



SBStat

Police

Q4 Dec 15, 2020

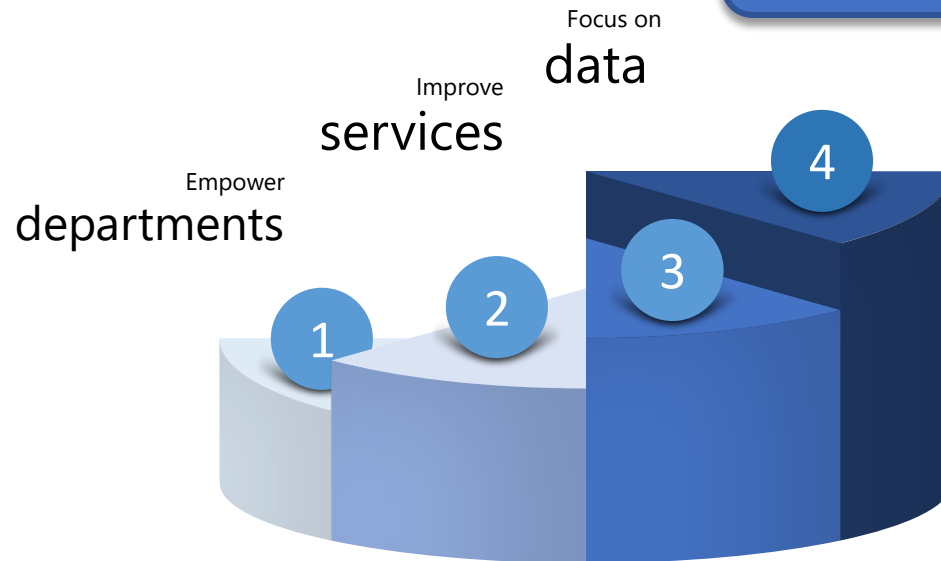
Guidance for a Remote SB Stat Meeting

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. Next Steps & Considerations









IV. Celebrating our Values

Project Updates


- Recruitment
- Transparency Hub
- 21st Century Policing Initiatives

Police Stat Portfolio Summary


Status of SBStat projects and initiatives in the queue for 2020

Project	Brief Description	Status
Policy reviews	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	
21 CP Recommendations		
Streamline reporting for efficiency and rigor	Inventory and process map each post incident reporting task and identify opportunities for improvement, with consideration of ADSi update	
Rigorous collection of all non-voluntary contacts	Investigating technical options for collecting data on non-voluntary contacts	
Community survey	Creating new surveys to collect feedback on (1) residents' interest in training and (2) resident experiences with Police Officers	
Internal PD communication plan	Police is discussing strategies to publicize existing internal communication systems and processes	
GVI expansion	Publishing information dedicated to mapping, data deep dives and tracking	

Legend

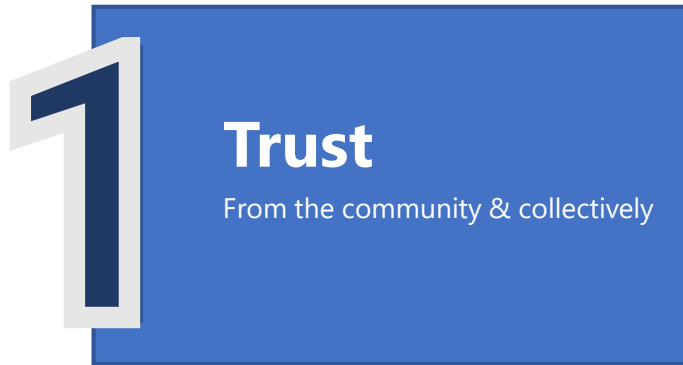
 Project on Schedule

 Project delayed

 Project cancelled

 Project under consideration

2020 Strategic Objectives



1 **Trust**
From the community & collectively

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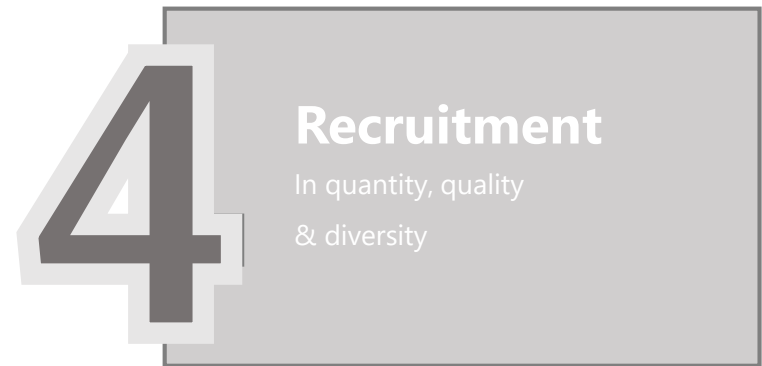
2 **Crime Prevention**

A green rectangular box with a large white number '2' on the left. The words 'Crime Prevention' are in bold white text.



3 **Accountability**
With discipline and results

A yellow rectangular box with a large white number '3' on the left. The word 'Accountability' is in bold white text, and the subtitle 'With discipline and results' is in smaller white text below it.



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

A grey rectangular box with a large white number '4' on the left. The word 'Recruitment' is in bold white text, and the subtitle 'In quantity, quality & diversity' is in smaller white text below it.

1. Recruitment + Training

Recruitment Initiatives

Recruitment Team Training

4 officers attended training

- 3 SROs (School Resource Officer) and 1 Sergeant

Topics

- Recruitment
- Marketing
- Background investigations

Recruitment Initiatives

Strategy Improvements

1. Increased proactive outreach to applicants and potential recruits

- SROs follow-up with applicants personally on next steps
- Visiting community partners, faith organizations, and businesses

2. Business Cards for Recruitment

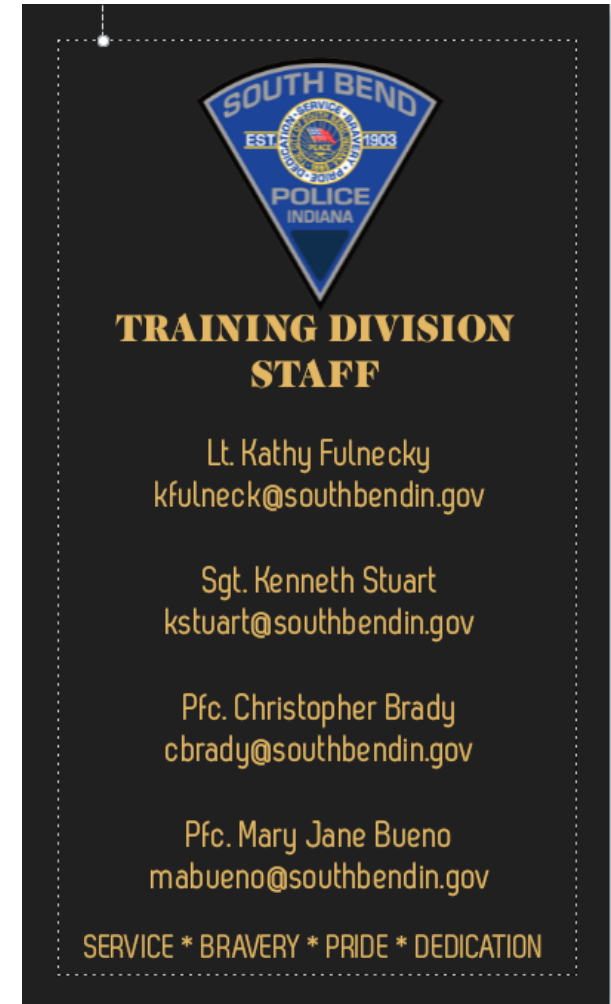
- Officers Lawecky and Pearson had the idea after attending training

