Citywide Performance Management

These are the SB Stat Program Goals in 2020. These goals serve as a roadmap for departments and guidance from the Mayor on priority areas of focus in 2020



Today's Agenda

I. Welcome

II. Project Updates

III. Using Data to Drive Performance









IV. Celebrating our Values

Project Updates


- Recruitment
- 21st Century Policing
- GVI Reporting
- Transparency Hub
- Open Data Review

Police Stat Portfolio Summary

Status of SBStat projects and initiatives in the queue for 2020

Project	Brief Description	Status
Policy Reviews – ILEA, Beards, Shorts & Tattoos	Review and revision of various policies	
SBPD Youth Academy	A youth targeted curriculum of SBPD's Citizen Academy	
Home Grown Program	Rescoping of youth engagement and preparatory program	
Transparency		
Transparency Hub Changes	Creating and releasing a new, improved resident focused transparency hub	
Crime Dashboard	Revamping the crime dashboard for a more timely and informative experience	
Open Data Schedule Review	Reviewing the updating schedules of open data sets to meet resident needs	
Data Studies		
Staffing Analysis	A demand over supply analysis of SBPD workload over personnel	
GVI Reporting Improvements	Applying the insights from the 2020 Gap Analysis for reporting and tracking improvements	

Legend

 Project on Schedule

 Project delayed

 Project cancelled

 Project under consideration

2020 Strategic Objectives

1 **Trust**
From the community & collectively

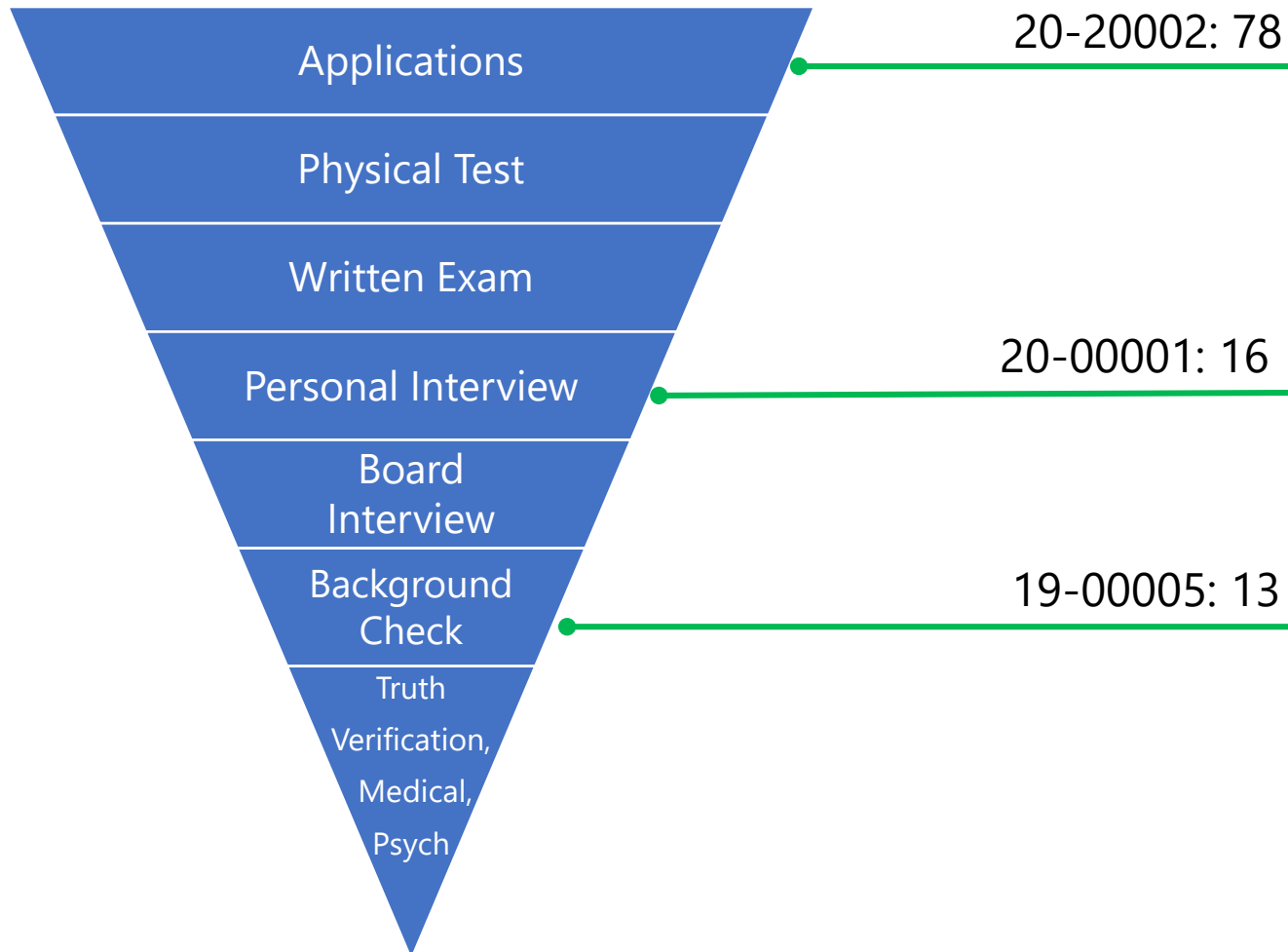
2 **Crime Prevention**

3 **Accountability**
With discipline and results

4 **Recruitment**
In quantity, quality
& diversity

1. Recruitment

Hiring Cycles Progress



NILEA Police Academy

Background

- Discussions of using NILEA back in 2019
- COVID-19 capacity restrictions at ILEA led to revisiting NILEA

