



SBStat | Police

2021 2nd Quarter | Thursday, July 15th, 2021
City of South Bend



Ground rules for SB Stat Meetings

1. No stupid questions

Use this space to ask and address difficult questions safely

2. Data-driven decision making

Strive to make decisions based on whatever most recent data is available

3. Relentless follow-up

Identify clear action items and owners after each meeting

4. A bias towards action

Continuously seek to improve: our data, our ways of working, etc.

Good questions to be asking...

- What are the next steps on this project? Who's going to own it?
- Do we have the data we need to make a good decision? If not, how can we get that data?
- Is there a strategy or hypothesis on this issue we want to test during the next quarter?

Today's Agenda

I. Project updates from previous Stat meeting

II. Deep-dive analysis & discussion

- Quarterly Stat Dashboard

III. Taking action

- Identifying clear action items and owners


IV. Celebrating our values

Highlights from this past quarter

Project updates from previous Stat meetings

Police Stat Portfolio Summary

Status of SBStat projects in the queue for 2021

21 CP Project Portfolio											
Task Name	Task Description	Committee	Status	Status Notes	Completion Pri...	Predecessors	Start Date	End Date	Duration	21CP Recomme...	Point
Test task	 This task is a test to demonstrate the use of this list	Test committee	Planning	This list is a tool in the making	2021 Q1	Test Task 0	February 23	February 24	1	3.2	Kelsey
De-escalation policy	Standalone de-escalation policy, add affirmative duty to intervene if other officers violating policies	Policy review and update	Planning	-Review CAG feedback -Draft new policies -Seek and incorporate public and PD input -BPS adoption		None			0	1.1 - 1.4	
Use of Force and CEW	update use of force and CEW policies	Policy review and update	Completed	- Latest policy submitted and approved - Pending recommendations from BPS					0		
Crisis Intervention policy		Policy review and update							0	1.8	
Body camera policy	update and implementation	Policy review and update	Planning	-Review CAG feedback -Draft new policies -Seek and incorporate public and PD input -BPS adoption					0	2.1 - 2.2	
Bias-free policy and reporting	Strengthen police bias-free policy and require officers to report incidents	Policy review and update	Planning	-Draft new policies -Seek and incorporate public and PD input -BPS adoption					0	3.1	
Policy feedback opportunities	Establish meaningful opportunities for community and individual officers to provide feedback and assist with policy innovation	Policy review and update							0	4.7, 6.5	

[21 CP Portfolio - Direct Link](#)

Project Update 1 - Transparency Hub Recruitment Dashboard

- Illustrates demographics for applicants who did not make it into the hiring process but still applied
- Improvement based on feedback and questions surrounding this topic
- Allows residents to view the same breakdowns and information but in the most current time period



Recruitment Dashboard Updates

Withdrawn, incompletes, and disqualified



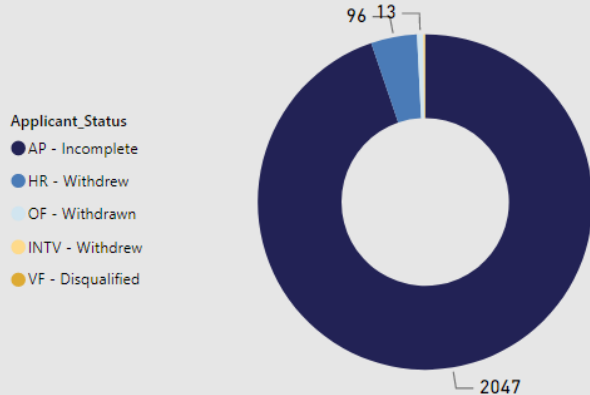
City of South Bend | 'Not Qualified' Breakdown (Since 2017)

This dashboard shows the breakdown of the Disqualified/ Withdrew/ Incomplete application category along with the demographics of each sub-category. Click a sub-category to see its individual demographics.

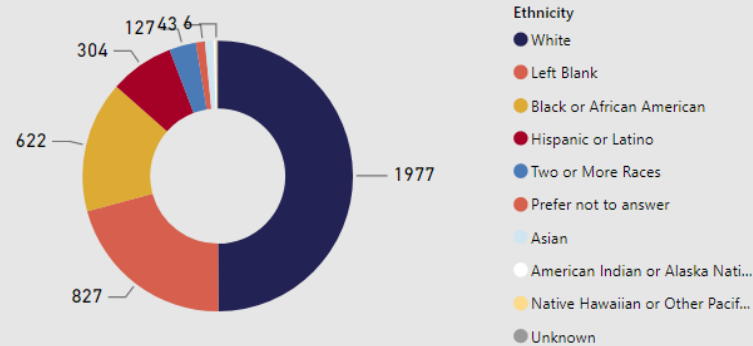


(All) Disqualified/ Withdrew/ Incomplete
Total
2,161

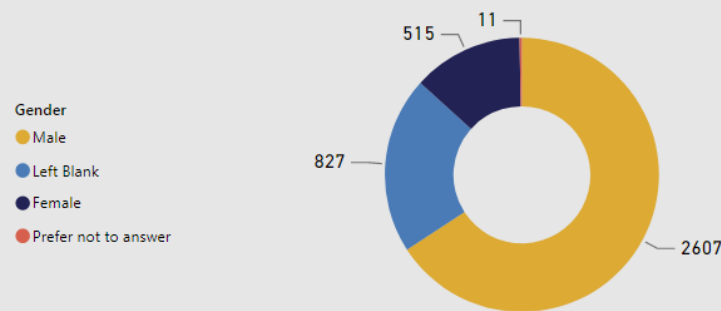
(All) Disqualified/ Withdrew/ Incomplete - Breakdown