Recruitment Initiatives

Recruitment Referral Cards



**5,000 cards
ordered**



Recruitment

Recruitment Initiatives

Recruitment Flyer

Posted around town and
on Facebook

**SOUTH BEND
POLICE DEPARTMENT IS
HIRING**

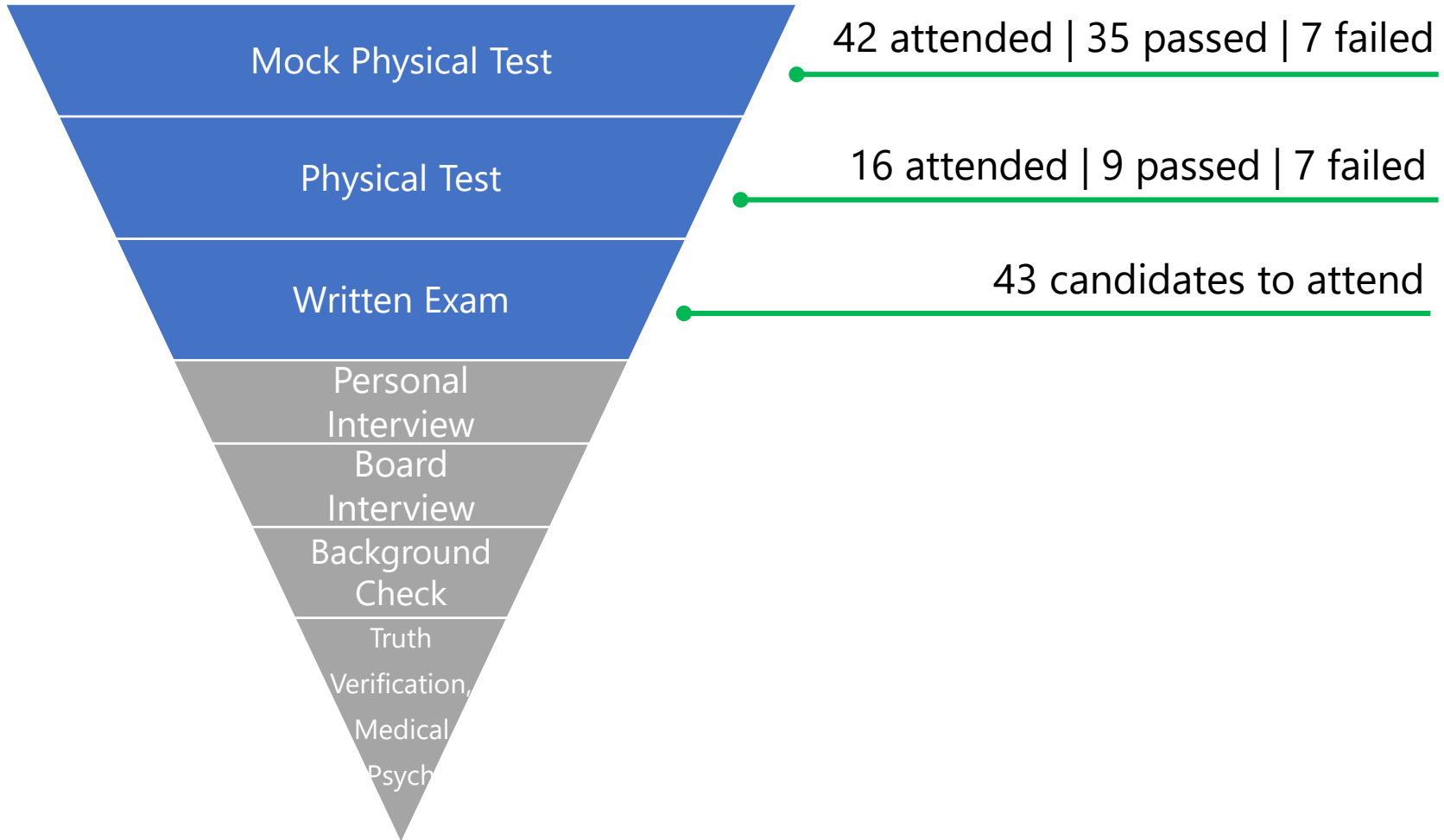
- Base Salary And Incentives Up To \$69,000+ Within First Two Years
- Special Duty Incentives (SWAT, DETECTIVE, K9, etc.)

APPLY TODAY!

POLICE.SOUTHBENDIN.GOV/JOIN
574-235-9224
701 W. SAMPLE ST. SOUTH BEND

Recruitment Initiatives

Cycle 20-20002 Update



Recruitment Initiatives

Applicant Feedback

Terrance Fultz, I (SRO Lawecki) offered to bring him an application and his response was **"Wow you would do that for me?"**

Harry Nelson, a man who drives a truck regionally and makes 85k a year said, **"I took the test in the past and never heard back other than a letter. I am shocked to get a phone call back with another invitation!"**

Donald Freed Jr. I (SRO Lawecki) picked up his handwritten application personally along with Detective Pearson. **"I'm surprised that you took the time to do this and speak to me in person about the physical agility process."**

Brandon Carpenter, **"It's an honor to be considered for this job and I'm excited about the next process!"**



Hiring Updates

New Hires

- 5 graduates from NILEA in Nov
 - 4 training on the field with veteran officers
 - 3 recruits hired (1 additional in process)
 - 1 female, 2 male
 - Set for NILEA in January

Rehires

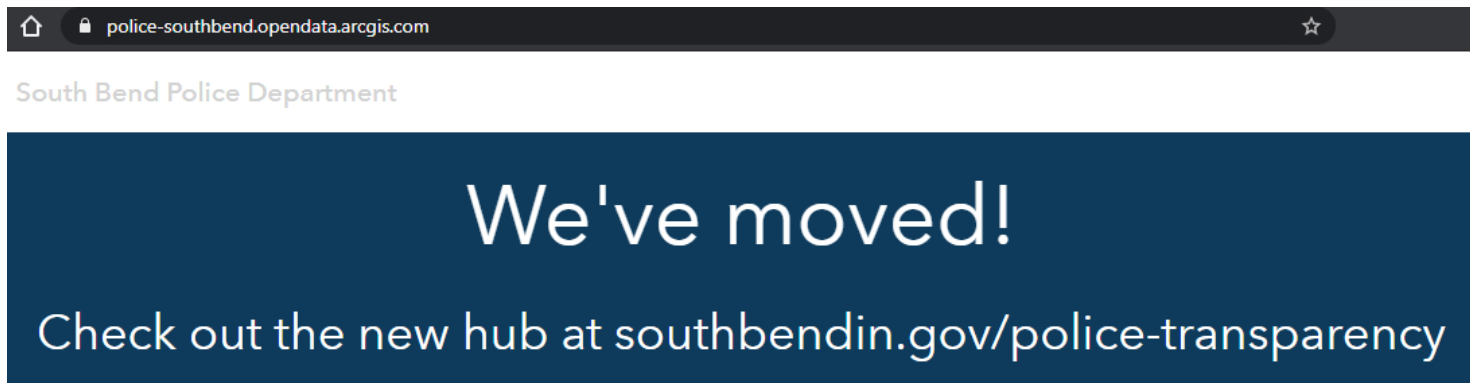
- 5 officers returned to SBPD this year as rehires
 - 2 were lateral hires
 - 1 additional rehire still in process

2. Transparency Hub + Open Data

Transparency Hub

Go-live

Go live was officially Nov 30th with a press release on Dec 1st



ESRI Transparency Hub to stay up until Dec 31st

Transparency Hub

Walk-through

POLICE TRANSPARENCY HUB

PAGE NAVIGATION

[Data Categories](#)

[Police Initiatives](#)

[Public Documents](#)

[Police Policies](#)

[Board of Public Safety](#)

PAGE DESCRIPTION

*****WELCOME TO THE NEW HOME OF THE SOUTH BEND POLICE TRANSPARENCY HUB!*****

The South Bend Police Department's data transparency page was first created in 2016 and has evolved over the last few years. This latest version is the result of our continuous initiative to use resident feedback to make the user experience better! You can find all the same great information of the previous transparency hub and more.

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.

southbendin.gov/police-transparency

Transparency Hub

Fostering Understanding

Video Mini-series

Video mini-series with a guided walk-through of each page of the transparency hub is in progress to show residents how to use the tools and features available.