Goals

- Lean on NILEA more than ILEA but, still using both academies
 - 3 restricted classes at ILEA a year
 - 2 higher capacity classes at NILEA a year
- Obtain more flexibility with a larger variety of classes throughout the year

Results

- Currently 5 recruits attending NILEA with more from the next cycles planned

Ivy Tech Partnership

Tentative Start of 2021

- Virtual learning for all student, currently

Purpose

To partner with Ivy Tech's Criminal Justice program through guest speaking, site visits and internships.

Goals

- Enrich student's program experience
- Attract qualified candidates with an applicable degree
 - Cadet program with degree sponsorship

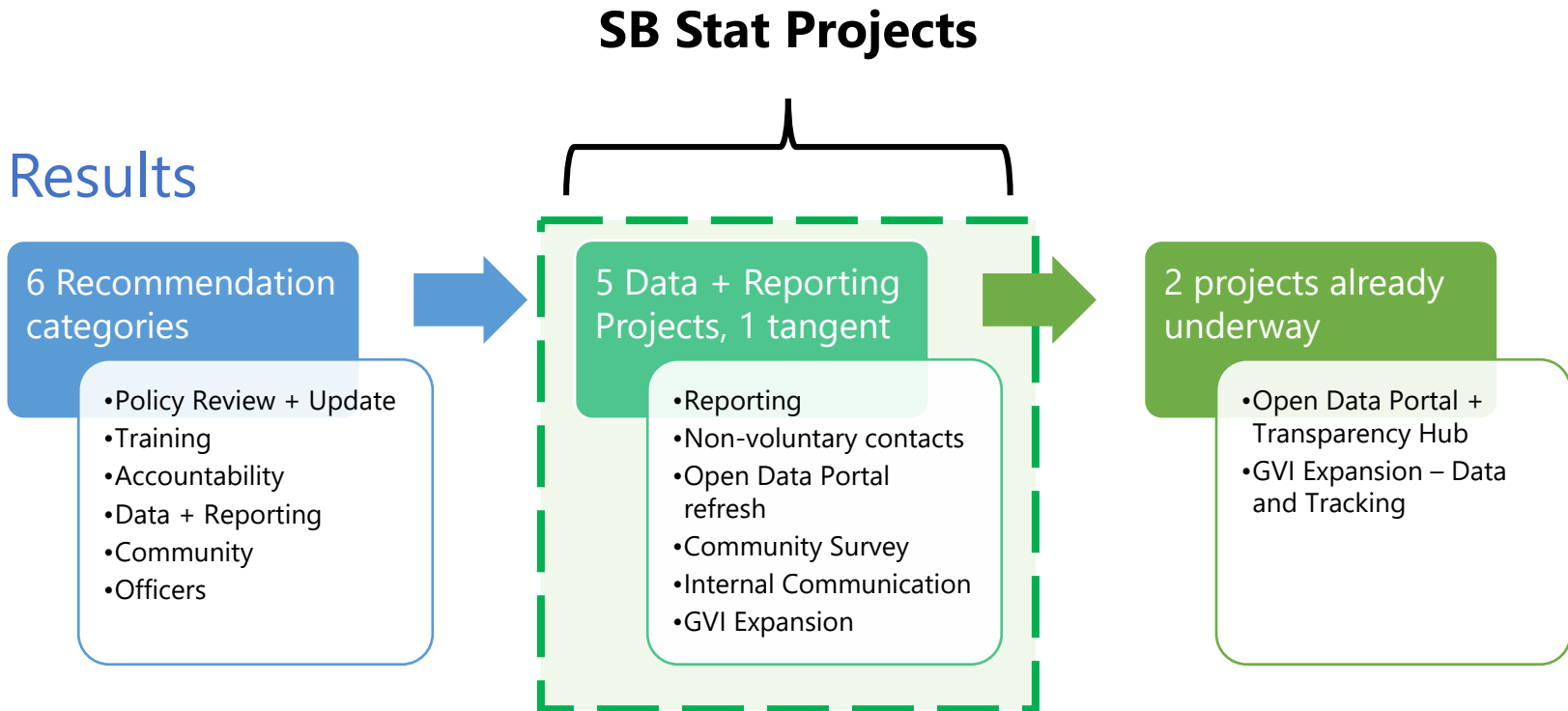
2. 21st Century Policing Project Pipeline

21st Century Policing Initiative

Purpose

To have a third-party review and provide recommendations on policies and practices based on research and information collected in cooperation with SBPD.