(All) Disqualified/ Withdrew/ Incomplete - Ethnicity



(All) Disqualified/ Withdrew/ Incomplete - Gender



All Years by Stage ←

Current Year by Stage →

Current Year Not Qualified →

Recruitment Dashboard Updates

Current year views

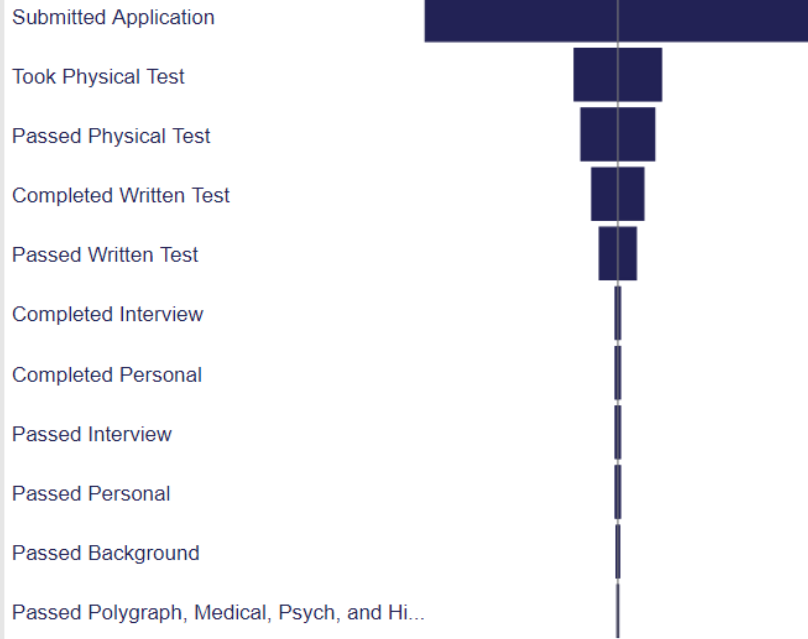


City of South Bend | Recruitment & Hiring (Current year)

This dashboard contains data and visualizations related to the recruitment and hiring process of the South Bend Police Department. Select a hiring stage to show the demographic breakdowns for each stage.



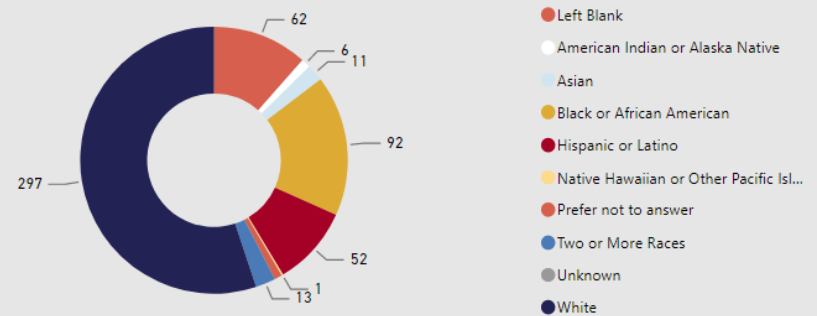
Overview by Hiring Stage



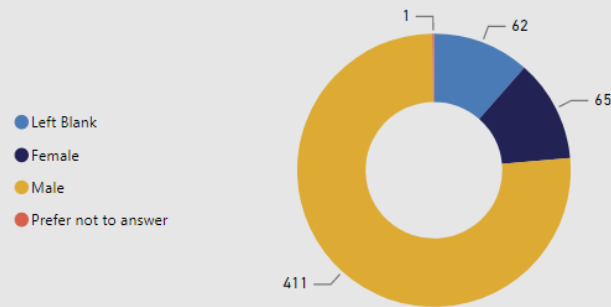
Disqualified/ Withdrew/ Incomplete
145

Remaining Candidates by Stage
374

(Current Year) Remaining Candidates by Ethnicity



(Current Year) Remaining Candidates by Gender



All Years by Stage ↩

All Years Not Qualified ↩

Current Year Not Qualified →

Project Update 2 - Police Public Surveys

- Public Training Interest Survey
- Rapid Feedback Survey



Public Training Interest Survey

Outline

1. Location information
2. Measuring importance of topics
3. Measuring perception of performance of topics
4. Interaction preferences

Informal feedback

- Training categories are unclear and need refining to reflect public interests in what police should be receiving training in

Public Training Interest Survey

Please provide your opinion of police department training areas listed below on how important they are to you.

- 1 - Least Important
- 2 - Less Important
- 3 - Somewhat Important
- 4 - Most Important
- 5 - No Opinion

Would you be interested in being involved in future feedback sessions to discuss this topic?

