City Performance Management
2020 Q4 SB Stat Post Meeting Memo

2020 SB Stat Key Takeaways

Recruitment

- Three School Resource Officers and one Sergeant attended a recruitment training which covered contemporary recruitment, marketing, and background investigation practices
  - New strategies implemented include increasing personal and proactive outreach to candidates and business cards with the Recruitment and Training team's contact information.
  - The Training and Recruitment team has received positive feedback on the personalized follow-ups from candidates

Transparency hub + crime dashboard

- In planning since Q1 2020 and powered by resident feedback, the updated Transparency Hub went live November 30th with a press release the following day on December 1st.
  - From December 1st – 13th, there were 2,005 unique views. The home page and "Incident + Crime" dashboard had the most views. The "Incident + Crime" and "Group Violence Intervention" had the longest average viewing time at over 3 minutes.
  - This update also addressed most of the points mentioned in the recommendation provided by 21CP with more timely updates and data points.

Peer support program

- The peer support program, which has been in discussion for a few years, is now active and available for officers as of October. The goal of the program is to provide officers with a contact point for confidential and personal matters and to better connect them with services available in a sustainable way.

Post incident reporting

- This inventory and process mapping initiative's purpose is to streamline reporting and help save officer's time to focus less on paperwork and more on their work within the community.
  - 58 major incident reports were identified along with 23 sub-reports and forms in the first session

Non-voluntary contact collection

- Non-voluntary contacts are interactions initiated by officers with civilians that were not generated by a dispatch call or the civilian themselves. This project is underway to marry the information from the systems already collecting this data to create a centralized picture of these interactions.

GVI expansion

- The process map from Q3 has been expanded to a city-wide map to include all GVI partners involved in the strategy. It is pending approval from the GVI external partners and is planned to evolve and update with the program as a living document.
- Shooting victims had increases followed by significant decreases in the last few months of this year. The traffic enforcement actions of September combined with an increase in custom notification (particularly Detroit style) created a less viable environment for shootings to occur. The relationship of these actions is reflected in the peaks and troughs on the following months.

2020 SB Stat Topic Next Steps

Recruitment

- Tracking of Recruitment's initiatives and strategies in a mirror analysis of Q1 2020.
- Preliminary discussions of SBPD running its own academy to address the growing bottleneck of recruits to available academies.

Transparency hub

- Finalize script for walk-through miniseries and film video.
- Send email to SB UX cohort with survey link and scheduling follow-up session.
- Add a media FAQ section for both media and resident convenience.

Post incident reporting

- Complete mapping of three most complex processes considering scheduled Records Management System upgrade

Non-voluntary contact collection

- Holding ironing out data extraction from RMS for upgrade but proceeding with exploration of dispatch and Kronos system data captures.
- Explore pilot of non-voluntary contact counter to get estimation of scale

GVI expansion

- Post brief GVI introductory video on the Transparency Hub
- Get approval of expanded strategy map from CORE group members
- Further analysis on other measurables for GVI

Potential Topics Q1 2021 SB Stat

- Recruitment and hiring analysis follow-up
- South Bend Police Academy
- Post-incident reporting and non-voluntary contact progress
- Training and resident experience surveys

SBStat 2020