Results



21st Century Policing Update

Projects in SB Stat Portfolio

Project	Status	Activities Underway
Streamline reporting for efficiency and rigor	Planning	<ul style="list-style-type: none"> •Business Analytics will work with PD to inventory post-incident reporting tasks, process map each task, and identify opportunities for improvement •Coordinating with ADSI upgrade
Rigorous collection of all non-voluntary contacts	Planning	<ul style="list-style-type: none"> •Business Analytics is investigating technical options for collecting data on non-voluntary contacts, including Kronos.
Open Data Portal Refresh	Almost complete	<ul style="list-style-type: none"> •Portal update scheduled to launch by end of November 2020
Community survey	Planning	<ul style="list-style-type: none"> •Feedback from 2020 Community Survey •Business Analytics is creating new surveys to collect feedback on (1) residents' interest in training and (2) resident experiences with Police Officers •Possible addition to be made to Officer business cards
Internal PD communication plan	Planning	<ul style="list-style-type: none"> •Police is discussing strategies to publicize existing internal communication systems and processes
GVI Expansion	In progress	<ul style="list-style-type: none"> •Applying insights from the Q1 Gap Analysis •Publishing information dedicated to mapping, data deep dives and tracking

3. GVI Reporting Improvement Proposal

Group Violence Intervention Progress

2020 Strategy

Q1 - Q2:

- Learning and operational insights
- Performed and presented on a Gap Analysis to identify gaps and potential areas for improvement in the GVI strategy

Q3 - Q4:

- Applying insights from the Gap Analysis
- Dedicated to mapping, data deep dives and tracking

Group Violence Intervention

Gap Analysis Recap

Next Steps Identified in Q1	Progress Update
Increase Visibility	
Integrate an anti-violence element to the door hangers currently being used by shot-spotter/shooting response – in alignment with campaigning efforts city-wide	<ul style="list-style-type: none"> • Low Priority among identified action items. Currently being discussed during monthly Small Group meetings
Utilize the transparency hub for a source of information about GVI for the community to see regularly	<ul style="list-style-type: none"> • Initial meetings have taken place between Kelsey Lange, Business Analyst and Romona Bethany, GVI Program Manager
Ensure that the voice of the Mayor of South Bend is not just seen, but heard and felt as a part of institutionalizing GVI – leadership emphasis; “trickle-down” effect	<ul style="list-style-type: none"> • Mayor Mueller has attended all quarterly Core Group Meetings as well as a Small Group Meeting this year.
Internal Suggestions	
Integrate Chief Crittendon into GVI Call-Ins as a speaker	<ul style="list-style-type: none"> • GVI Call-Ins were cancelled due to COVID-19 Pandemic
Consider Dana Hamilton in L.E.S.S. meetings for ballistic exam expertise	<ul style="list-style-type: none"> • Elevated to Captain Dan Skibins for review Q2

Group Violence Intervention

Gap Analysis Recap

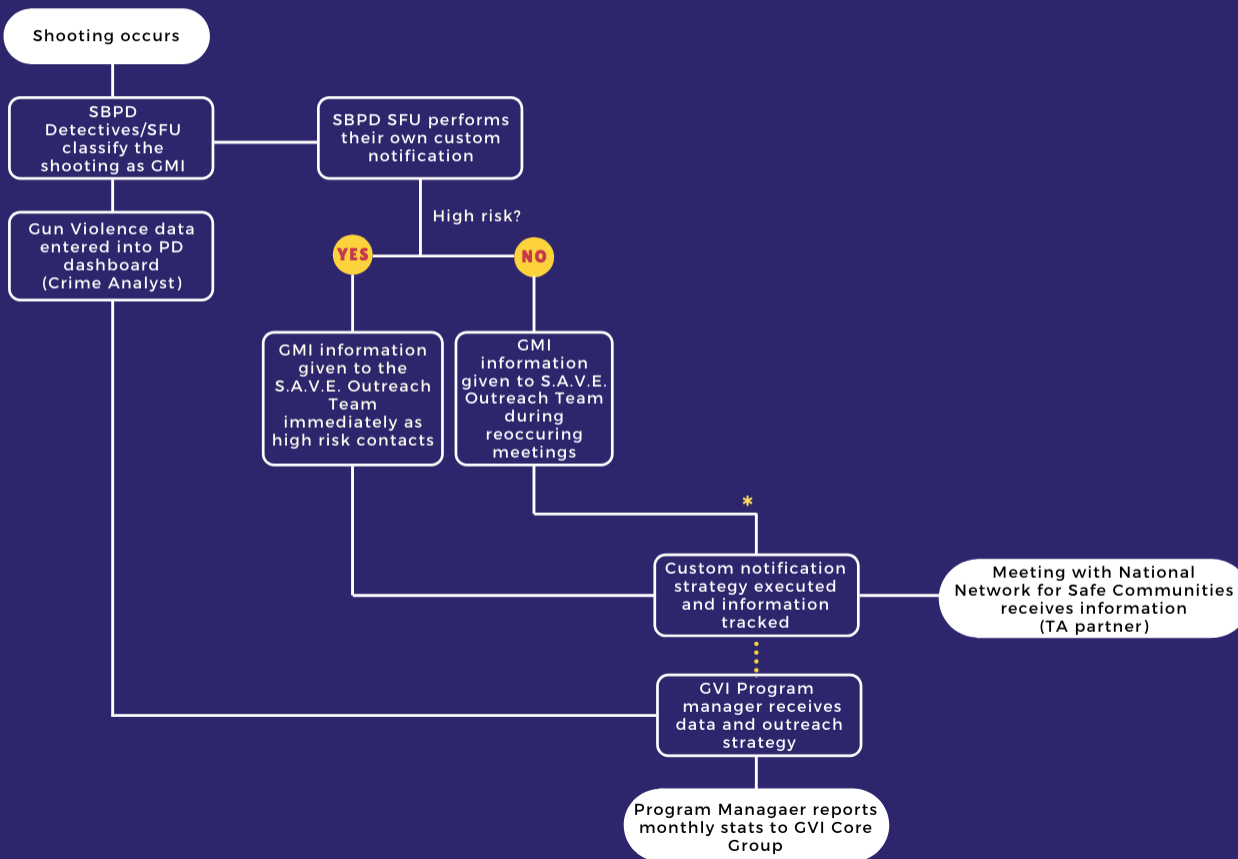
Next Step Identified in Q1	Progress Update
Improve Custom Notifications	
Defining and Refining Custom Notifications	<ul style="list-style-type: none">• Integration of Joint Custom Notifications – SFU & SAVE
Ensuring that Door Hangers are being left in areas where shootings have occurred. Ensure that these Door hangers reflect the image of GVI and ANTI-GUN VIOLENCE	<ul style="list-style-type: none">• Continuous discussion in Small Group Meetings;• GVI Program Manager action item
Ensure that all Door Hangers have all necessary information on them	<ul style="list-style-type: none">• Logistics have been reviewed. Action has been prioritized accordingly.
Program Manager must track custom notifications	<ul style="list-style-type: none">• This is being done regularly and reported out via• SBGVI Monthly Newsletter