Yes

No

	1	2	3	4	No Opinion
Active shooter situations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Officer health & wellness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Investigative Skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Policing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K-9 Handling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police Leadership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Defensive Tactics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal & Ethics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Report writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emotionally Disturbed Persons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of Force	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please select how you would like to hear about future feedback sessions below:

Email

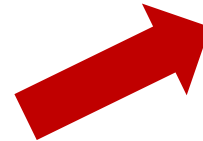
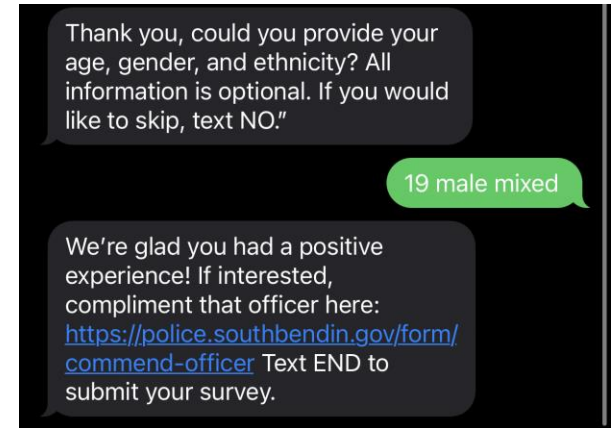
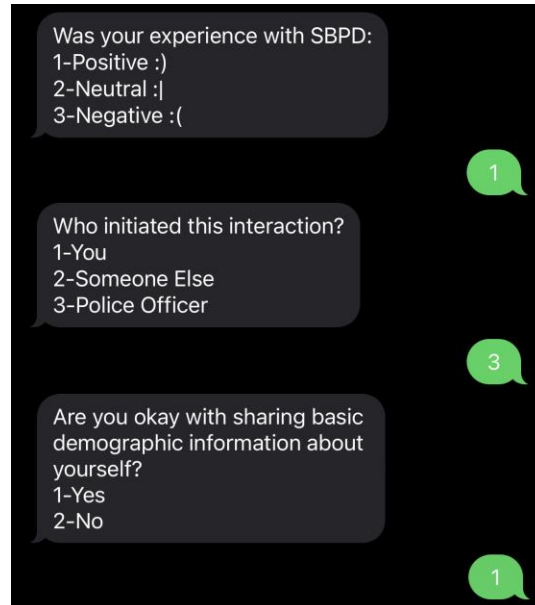
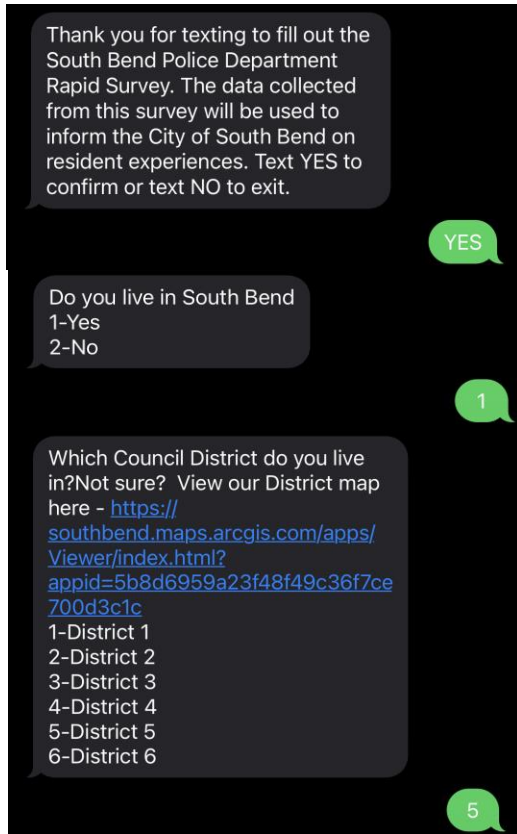
Phone

Through social media



[Public Training Interests - Web Link](#)

Rapid Feedback Survey



Text @SBPD to +1 833-373-0400

OR follow this link:

[SBPD Rapid Feedback Survey - Web Link](#)

Note: Reaching out to Qualtrics to get a short texting number

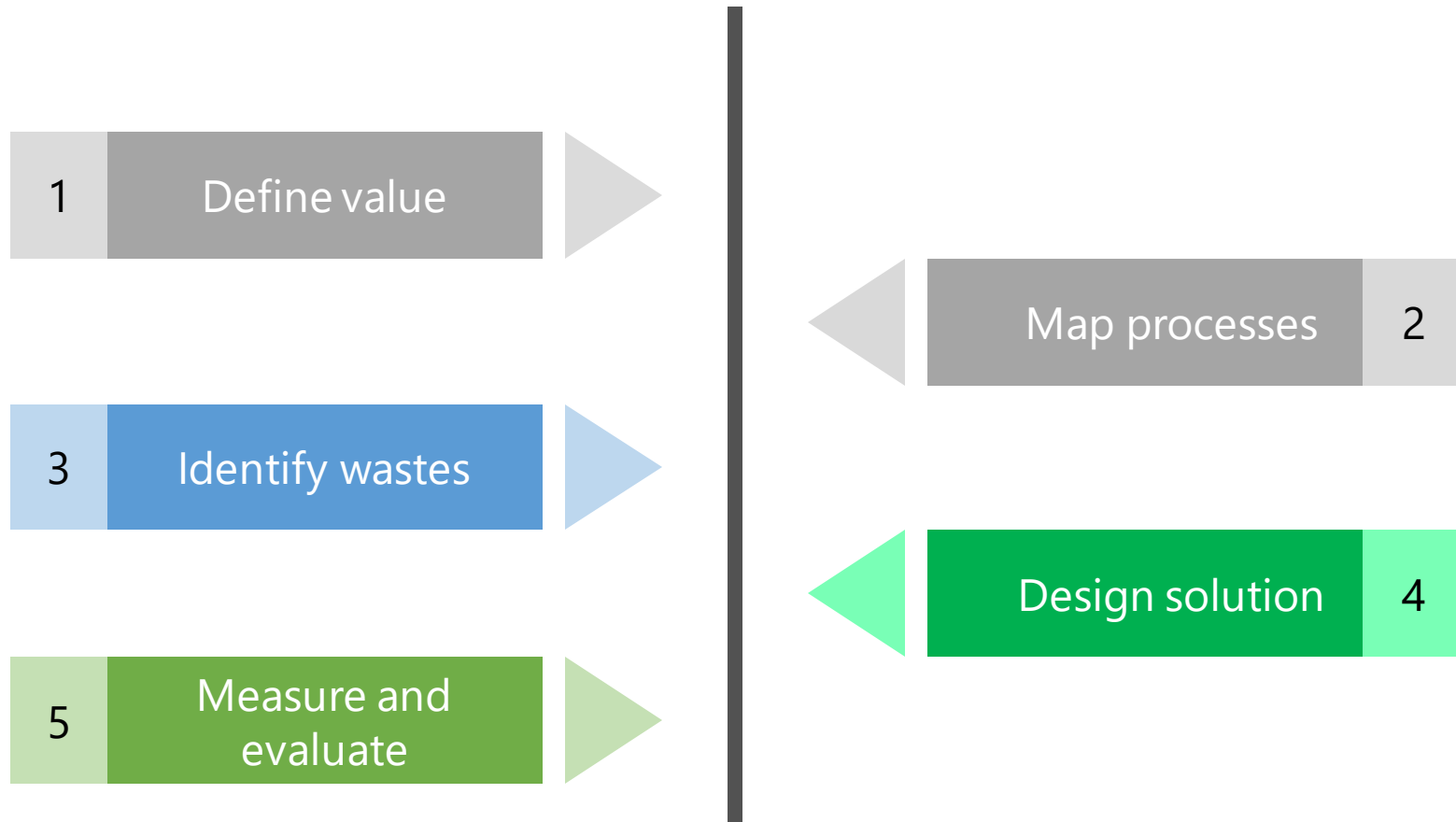
Discussion questions before closing out the topic