- Avoid overloading the page with links to individual guides or tutorials
- Can be used during Citizen's Academy

Transparency Hub

Medium Blog Post

Police Transparency in the 21st Century: Embracing Resident Feedback



Kelsey Lange 1 hour ago · 4 min read



The South Bend Police Department's data transparency page was first created in 2016 and has evolved iteratively over the last few years. It has been a great resource for media and residents alike to see data and metrics surrounding the work of our Police officers. However, earlier this year, we

[Police Transparency in the 21st Century: Embracing Resident Feedback](#)

Transparency Hub

Project Retrospective

"Expand the Open Data Portal to include additional, real-time information."

Pioneering recommendation with weekly Incident Map dashboard and Real Time Crimes.

"Build on processes that allow for more regular updating to ensure more up-to-date provision of information across issues, areas, and datasets."

Addressing with more frequent update schedules and update date stamps on visualizations.

Trust + Accountability

3. 21st Century Policing Projects

- Peer Support Program
- Post Incident Reporting
- Non-voluntary Contact Collection
- GVI Expansion

Peer Support Program

Recommendation

“Implement a comprehensive, 360-degree officer wellness program. This includes establishing protocols for assisting officers who have responded to high-stress calls, implementing a structured peer support team, enhancing existing support services like the Employee Assistance Program, and enhancing mechanisms for officers to provide feedback about their experiences within the Department”

Goals

- Better connect officers with services
- Keep it confidential and personal
- Self-sustaining with secession plan
- Empower the team to do what is necessary - initiate debriefings, contact employees, develop improvements, etc.

Peer Support Program

Program Components

Wellness Coordinator (Officer Keenan Lane)

- Primary contact between the department, new avenues, as well as peer support members
- Assists in tracking program metrics
- Helps find additional training opportunities

Peer Support Members

- 17 officers have been through the training for the program

Services

- New Avenues

[Article: South Bend Police unveils new support team to help officer wellness](#)

Peer Support Program

Peer Support Members

- Peer support members were nominated by members of the department
- 10 hours of continuous education annually
 - Could be articles, reading, etc. provided by New Avenues
 - Presentations to the roll call and working groups
 - Conferences for various training
- Not professionals or experts - available to listen and can put people in touch with services
 - Hope to have ride-alongs with counselors and have counselors specific for officers

Post Incident Reporting

Recommendation

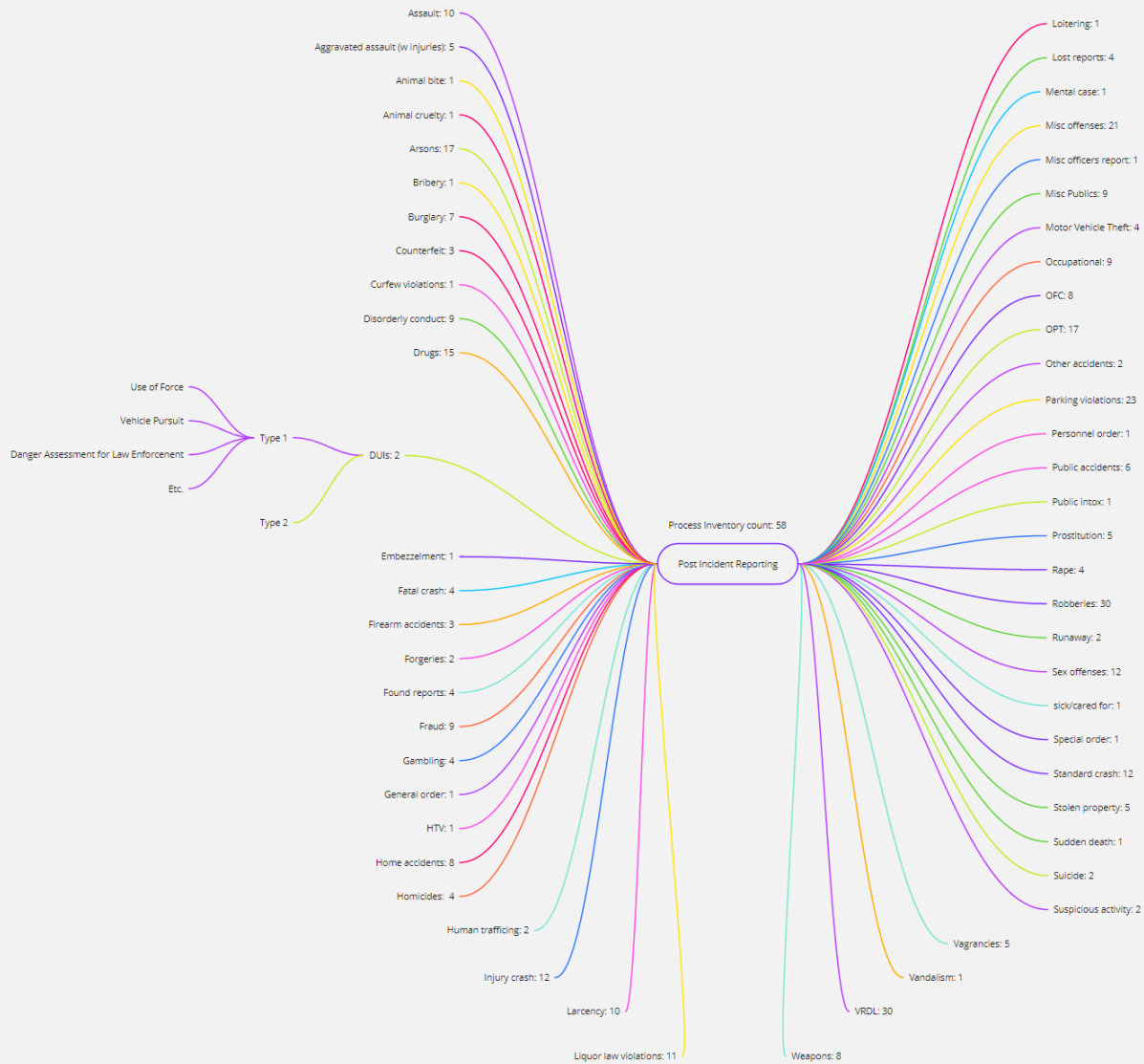
"SBPD should explore mechanisms for clarifying, streamlining, and introducing efficiencies into post-incident reporting, including in use of force reporting."

Goals

- Inventory all post-incident reporting processes and sub-processes
- Process map all inventoried processes to identify bottlenecks and overlapping data points
- Reduce redundancies and improve the efficiency at which officers can provide full bodied reporting information

Post Incident Reporting

Mind Map



Post Incident Reporting

Sub Reports + Forms

1. Use of Force form
2. Vehicle pursuit form
3. Canine form
4. Photographic report
5. Danger Assess for Law Enforcement
6. Receipt for Victim's Rights
7. Field copies (arrests)
8. Affidavits
9. Currency submission
10. Chain of custody sheet (property evidence)
11. Trespass form