Group Violence Intervention

Infographic

SOUTH BEND GROUP VIOLENCE INTERVENTION

Process map and infograph



Group Violence Intervention Relationships

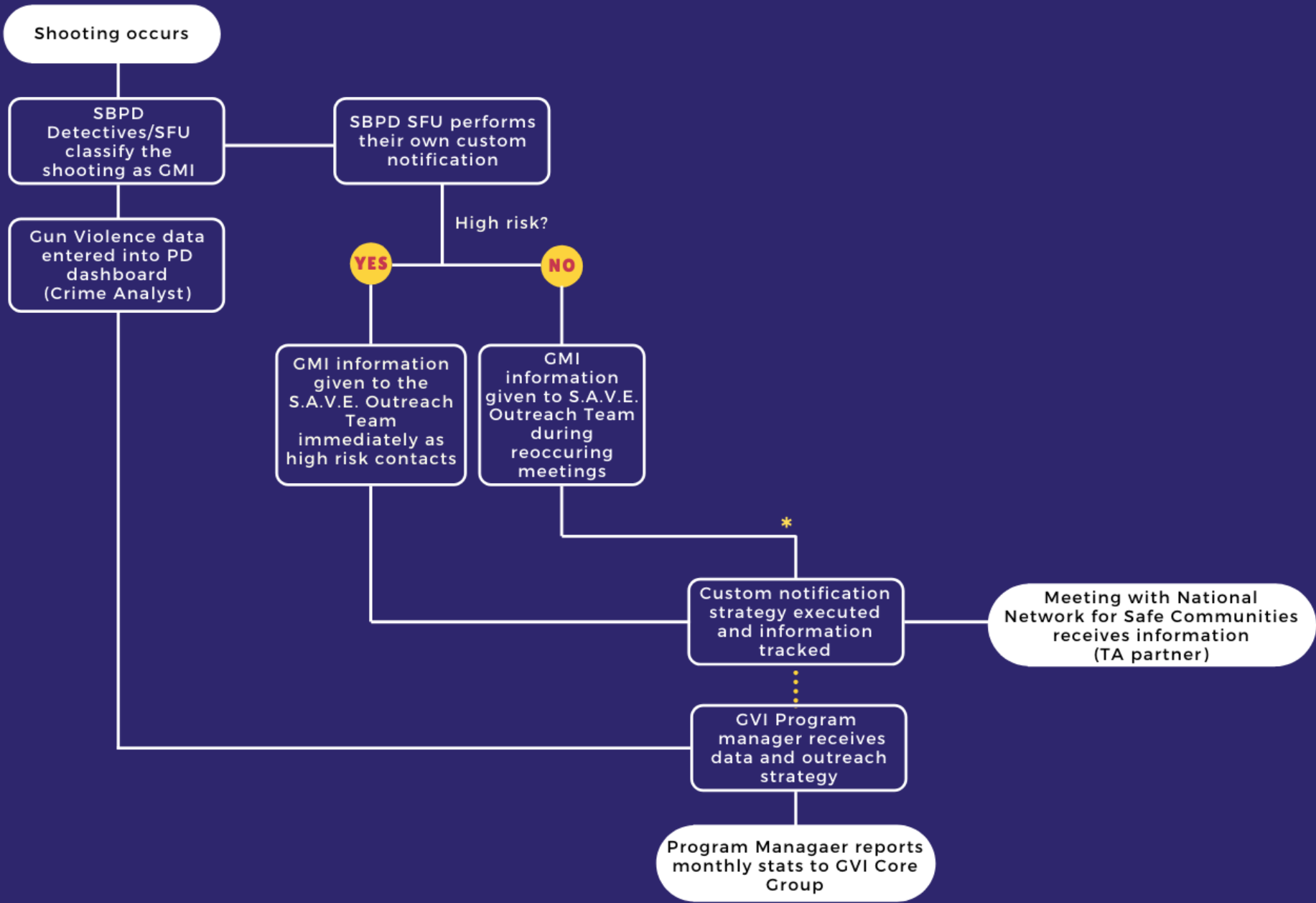


Group Member Involved (GMI)