1. What are the next steps on this project?
2. How do we get the feedback we need to finalize language and categories?
3. What deadline would we like to reach for implementation?

Project Update 3 - Post-Incident Streamlining

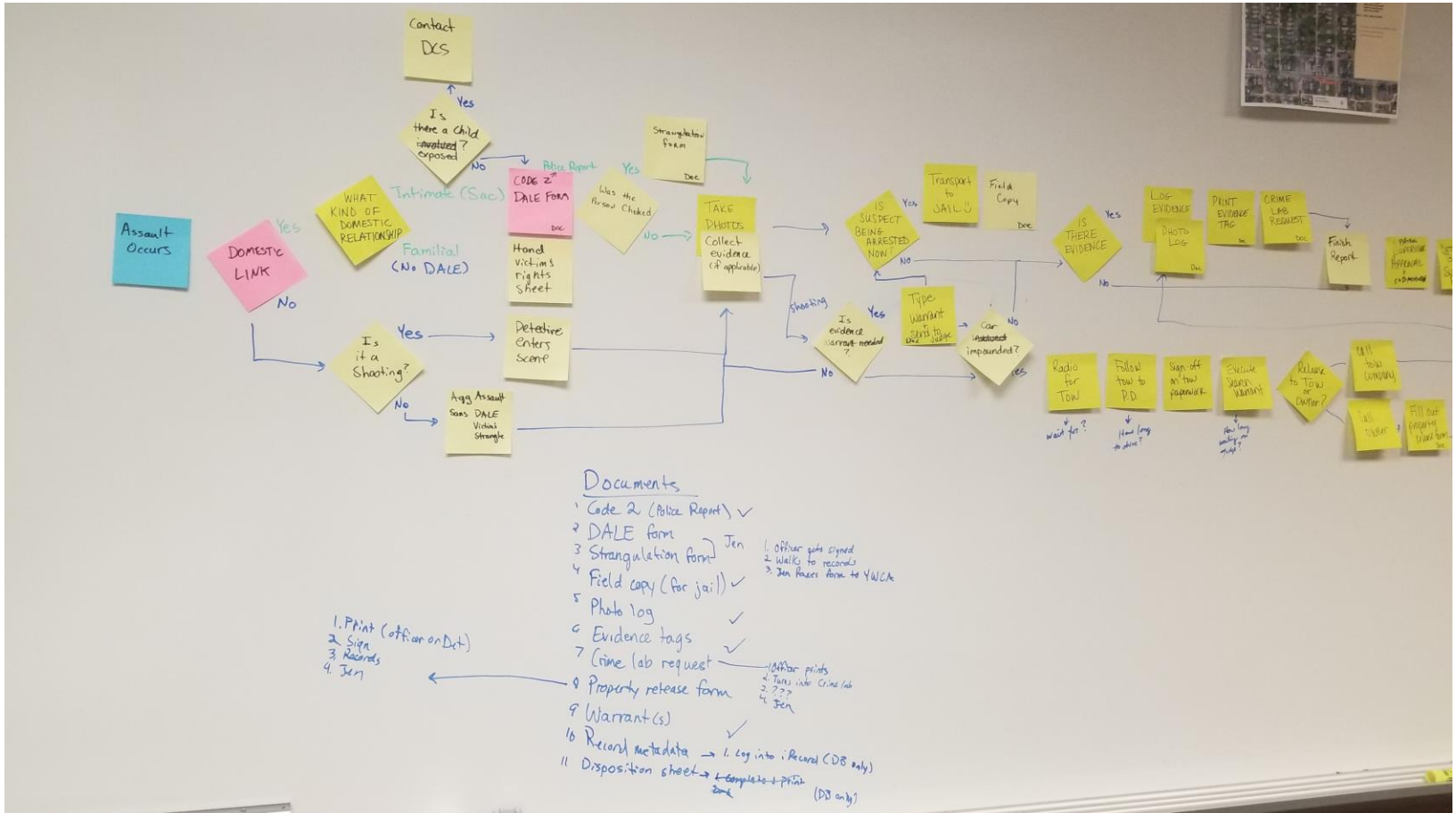


Process Improvement Roadmap



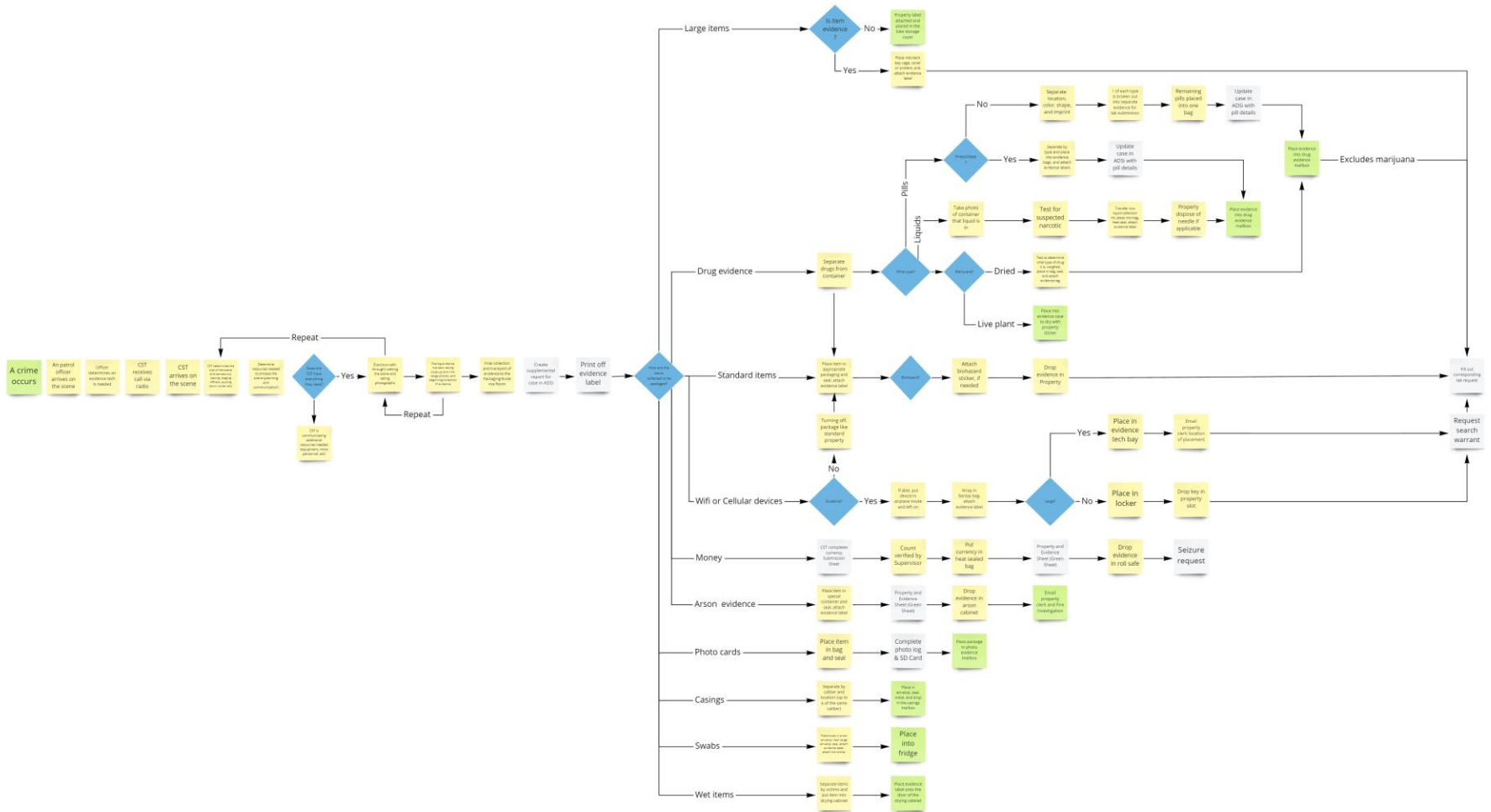
Post-Incident Reporting

Aggravated assaults








Post-Incident Reporting

Crime Scene Technician



Post-Incident Reporting

"Wastes"

 <p>DEFECTS</p> <p>Waste from a product or service failure to meet customer expectations</p> <ul style="list-style-type: none"> Manual processes create data entry errors 	 <p>WAITING</p> <p>Waste from time spent waiting for the next process step to occur</p> <ul style="list-style-type: none"> Waiting for approvals
 <p>OVERPRODUCTION</p> <p>Waste from making more product than customers demand</p> <ul style="list-style-type: none"> Extra copies of reports Printing reports 	 <p>MOTION</p> <p>Wasted time and effort related to unnecessary movements by people</p> <ul style="list-style-type: none"> Physical movement of paperwork Switching systems and applications
 <p>EXTRA-PROCESSING</p> <p>Wastes related to more work or higher quality than is required</p> <ul style="list-style-type: none"> Extra fields Repetitive information entry Correcting errors 	

