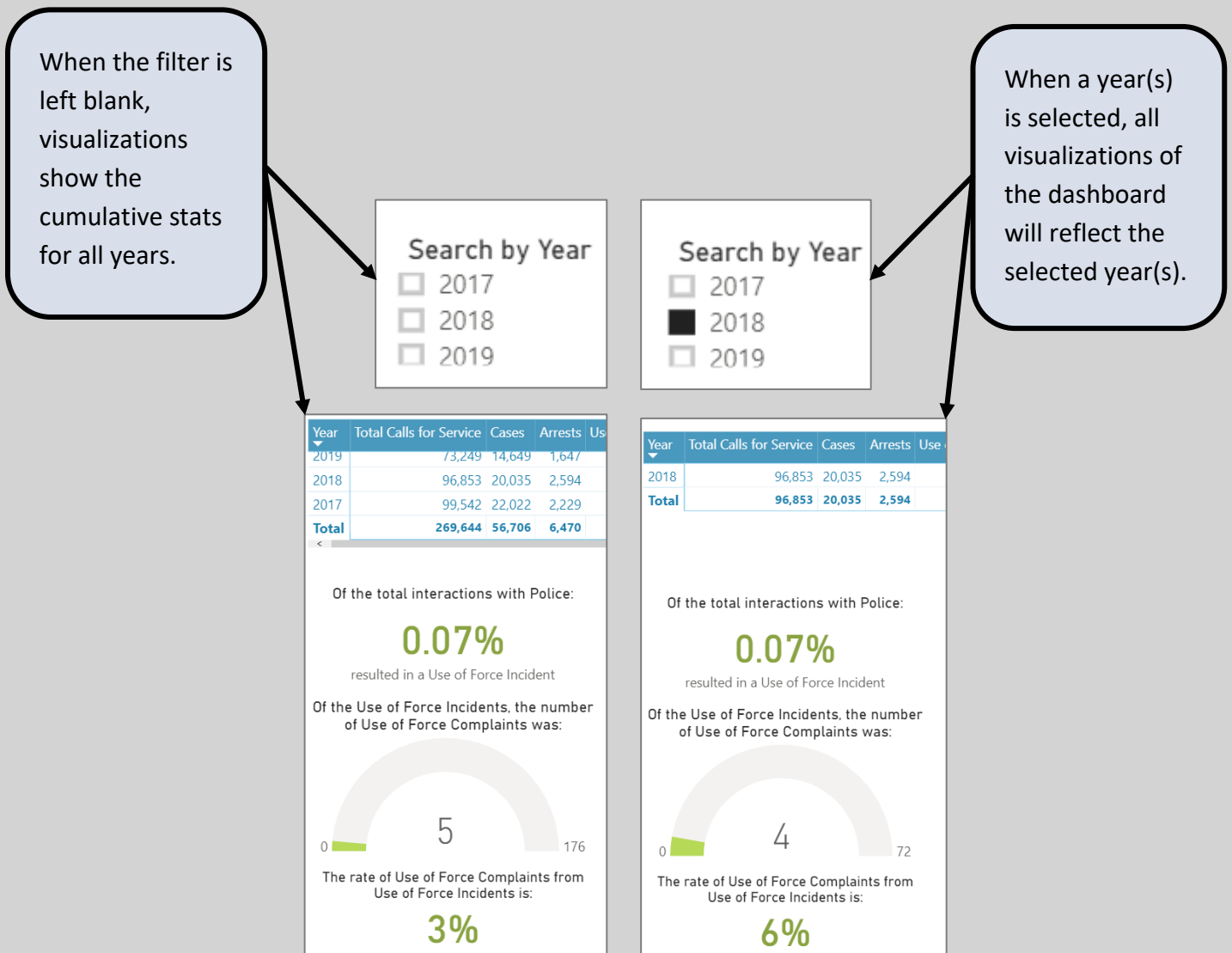# How to Use the Interactions Dashboard

This is a guide to navigate the different features of the Interactions Dashboard in the South Bend Police Department's Transparency Hub. The Interactions Dashboard contains information on statistics for complaints and use of force incidents

Anatomy of the Dashboard

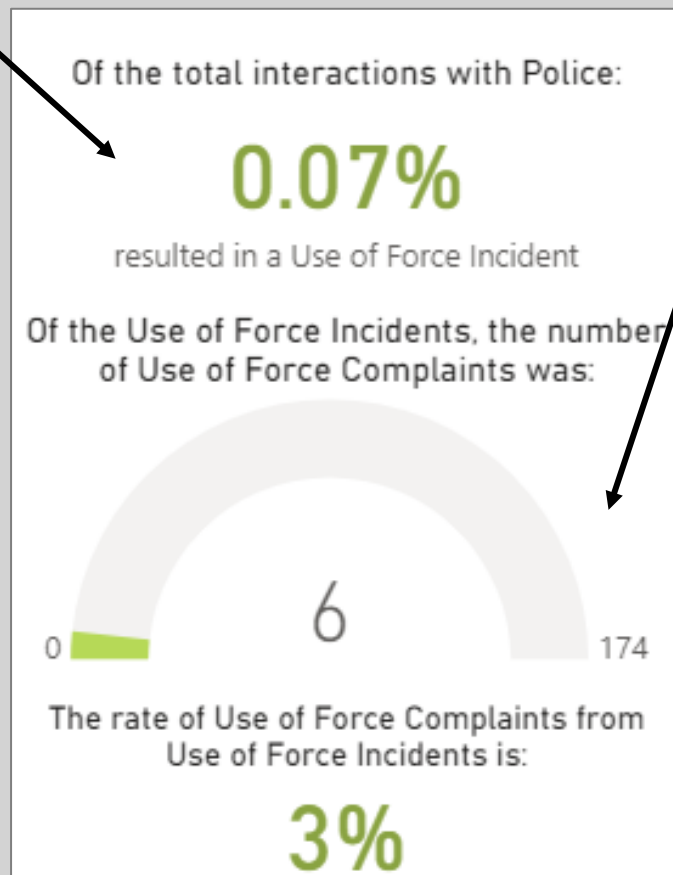This is an overview of each visualization and its function on the dashboard.