Motives

- **Social interactions/ interpersonal conflicts** - "beef"
- Drug related
- Group gang activity
- Gun related (Bad trade)

* Due to COVID-19, formerly separate custom notification efforts have shifted to joint custom notifications between S.A.V.E. and SBPDs SFU



Group Violence Intervention Progress

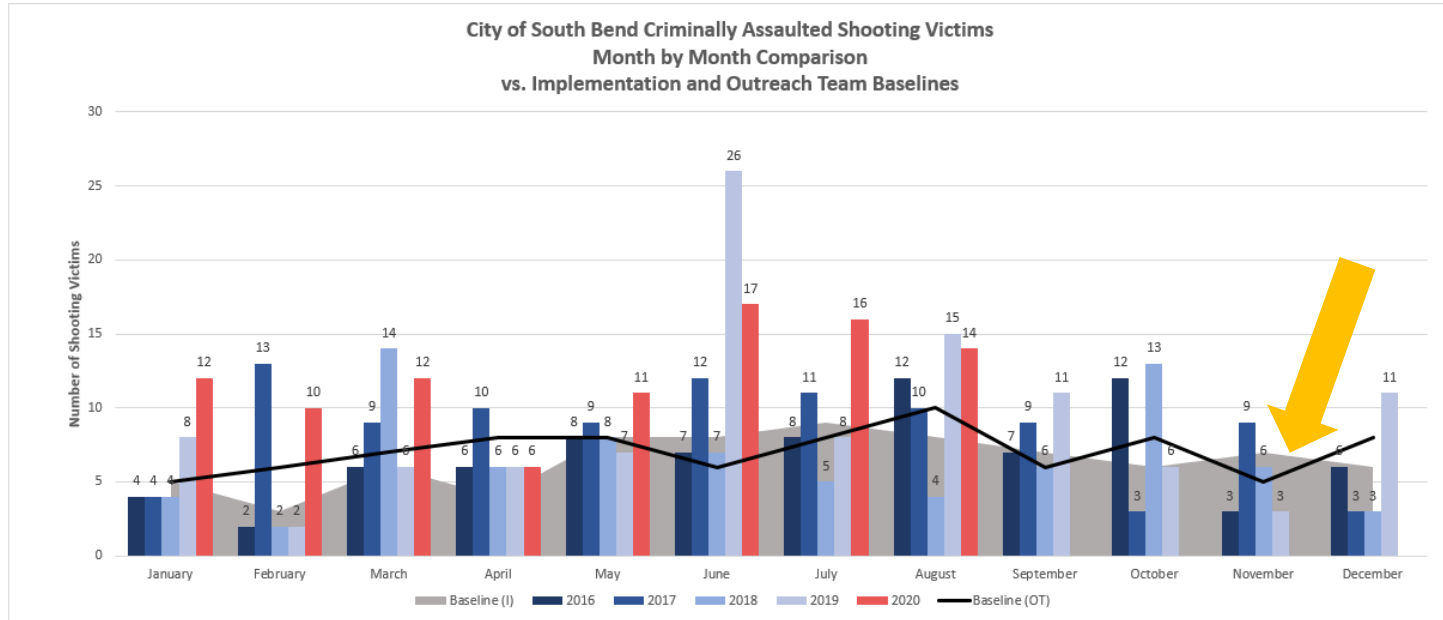
Detroit Style Customs

- Custom Notifications including Chief of Police, additional SFU Officers, and Community Stake Holders personally requested to yield most effective results
- Focus = Group Members & High-Risk Individuals
- Collaborative effort between SFU and SAVE Team

Note: Custom Notifications now added to the monthly report for tracking

Group Violence Intervention Progress

Monthly Reporting Change Proposals



Change

On the graph, Baseline (I), the original baseline, was kept but changed to a shaded area. Baseline (OT) was added to the graph as a black line.

Reasoning

To allow both baselines to be comparable to the bars without being visually overwhelming.

Group Violence Intervention Progress

Monthly Reporting Change Proposals

Year Comparison by Month														August
	January	February	March	April	May	June	July	August	September	October	November	December	Total	YTD comp
Baseline (I)	5	3	6	4	8	8	9	8	7	6	7	6	77	51
2016	4	2	6	6	8	7	8	12	7	12	3	6	81	53
2017	4	13	9	10	9	12	11	10	9	3	9	3	102	78
Baseline (OT)	5	6	7	8	8	6	8	10	6	8	5	8	84	58
2018	4	2	14	6	8	7	5	4	6	13	6	3	78	50
2019	8	2	6	6	7	26	8	15	11	6	3	11	109	78
2020	12	10	12	6	11	17	16	14						98

16	Above Average Month	3	Equal Month	14	Below Average Month
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Change

New baseline incorporated into year comparison by month shooting victims table, labeled "OT" for outreach team. It captures averages of the period between implementation (May 2014) and the expansion of the outreach team (July 2017). Months after this point are compared to the new baseline in the table (be changed back to Baseline (I)).

Reasoning


To measure the impact of significant milestones in the program to overall progress.