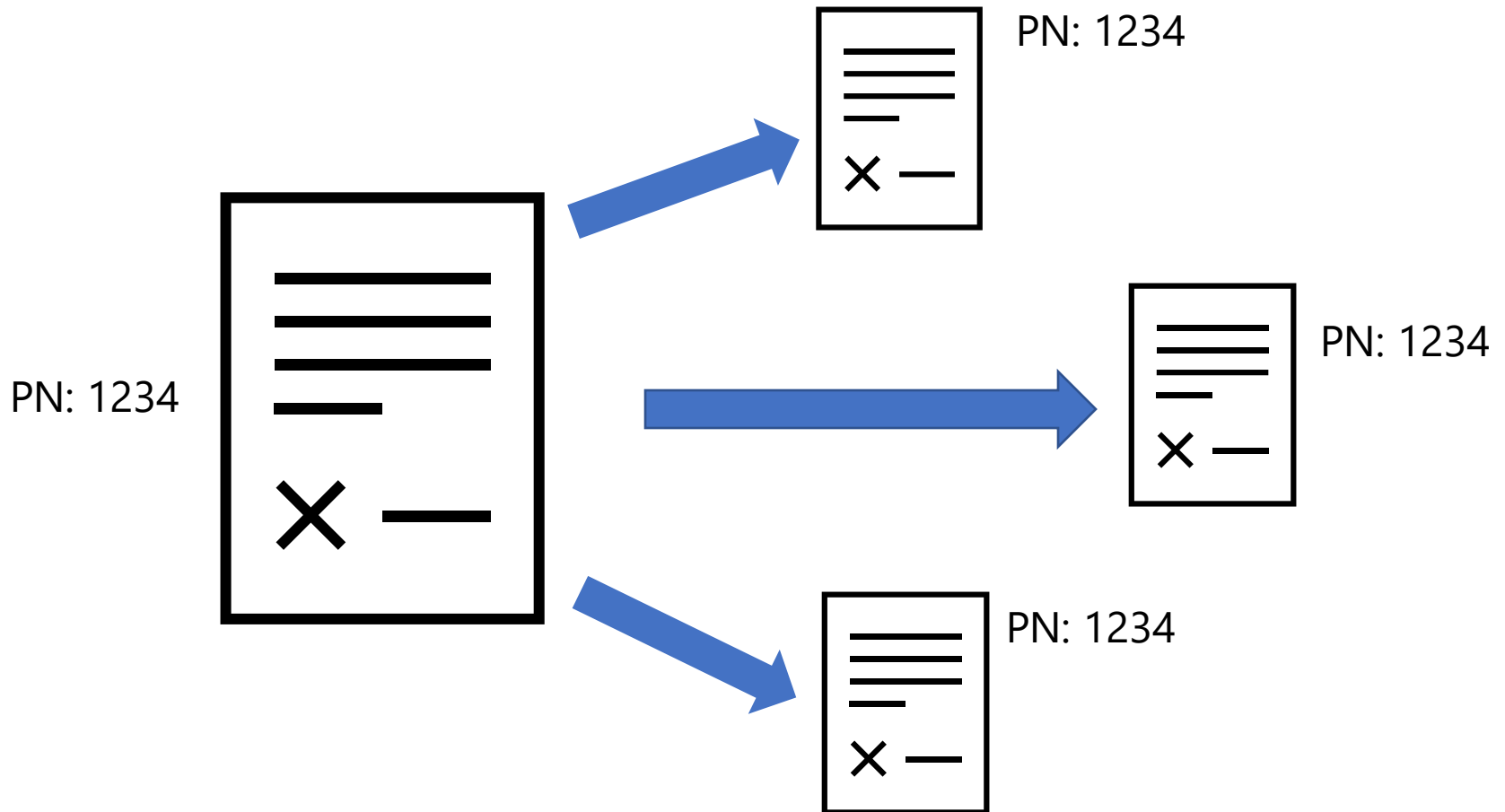
Post-Incident Reporting

Ideas

- Cover sheet + PDF cascading
- Updates to forms and ADSi to keep up with current processes
- Crime Scene Tech Specific – embed commonly used resources for documentation (i.e. diagrams for crime scenes)
- *And more!*

Post-Incident Reporting

Cover sheet + cascading forms



Post-Incident Reporting

OmniForm conversion

- Converting and removing any and all documents still in use in OmniForms
 - OmniForms is obsolete and no longer supported = high risk
 - Creates "motion" waste
- A few heavily used documents are still in use within OmniForms

Discussion questions before closing out the topic

1. What type of timeline is appropriate for a documentation project?
2. If unable to accomplish cascading forms with resources available, can we make budgetary accommodations?

Deep-dive analysis & discussion

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

- Quarterly Stat Dashboard Metrics

Crime Incidents + Community

Goals

What

- Community Satisfaction
- Serious crime breakdown by geographic units of analysis
- Response times
- Heat map of serious crime over weekday and time of day

Why

- Establish a clear differentiation between crime and 'fear of' crime
- Recognize trends of crime over time and their seasonality

Crime Incidents + Community

Crime + Community Satisfaction

Date

Beat Name

District

Average Response Time	45.12%	53.19%	29.54%
	Feeling of safety	Police Protection	Police Visibility
6.87	18.52%	53.46%	49.18%
	Prevent Crime	As a Place to Live	Police Response Time