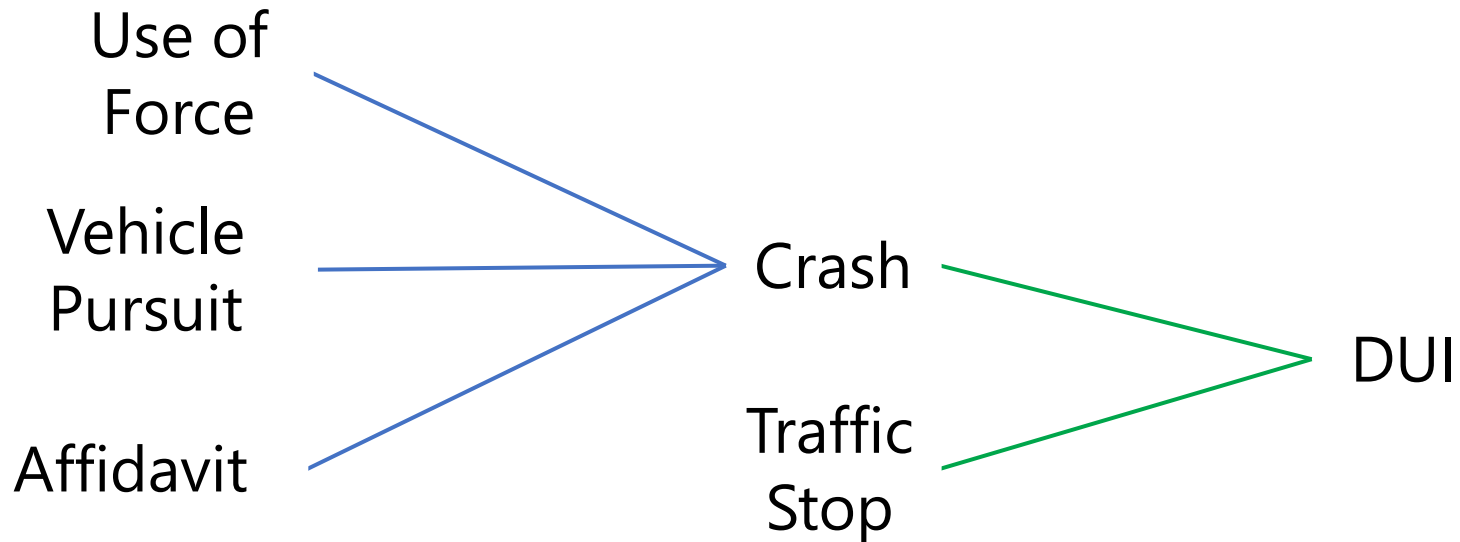
12. Name exchanges
13. Vehicle lock-outs
14. Lab requests (evidence)
15. Juvenile forms
16. Waivers and consent to search
17. Citations and warnings
18. 24hr detention forms
19. Crime Scene log
20. Curfew violations
21. Animal release form
22. Property release receipts
23. Honesty form

Post Incident Reporting

Inventory

58 incident types with **14** sub reports can be produced by any incident type

- 7 related to specific incident types only



Non-voluntary Contact Collection

Recommendation

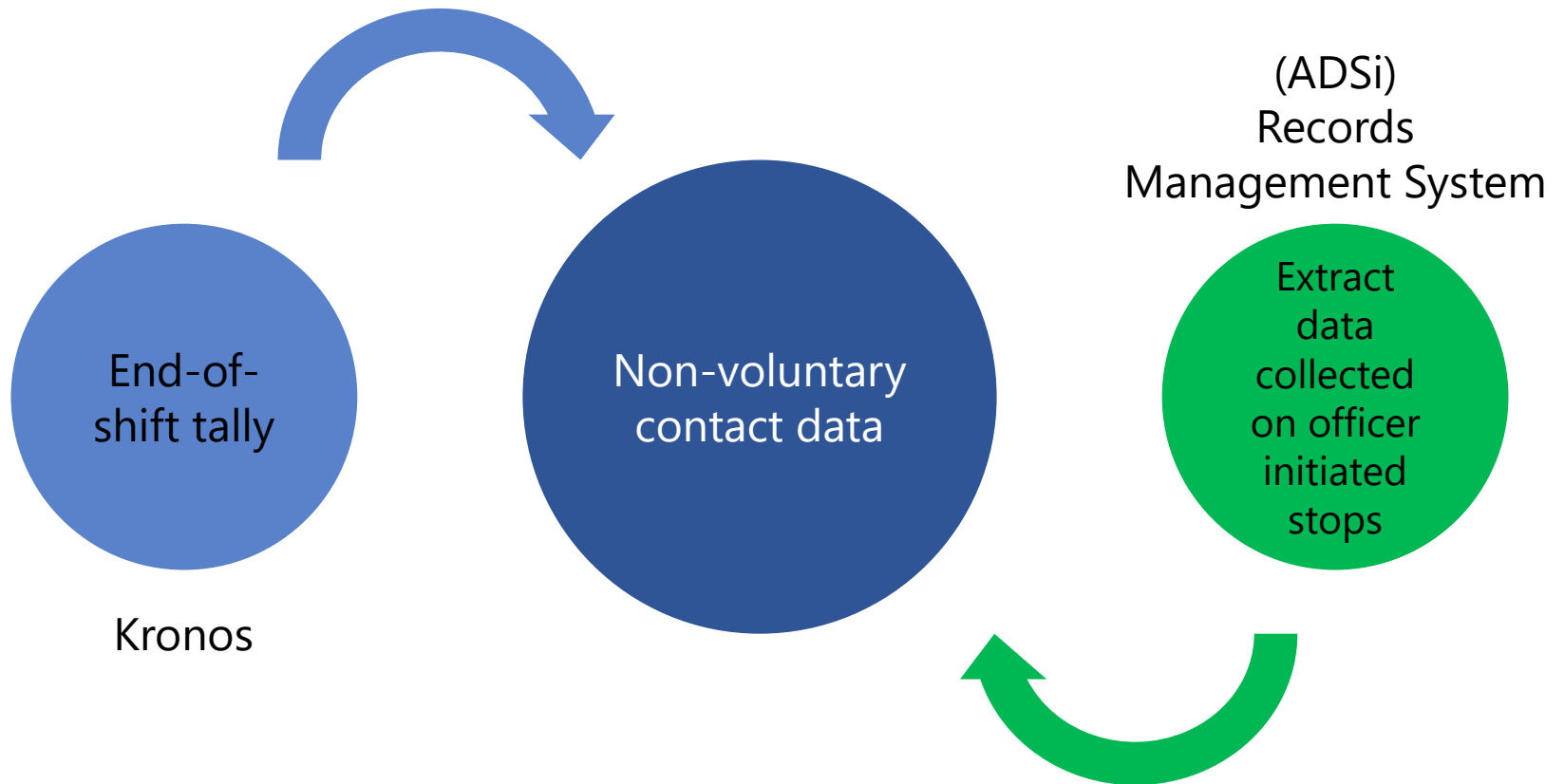
"SBPD policy should ensure the collection of rigorous information about all interactions with residents or civilians that are non-voluntary contacts, including field interviews, Terry stops, and traffic stops."

Goals

- Find a practical way of collecting documentation on officer-initiated interactions
- Where possible, collect data-points such as location and justification of the stop in a way that uses resources or information already used by officers