Group Violence Intervention Progress

Monthly Reporting Change Proposals

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16 Above Average Month
 3 Equal Month
 14 Below Average Month



Change

The chart color coding was kept the same but converted to a heat map. The color is adjusted based the distance from the average.

Reasoning

Take the advantage of color coding one step further to quickly visualize by how much the count is above or below the average.

Group Violence Intervention Progress

Monthly Reporting Change Proposals

Year Comparison by Month														August
	January	February	March	April	May	June	July	August	September	October	November	December	Total	YTD comp
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16 Above Average Month
 3 Equal Month
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Change

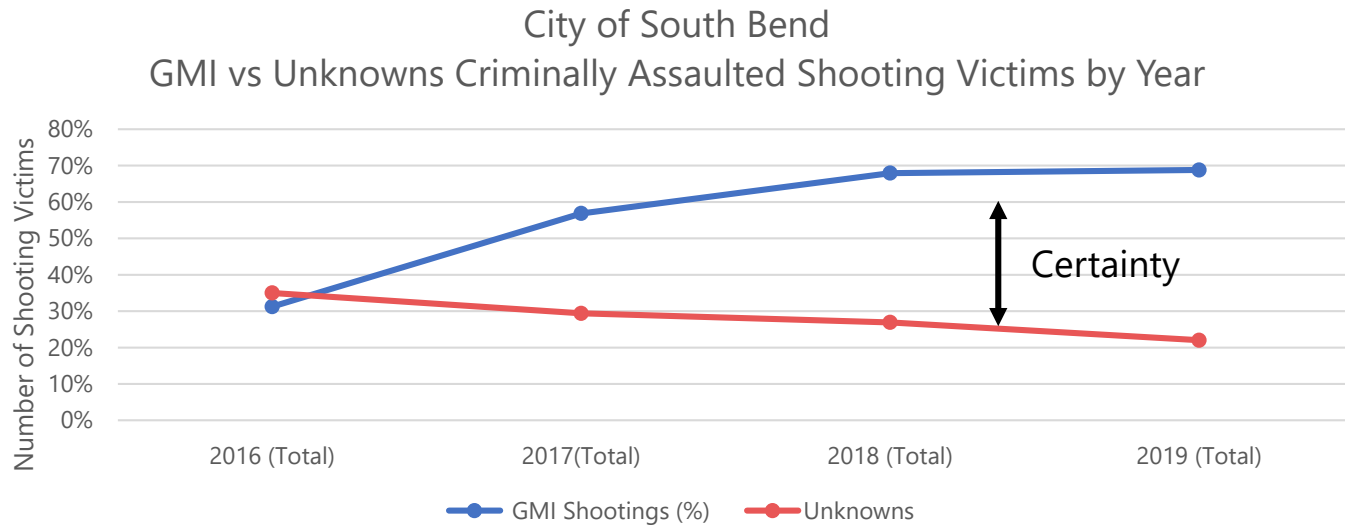
Formula added to the chart key that counts the total number above, at, or below the average of each month. It counts based on the appropriate baseline

Reasoning

Additional context to color coding

Group Violence Intervention Progress

Monthly Reporting Change Proposals



Change

Added an additional chart which shows that as the GVI program has progressed, the certainty in identifying GVI vs non GVI has increased. Certainty was also higher in 2014 and 2015 but decreased in 2016. It is returning to previous levels of efficiency

Reasoning

Interesting operational insight that also correlates with the GVIs theory that a few violent groups contribute to the majority of the gun violence.

Group Violence Intervention Progress

Monthly Reporting Proposal Feedback

Core Group Feedback:

- The new baseline put too much weight on the Outreach Team and does not consider other factors
 - There was no other feedback provided regarding any other reporting changes

Discussion:

- Feedback or critiques?

4. Transparency Hub Progress

- Transparency Hub structure
- Crime Dashboard Progress

Transparency Hub

Addition of a New Section

Incorporating a 4th category, GVI, on to the Transparency Hub

PAGE NAVIGATION





[Data Categories](#) [Police Initiatives](#) [Public Documents](#) [Police Policies](#) [Board of Public Safety](#)

Welcome to the newly updated South Bend Police Transparency Hub! This was a result of an initiative to make improvements based on resident feedback on how to make the user experience better!

Use this space to access and analyze raw data as well as to explore interactive visuals that provide context and help you interpret information about your Police Department and our community.

POLICE DATA CATEGORIES

Below are the Police data pages containing dashboards, maps, and links to relevant data.