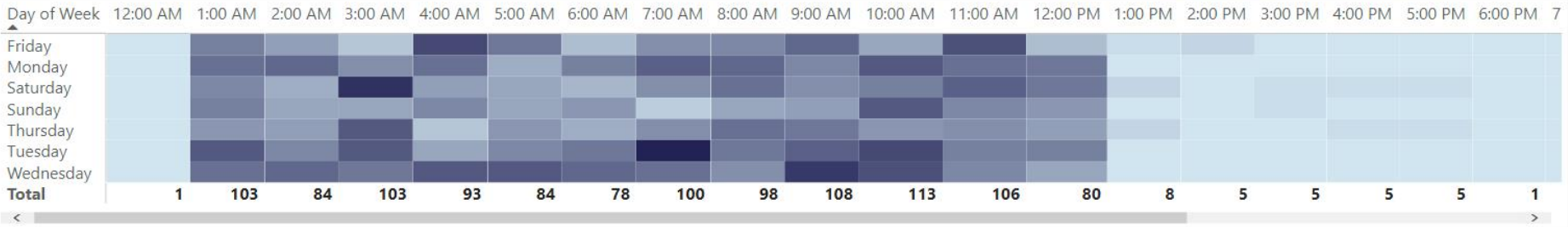
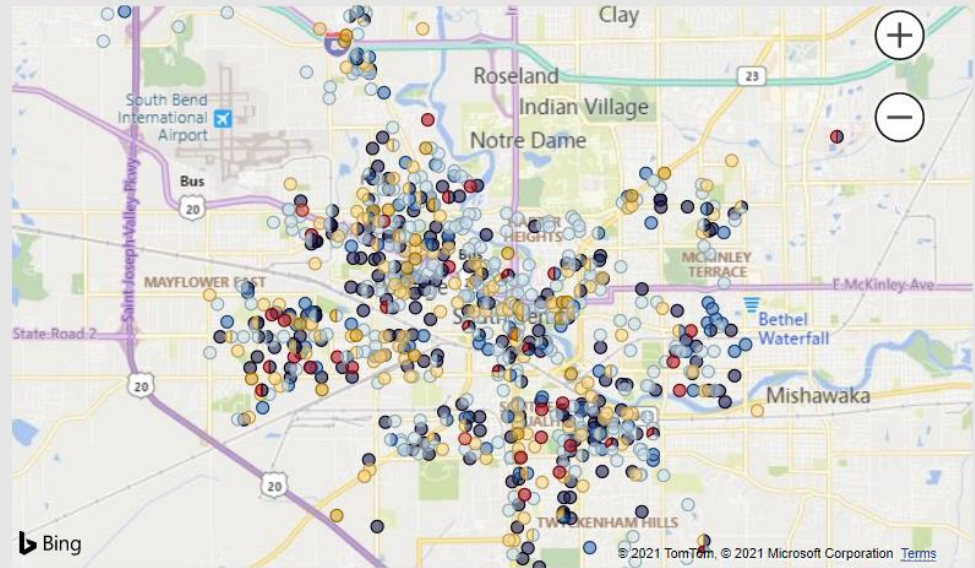
Total Serious Crimes:
1195

Agg Assault 296	Burglary 112	Larceny 527
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Motor Vehicle Theft 171	Robbery 35	Sex Offense 52
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Incident Map

Part I Category ● Aggravated ... ● Burglary ● Larceny ● Motor Vehi... ● Robbery ● Sex Offense ● Weapons



Crime Incidents + Community

Methodology

How

- Community satisfaction is presently measured from 2020 community survey results
 - As SBPD Rapid Feedback results are received, this will replace the community survey results
- Incident map and count breakdown are from call data and not records management data
- Response time is the difference between the time dispatched and the arrival of the first officer on the scene
- Heatmap reflects the aggregate of serious crimes

Crime Incidents + Community

Insights

- Conflicting overall satisfaction between related metrics for SBPD
- Peak operating hours are between 1AM and 12PM for serious crimes
- Under 7-minute average transit time from dispatch to arriving on the scene of a call
- More insight could be gleamed by using census track to view rate by population over solid count

Training + Recruitment

What

- Percent of sworn staff who have completed training on key community-sensitive topics within the past three years
 - Categories will change to reflect final categories of the Public Training Interests survey
- Percentage of officers capable of retiring

Why

- Measure where we're at with the number of officers that receive training in public topics of interest
- Keep an eye on potential turnover the department could be experiencing

Training + Recruitment

Recruitment + Training

Training of Interest Since Jan 2019

Category	% Officers for Training
Roll call & reality training	80%
Use of Force	31%
General Professional Skills	23%
Report writing	22%
Defensive Tactics	20%
Legal & Ethics	18%
Emergency Response	17%
Driving & Vehicle Pursuits	14%
Safety & Compliance	9%
Emotionally Disturbed Persons	9%
Active shooter situations	6%
Officer health & wellness	4%
Community Policing	4%
Investigative Skills	4%
Police Leadership	3%
Technology	3%

Note: Training data categories do not reflect all training. Limited to categories that mirror the training interests survey.