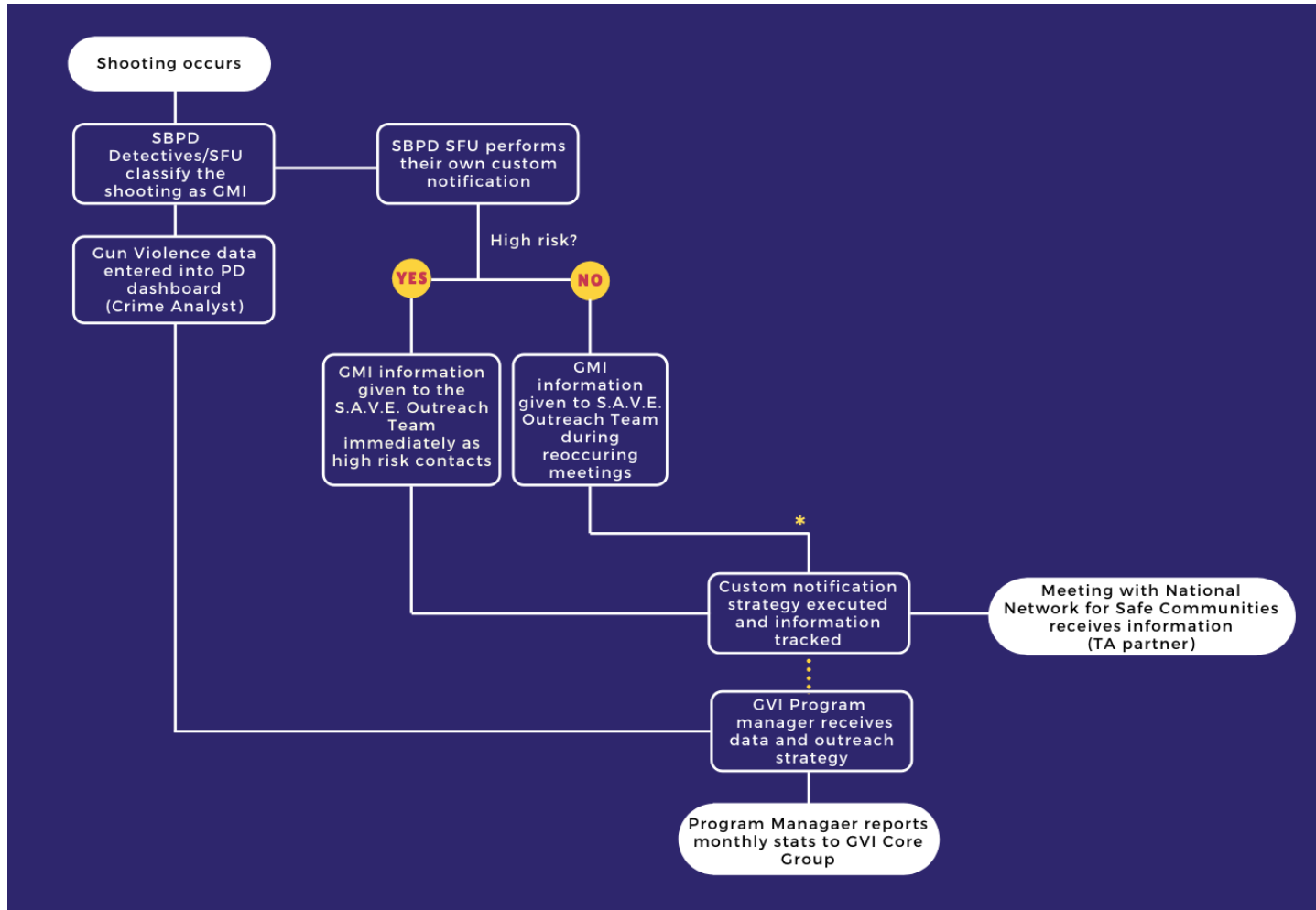
Non-voluntary Contact Collection

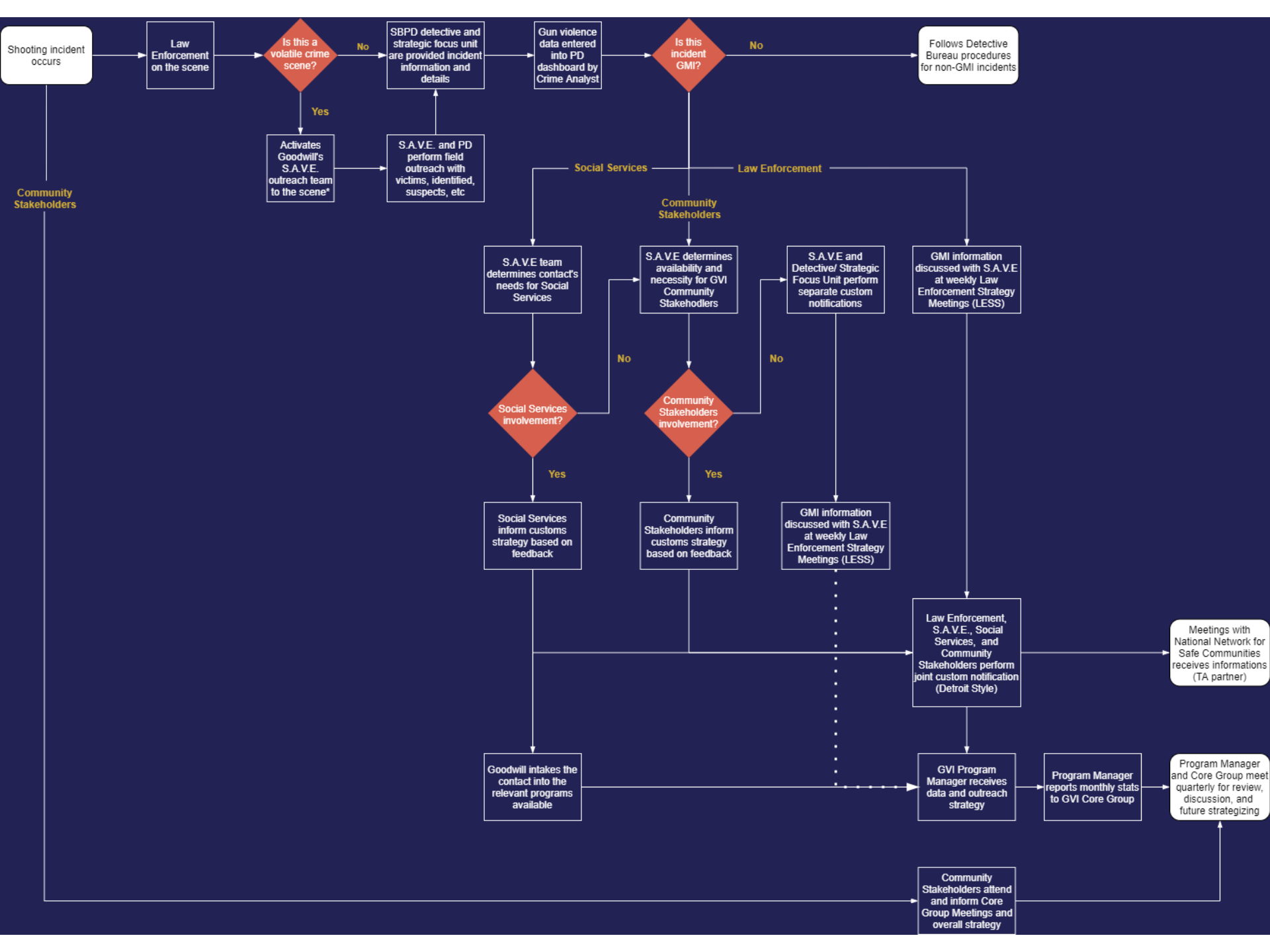
Progress



Group Violence Intervention

Furthering Transparency





Shooting incident occurs

Law Enforcement on the scene

Is this a volatile crime scene?

Activates Goodwill's S.A.V.E outreach team to the scene*

SBPD detective and strategic focus unit are provided incident information and details

Gun violence data entered into PD dashboard by Crime Analyst

Is this incident GMI?

Follows Detective Bureau procedures for non-GMI incidents

Community Stakeholders

S.A.V.E. and PD perform field outreach with victims, identified, suspects, etc

S.A.V.E team determines contacts needs for Social Services

Social Services involvement?

Social Services inform customs strategy based on feedback

Goodwill intakes the contact into the relevant programs available

S.A.V.E determines availability and necessity for GVI Community Stakeholders

Community Stakeholders involvement?

Community Stakeholders inform customs strategy based on feedback

S.A.V.E and Detective/ Strategic Focus Unit perform separate custom notifications

GMI information discussed with S.A.V.E at weekly Law Enforcement Strategy Meetings (LESS)

Law Enforcement, S.A.V.E., Social Services, and Community Stakeholders perform joint custom notification (Detroit Style)