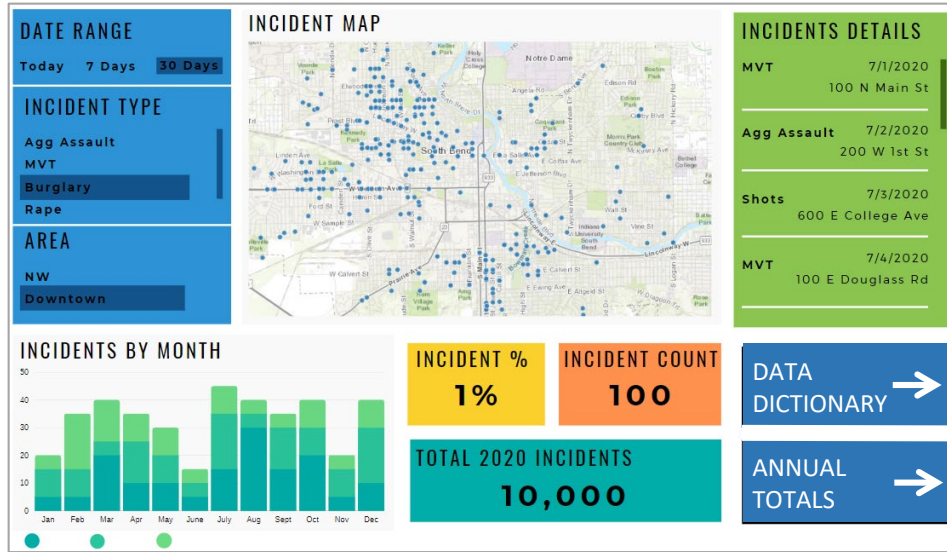
			
Recruitment Data	Crime & Incidents	Policy & Training Data	Group Violence Intervention
Recruitment stages, dashboard, demographics	Incident dashboard, definitions, and maps	Use of force, commendations, and complaints	Program info, shooting stats, maps



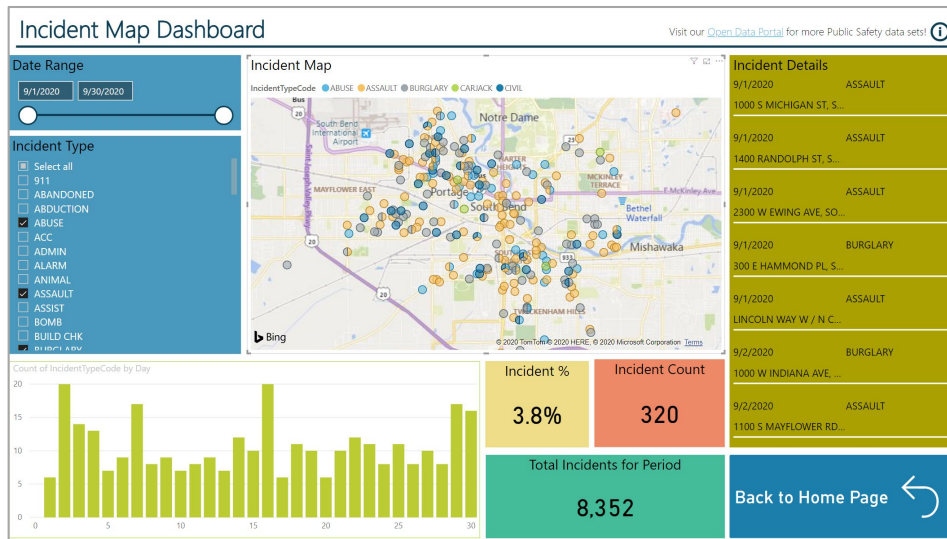
Crime Dashboard Progress

Incident Map Dashboard

Q2 Proposal



Q3 Prototype



*Color Scheme pending

Crime Dashboard Prototype

New: Home Page



City of South Bend



Incident Map and Data Dashboard

This dashboard contains data and visualizations related to incidents that have occurred in the City of South Bend and handled by the South Bend Police Department. See below for a brief description of each page and the information it contains.

South Bend Incident Map

The Incident Map contains **mapped points of incidents** rounded to the nearest block level. Incident points and details available are from the **previous month**.

The map and calculations can be **filtered by date and incident type** to see the location and proportion of the incident type(s) selected compared to total Calls for Service.

Incident Map →

South Bend Crime Summary Dashboard

The Crime Summary Dashboard contains graphs and tables detailing **year-over-year comparisons** of various **Part I crimes** and **Criminally Assaulted Shooting Victims** from 2016 to present.

For more information on programs related to criminally assaulted shootings, please visit the [Group Violence Intervention page](#).

Crime Dashboard →

Data Dictionary

The data dictionary is a repository of **terms and definitions** used throughout the Incident Map and Crime Summary Dashboard.

Also included is a link to the FBI [UCR](#) page for more information on Part I Crime definitions and reporting standards.

Data Dictionary →

Questions or comments about this dashboard or the data it contains?
Contact email@southbendin.gov

Crime Dashboard Prototype

Home Page Utility

- 1** Quick access to desired information
 - No more “paging through” to each dashboard
- 2** Clarity and information about the data contained
- 3** Save space on dashboards by placing notes and limitations on the home page
 - Examples: update schedule & year-to-date comparison explanation
- 4** Reduces page length on Transparency Hub
- 5** Format can be applied to other dashboards

5. Open Data Review

Open Data Review

Police Update Schedule Review

Purpose

To review the timeliness on the update schedules of current PD data sets, especially those that are frequently asked for by media and residents.