As of July 12:

25%

Officers Able to Retire

Training + Recruitment

How

- Percentage of officers that received the training is calculated over the potential number of officers that could have received that training
 - Does not consider difference in career path specific trainings
- Total number of officers is based on median for that year

Insights

- Majority of trainings are in roll call and use of force categories
- Percentage of officers capable of retire has decreased since 2020
 - This indicates either a number of retirements have occurred, an influx of new hires, or both

Group Violence Intervention

What

- Individuals who committed firearm offenses after Customs
- Individuals who became victims after Customs
- Within how many months after contact

Why

- Tracking the likelihood and time frame of an identified contact returning to the purview of the Law Enforcement arm of the strategy
 - This does not track the efficacy of the program as it is not inclusive of social service's work

Group Violence Intervention

Group Violence Intervention

Police conducted custom notifications since January 2020 to Present

Suspect of Gun Violence

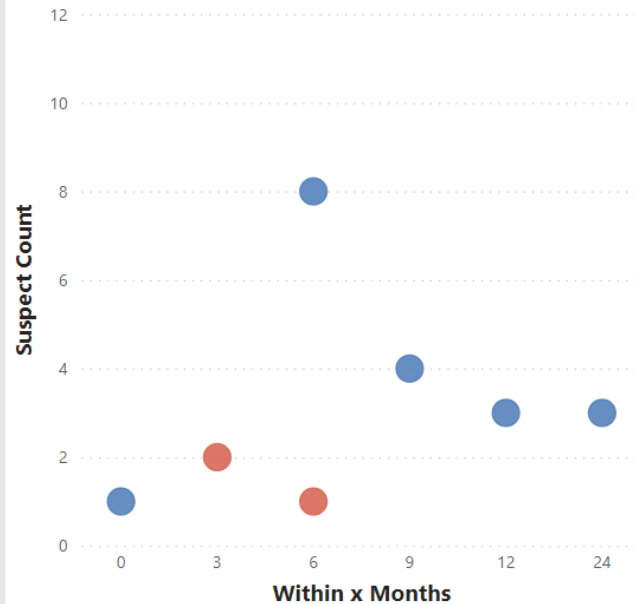
15%

Victim of Gun Violence

9%

Suspect Count by Type

Notes ● Custom Notification ● Detroit Custom



Custom Notifications

203

Detroit Style Customs

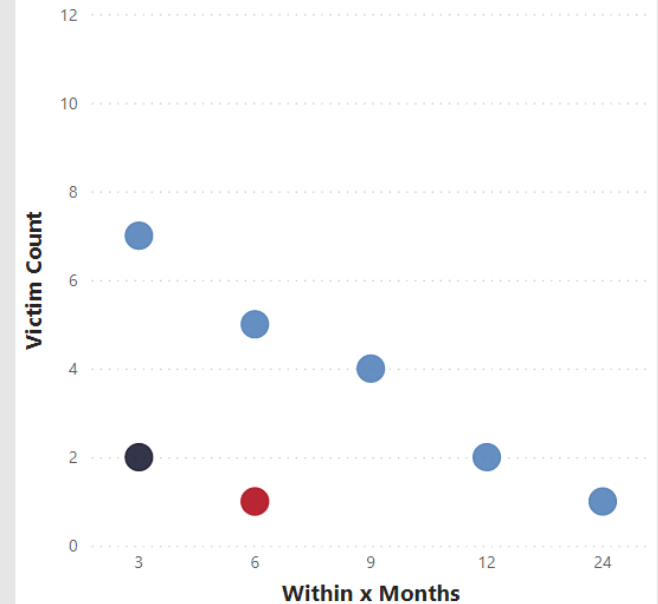
17

Customs with Influentials

31

Victim Count by Type

Notes ● Custom Notific... ● Custom Notifi... ● Detroit C... ● Detroit C...



Group Violence Intervention

How

- This data is *only Customs performed by SBPD* and does not reflect S.A.V.E. Outreach efforts
- Suspect and victim determinations are not inclusive of every crime type
 - Only crimes that are relevant to the scope of GVI

Insights

- 76% have not reappeared as a suspect or victim within 2 years of a Custom Notification
- Contacts are most vulnerable for GMI within 3 months of their Custom
 - Related to the "intervention" nature of the strategy

Discussion questions before closing out the topic

1. Is there anything missing that has not already been discussed?
2. Is there a hypothesis we would like to use this tool to test for next quarter?

Taking action

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

Taking Action

Surveys

Next Steps

- Determine deadline and release dates for surveys
- Finalize training data categories to add text
- Prepare release materials and distribution plan
 - Print new cards for Officers

Taking Action

Post Incident Reporting

Next Steps

- Round two with process holders to identify areas and documents capable of accommodating change
 - Non-value add, value add, and mandated
- Complete OmniForms conversion and end-of-life procedures
- Determine centralized location for documents
- Explore feasibility of cascading form code with Applications

Taking Action

Quarterly Statistics

Crime + Community

- Change count of serious crimes to crime rate over population to get a strategic view on proportions

Recruitment + Training

- Update categories to reflect what is decided for the Public Training Interests Survey
- Add trend data for date of offer to academy attendance date

Group Violence Intervention

- Data discussions around completing the picture of GVI outcomes

Celebrating our values

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

Celebrating our Values

Excellence



Within a 10-day span, the SBPD helped surrounding agencies arrest 3 people, 1 was an out-of-state homicide suspect, another had an active warrant and the third was wanted on federal drug dealing charges.

Through those investigations they recovered:

- 22 firearms
- Ammunition and Magazines
- Large amount of a variety of drugs
- Drug packaging materials
- Large amount of US currency

A lot of time and energy went into these investigations, and it really was great police work by everyone involved.

Celebrating our Values

Inclusion

Officer Joe Cole was going around playing basketball with kids in our community when he noticed these kids had a pretty beat up hoop. He decided to buy and deliver a hoop to them.

<https://fb.watch/v/3p8xuOcUe/>

Celebrating our Values



South Bend
TRIBUNE
@MLCaterina



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