GVI Program Manager receives data and outreach strategy

Program Manager reports monthly stats to GVI Core Group

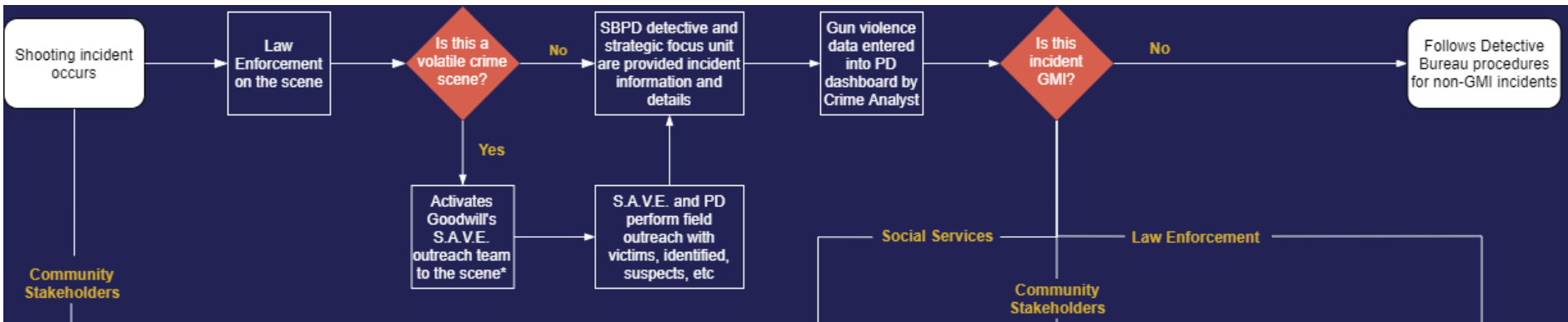
Meetings with National Network for Safe Communities receives informations (TA partner)

Program Manager and Core Group meet quarterly for review, discussion, and future strategizing

Community Stakeholders attend and inform Core Group Meetings and overall strategy