Goals

- Recommend new update schedule for frequently asked for data
- Establish efficient update practices to maintain determined update schedule

Open Data Review

Proposed Update Schedule

Data Set	Current Schedule	Proposed Schedule	Locations
Police Use of Force Incidents	Quarterly	Monthly	ODP, Hub
Criminally Assaulted Shootings	Annual	Monthly	ODP, Hub
Chronic Problem Properties	Quarterly	Quarterly	Hub
Part I Crimes Annual Totals	Annual	Annual	ODP
Community Complaints Reported to SBPD	Quarterly	Monthly(?)	ODP
Administrative Investigations	Quarterly	Monthly(?)	ODP
Police Officer Commendations	Quarterly	Monthly(?)	ODP
Police Training	Quarterly	Monthly(?)	ODP, Hub

Open Data Review

New Data Set: Police Towing Contract

Purpose

Provide financial and operational transparency to the City's recently renewed towing contract which has previously received resident attention and

Goals

- Share table version of data on the Open Data Portal
- Mapped data points of table on the Open Data Portal
- To be updated on a monthly basis
 - Data representative of previous month

Open Data Review

Data collection: Police Towing Contract



City of South Bend - Police Towing Report

How to use this file: The form below can be used to enter information OR you can go straight to the "[Towing Entry](#)" tab.

• **Add info to the report:** "Submit"

Pressing this twice will add the information 2x

• **Start new entry:** "Clear"

• **"Invoice No.,"** is your company's invoice number

• **"Address"** should be the approximate closest address or intersection

Please ensure N, S, E, or W is included in front of the Street name

* Invoice Company's	<input type="text"/>	Vehicle Year:	<input type="text"/>	Formal Complaint Filed? *
* Date of Tow: mm/dd/yyyy	<input type="text" value="9/17/2020"/>	* Vehicle Type:	<input type="text" value="Select"/>	
* Time of Tow: 00:00	<input type="text" value="05:42 PM"/>	* Basic Tow Charge:	<input type="text"/>	<input type="radio"/> Yes
* Reason for	<input type="text" value="Select"/>	Storage	<input type="text"/>	<input type="radio"/> Pendl
* Officer Last	<input type="text"/>	Special	<input type="text"/>	<input checked="" type="radio"/> No
* Address Towed (Ex. 100 N Main St, South Bend, IN 46601)	<input type="text"/>	Repair	<input type="text"/>	Salvage Secured for Nonpayment? *
		* Total	<input type="text"/>	
				<input checked="" type="radio"/> No
				Insurance Settled Bill? *
				<input checked="" type="radio"/> No

Please ensure that the vehicle owner is notified that their vehicle is towed and where they can retrieve it.

Using data to drive performance

Diving deep into a few key initiatives being undertaken to improve city performance

- Staffing Analysis
- ZenCity Traffic Enforcement Insights

1. Staffing Analysis

SBPD Staffing Analysis Updates

Updates

- Staffing Analysis memo released with inclusion of full sworn staff estimation
- Testing the inclusion of filtering fields by call type
 - Bar graph
 - Averages
 - Total time
 - Count of officers
 - Likely cannot filter utilization rate – this is a based-on whole time available which will skew the weight of the call types

2. ZenCity - Traffic Enforcement Insights

Traffic Enforcement Initiative

Of 3,700 interactions from Aug 5th – 17th:

- Support for the initiative was **10x higher** than dissatisfaction
- **Supportive** comments constituted **40%** of resident responses
- **Only 4%** of discourse represents dissatisfaction



Taking action

Offering policy alternatives, data-based frameworks, and decision points that take action in improving the lives of South Bend residents

Next Steps + Considerations

Recruitment

Next Steps	<ul style="list-style-type: none">• Track average hire to academy wait period to measure benefit of using two academies• Update recruitment dashboard after conclusion of most recent cycle
Considerations	<ul style="list-style-type: none">• Start Facebook Ads up again for next application

Next Steps + Considerations

GVI Expansion

Next Steps

- Continue with action items noted in Gap Analysis
- Creation of extended city-wide GVI flowchart
- Monitoring for a downward trend since August 19th & 20th

Next Steps + Considerations

Transparency Hub

Next Steps

- Review and approve metrics and information to go on the GVI transparency page
- All dashboard review working meeting
- Finalize page specific language
- Planned go-live by the end of November 2020

Next Steps + Considerations

Crime Dashboard

Next Steps

- Prototype review meeting
 - Determine update schedule of incident page
 - Determine final list of incident types or categories and location data
- Review of annual data that is on the current Dashboard

Considerations

- City Protect is current up to two days prior
- The more incidents captured, the longer the load times

Closing out the quarter

Revisiting the Police Portfolio

Project	Status
Policy Reviews – ILEA, Beards, Shorts & Tattoos	●
SBPD Youth Academy	●
Home Grown Program	●
Transparency	
Transparency Hub Changes	●
Crime Dashboard	●
Open Data Schedule Review	●
Data Studies	
Staffing Analysis	●
GVI Reporting Improvements	●

Questions to close out the quarter

- Do we have clear next steps for the key initiatives discussed today?
- Is the portfolio to the left still accurate? Should the projects next up in the queue be prioritized for next quarter?
- Are there any initiatives/areas of interest that should be added to the portfolio for next quarter?

Celebrating our values

This section highlights exemplary work happening in the City to improve performance that may otherwise go unnoticed

Celebrating Our Values

Standing with SBPD

"Here's Officer Jeff Vance at Walmart helping a guy with a walker who needed some tennis balls on the legs. Vance went inside and bought the tennis balls and came out and put them on the walker for the man."

– Standing with SBPD
Facebook Post



Celebrating Our Values

Cops & Goblins



- Keep up community morale with a familiar annual event
 - Ticket restrictions for social distancing



SBStat

Police

Q3 Oct 13, 2020