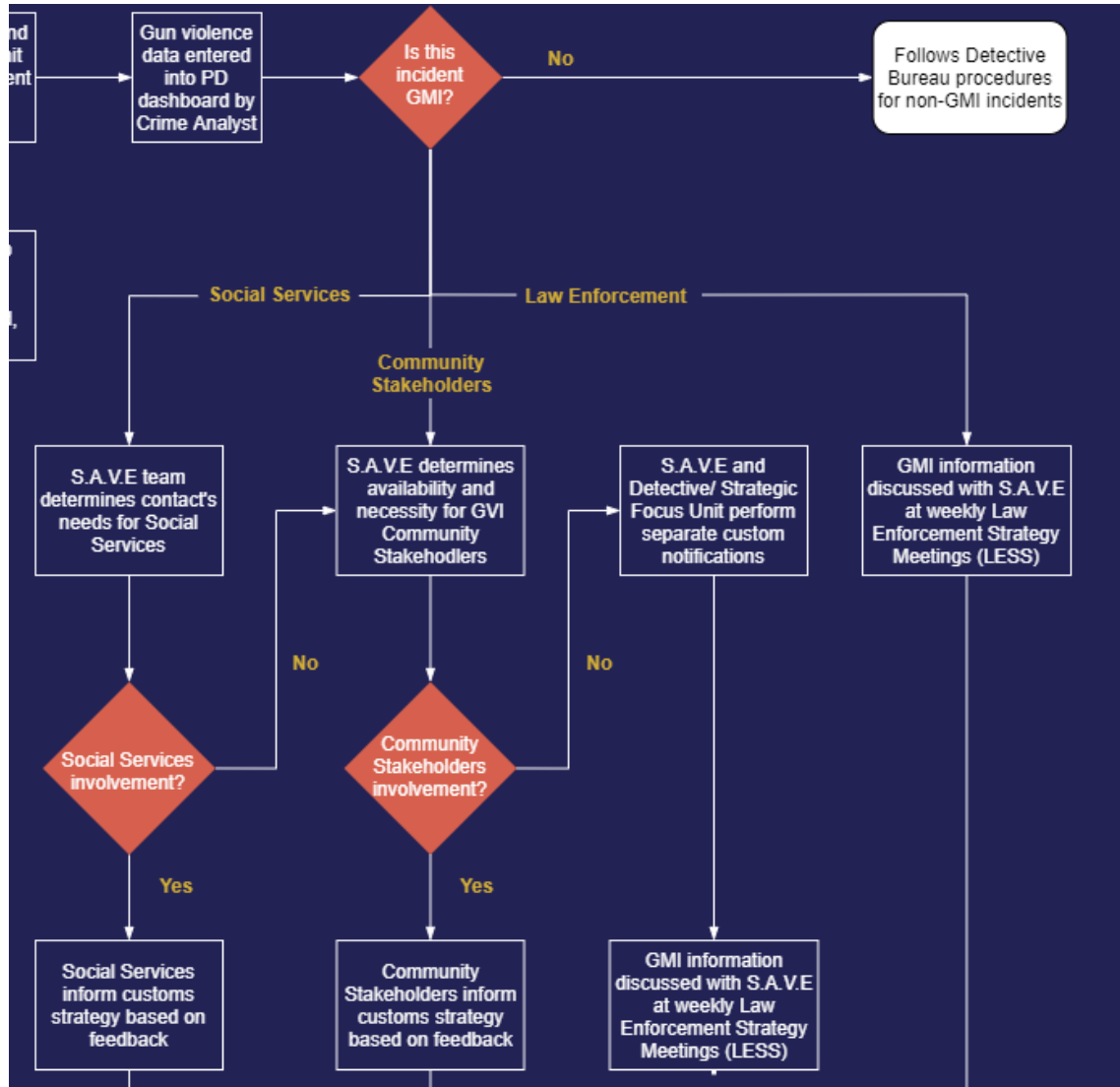
Group Violence Intervention

Process map walk-through



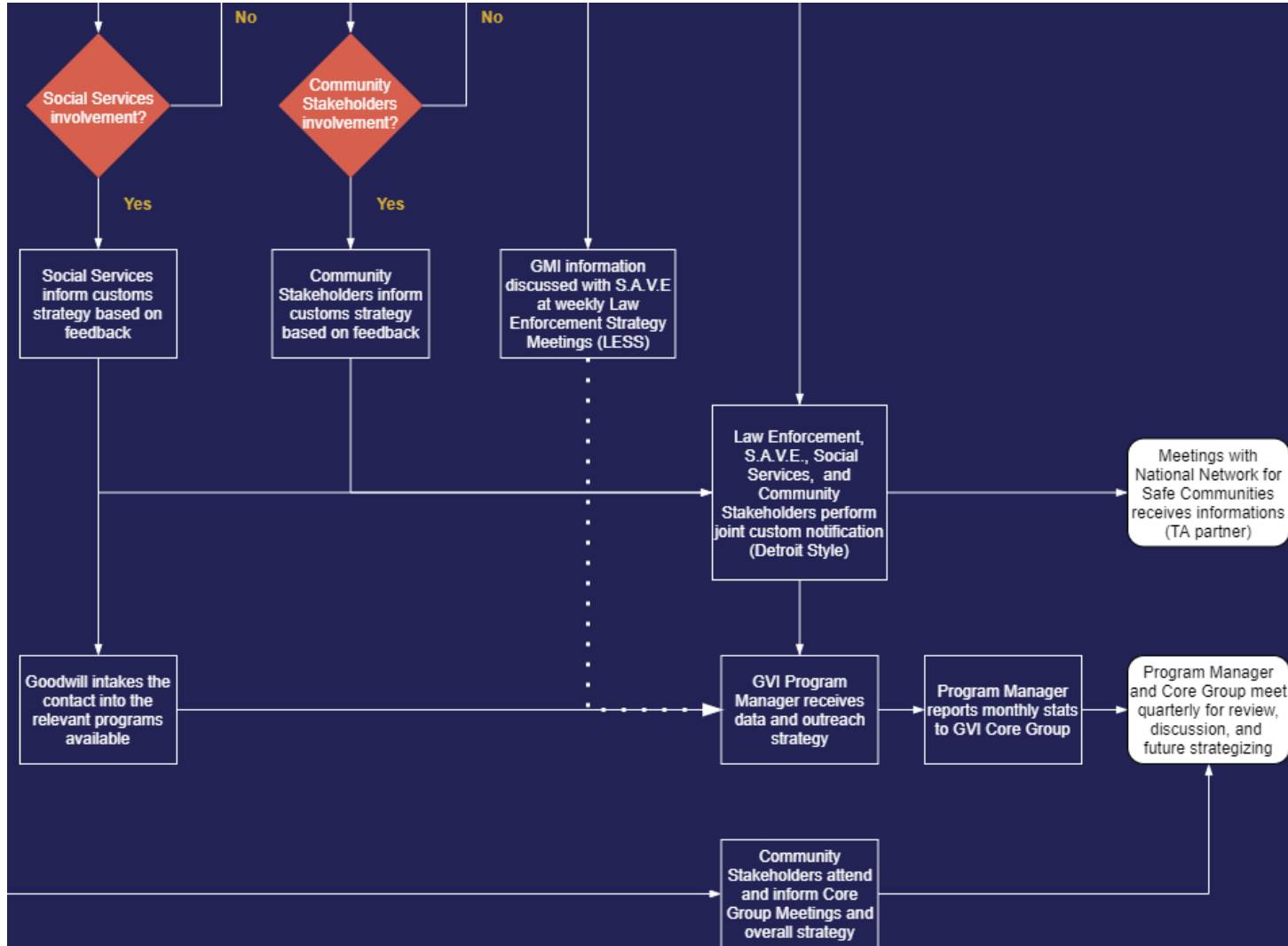
Group Violence Intervention

Process map walk-through



Group Violence Intervention

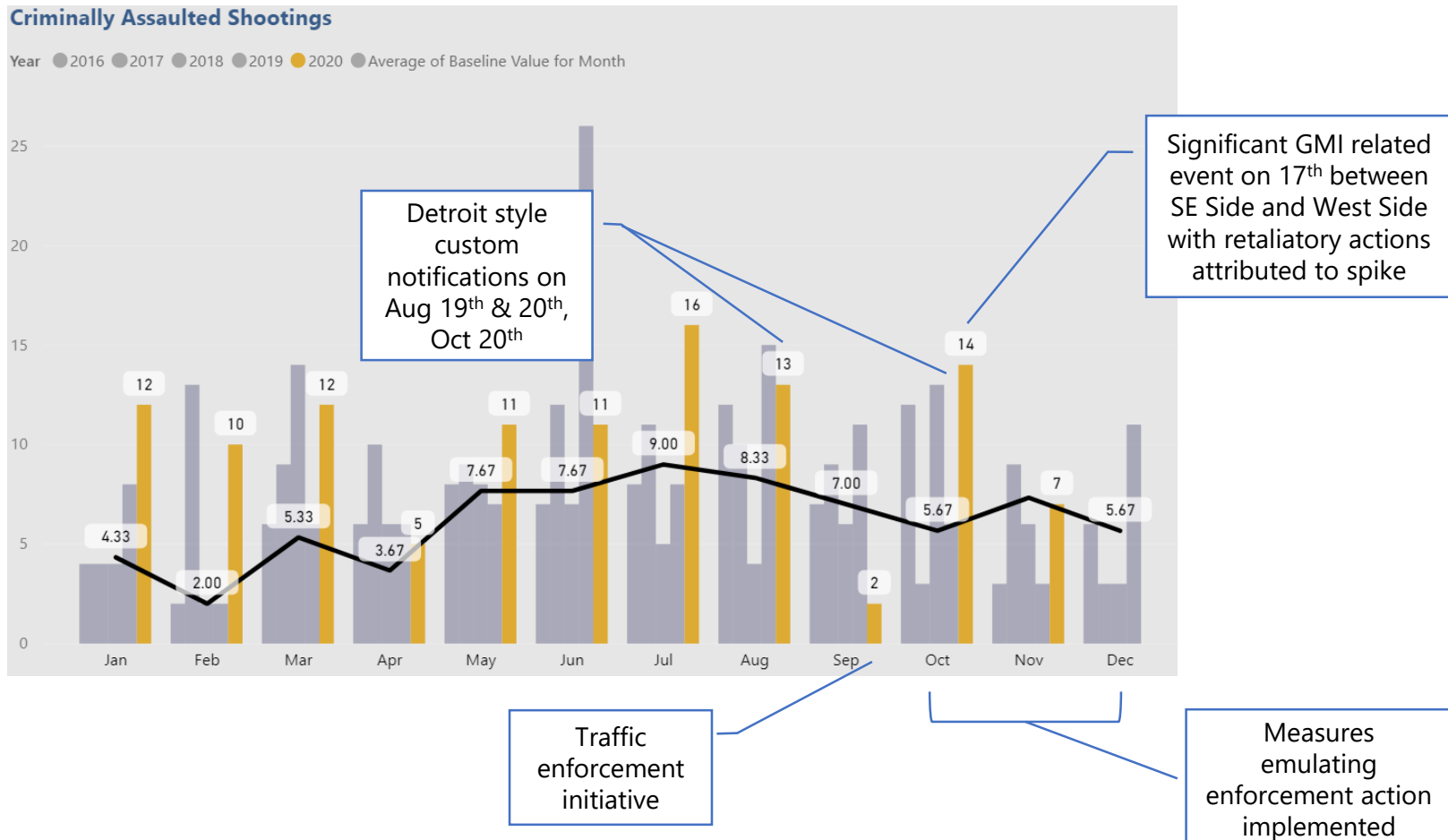
Process map walk-through



Group Violence Intervention

Shooting Stats Diverging Data

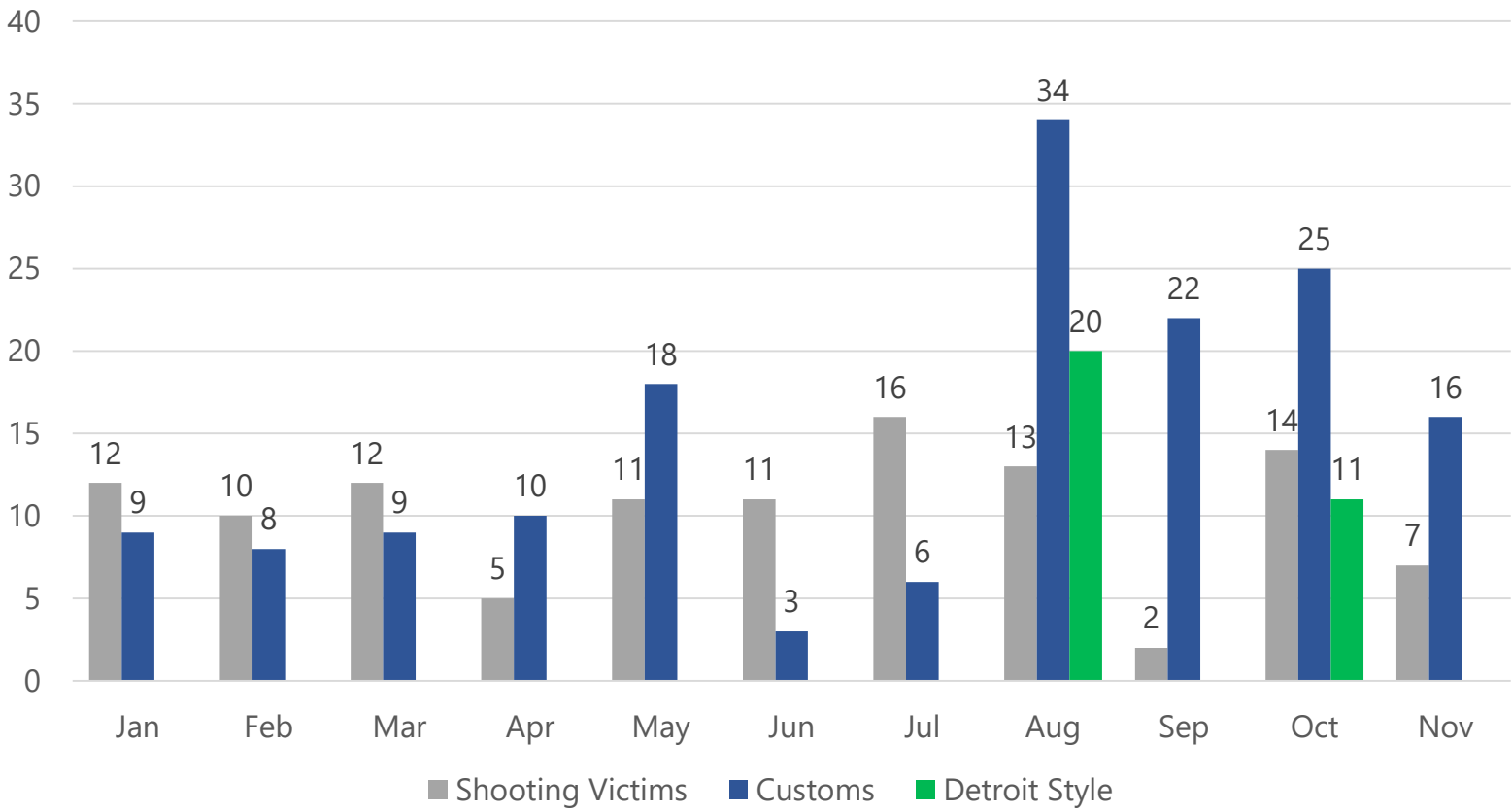
- Traffic enforcement initiative and GVI efforts led to a sharp decline in September
 - Less viable environment for shootings to occur



Group Violence Intervention

Shooting Victims Comparison to Customs

Custom Notifications



Group Violence Intervention

Measurables

1. Number of social service intakes via Goodwill partnership
 2. Recidivism percentages with GMI identified clients
 3. Number of community members reached through S.A.V.E. Outreach efforts
- These Measurables along with Number of Shooting Incidents on the decline, together, allow us to properly assess the strength of our strategy

Using data to drive performance

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

- Transparency Hub Stats
- ZenCity Officer Pay Raises

1. Transparency Hub + Open Data

Transparency Hub

Quick Stats

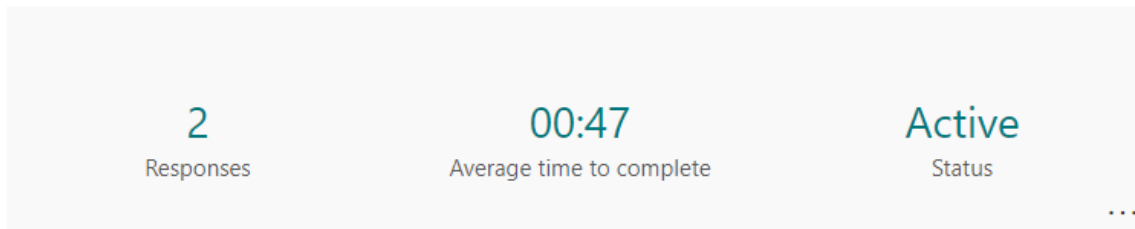
Page Views from Dec 1st to 13th

Page	Unique Page Views	Average Time on Page (minutes)
Home Page	958	01:01
Incidents + Crime	685	03:04
Compliments/Complaints + Review	199	02:21
Group Violence Intervention	47	03:18
Recruitment and Training	34	01:57
Total	2,005	01:43

40 Web Searches on Dec 2nd



Police Transparency Hub Feedback



Trust + Accountability

Transparency Hub

Quick Stats Continued

4 News Articles

- [South Bend Transparency Hub Upgraded to Include Resident's Suggestions](#)
- [DIGGING DEEPER: The Transparency Behind South Bend's Updated Transparency Hub](#)
- [South Bend Police Department's Transparency Hub is Now Mobile](#)
- [South Bend police changes keep misconduct and discipline records out of view](#)



Trust + Accountability

2. ZenCity – Officer Pay Raises

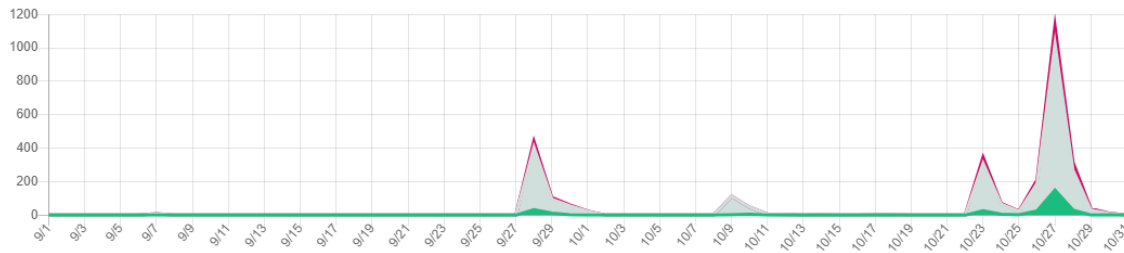
Officer Pay Raises

Discourse Snapshot

Officers' pay raise

Search terms used in this project: pay, salary

SCORE OVER TIME



SENTIMENT OVERVIEW



TRENDING TOPICS

Public Safety 100%



POPULAR WORDS

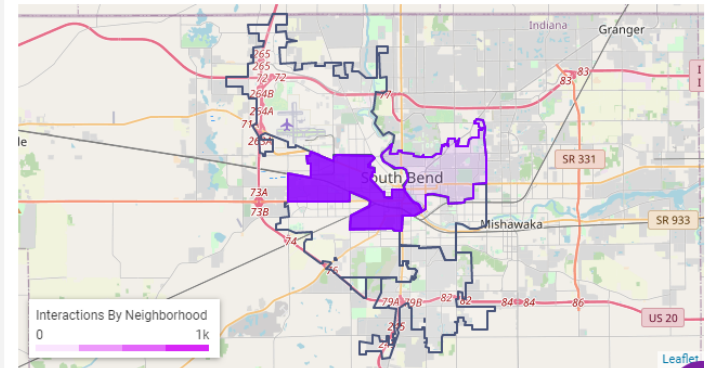


INTERACTION COUNT

2,967
Total Interaction Count

MAP

Heat map by Neighborhood



Officer Pay Raises

Insights

Of 2,967 interactions from September thru October:

- Positive and negative sentiment was split **10%** & **9%**, respectively
- Criticism expressed that **officers' salaries are too high** compared to neighboring cities or jobs with a similar level of education. **Others focused on officers' conduct.**
- On the other hand, some commenters were angered with those who objected to the council's decision. Those mainly **advocated that since officers put their life on the line, they deserve a high salary.**

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">• Start Facebook Ads up again for next application• Update tracking graphs from Q1 of 2020 for Q1 of 2021
Considerations	<ul style="list-style-type: none">• Preliminary conversations around starting our own academy to resolve academy bottle necking and backlog<ul style="list-style-type: none">• ILEA in Plainfield cannot admit anyone until potentially August 2021 or later• NILEA is filling fast

Next Steps + Considerations

Transparency Hub

Next Steps

- Add media FAQ page
- Finalize script for mini video series for the Transparency Hub to explain all features page by page
- Send email to SB UX participants with survey link for feedback on addressing their suggestions
- Continue to add and refine content
 - Convert ESRI tables to PowerBI

Considerations

- Criminally assaulted shootings chart on the Incident + Crime Dashboard
- How to make the data faster and more efficient; automation, centralized data collection, etc.

Next Steps + Considerations

Post Incident Reporting

Next Steps	<ul style="list-style-type: none">• First process mapping session occurred Dec 11th for DUI• Schedule second session for Assaults ad Aggravated Assaults
Considerations	<ul style="list-style-type: none">• ADSi/RMS update• Quantifying efficiencies captured and potential time saved from process improvements

Next Steps + Considerations

Non-voluntary Contact Collection

Next Steps

- Hold for ADSi/RMS update in mid-January to see if querying data and exporting data is improved via CyberQuery or API availability
- Quantify gap, if any, between non-voluntary contacts not captured in ADSi
 - Pilot a “non-voluntary counter” to a sample of officers for a month

Considerations

- Not all non-voluntary interactions are recorded via ADSi/RMS depending on the nature of the interaction
 - Is this gap essential to capture?

Next Steps + Considerations

GVI Expansion

Next Steps

- Post brief GVI introduction video on the transparency page
- Finalize process map internally and with CORE Group before publishing
- Further analysis on other measurables for GVI

Celebrating our values

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

Celebrating Our Values

Thanksgiving Food Drive



Celebrating Our Values

Santa's Elfficers



200 applicants = 4 times the families



SBStat

Police

Q4 Dec 15, 2020