Search by Year Filter

When the filter is left blank, visualizations show the cumulative stats for all years.

When a year(s) is selected, all visualizations of the dashboard will reflect the selected year(s).

Search by Year
- ☐ 2017
- ☐ 2018
- ☐ 2019

Search by Year
- ☐ 2017
- ☑ 2018
- ☐ 2019

Year	Total Calls for Service	Cases	Arrests	Us
2019	73,249	14,649	1,647	
2018	96,853	20,035	2,594	
2017	99,542	22,022	2,229	
Total	**269,644**	**56,706**	**6,470**	

Year	Total Calls for Service	Cases	Arrests	Use
2018	96,853	20,035	2,594	
Total	**96,853**	**20,035**	**2,594**	

Of the total interactions with Police:

0.07%

resulted in a Use of Force Incident

Of the Use of Force Incidents, the number of Use of Force Complaints was:

0   5   176

The rate of Use of Force Complaints from Use of Force Incidents is:

3%

Of the total interactions with Police:

0.07%

resulted in a Use of Force Incident

Of the Use of Force Incidents, the number of Use of Force Complaints was:

0   4   72

The rate of Use of Force Complaints from Use of Force Incidents is:

6%

The first percent shows the proportion of use of force incidents (not complaints) relative to total interactions with Police.

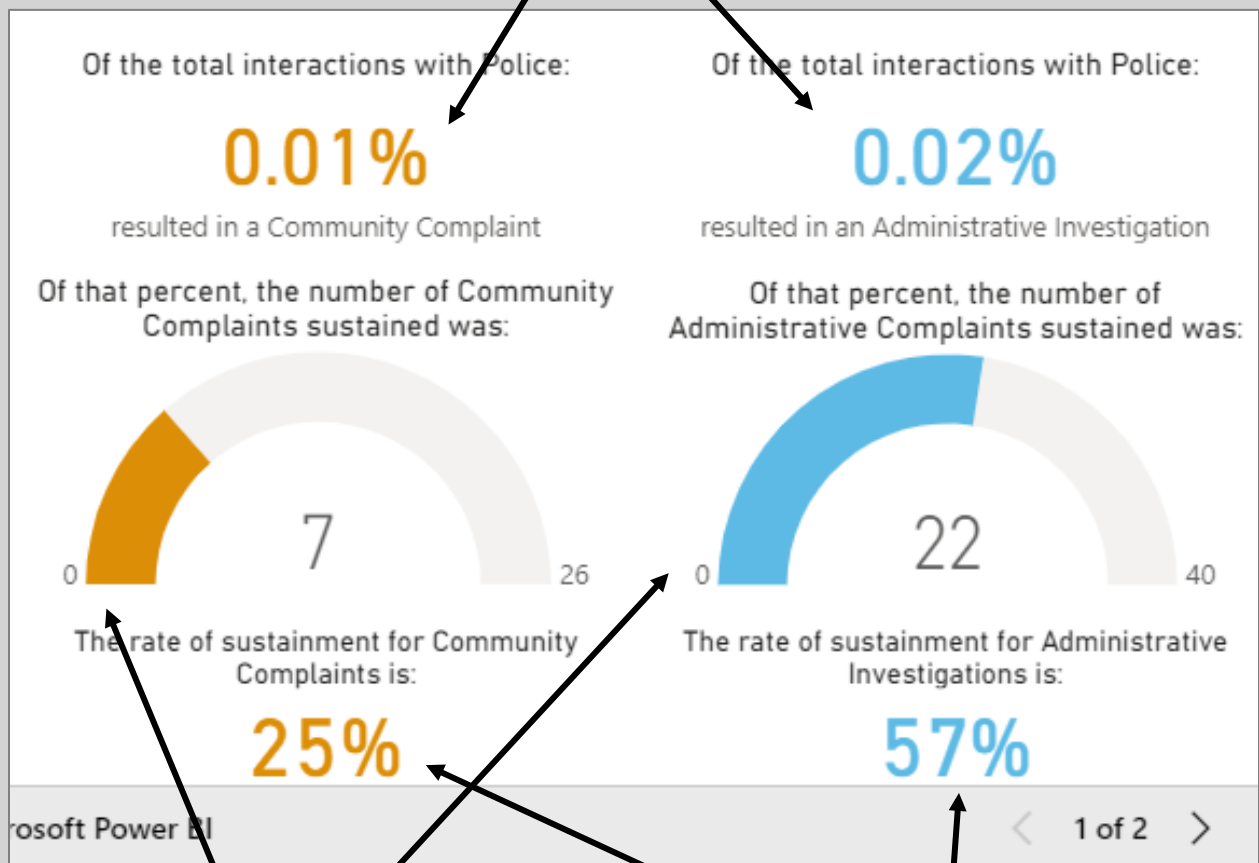The gauge shows the total number of complaints verses the amount of use of force incidents

Of the total interactions with Police:

0.07%

resulted in a Use of Force Incident

Of the Use of Force Incidents, the number of Use of Force Complaints was:

6

0   174

The rate of Use of Force Complaints from Use of Force Incidents is:

3%

This is percent value of the number of use of force incidents that also had use of force complaints.

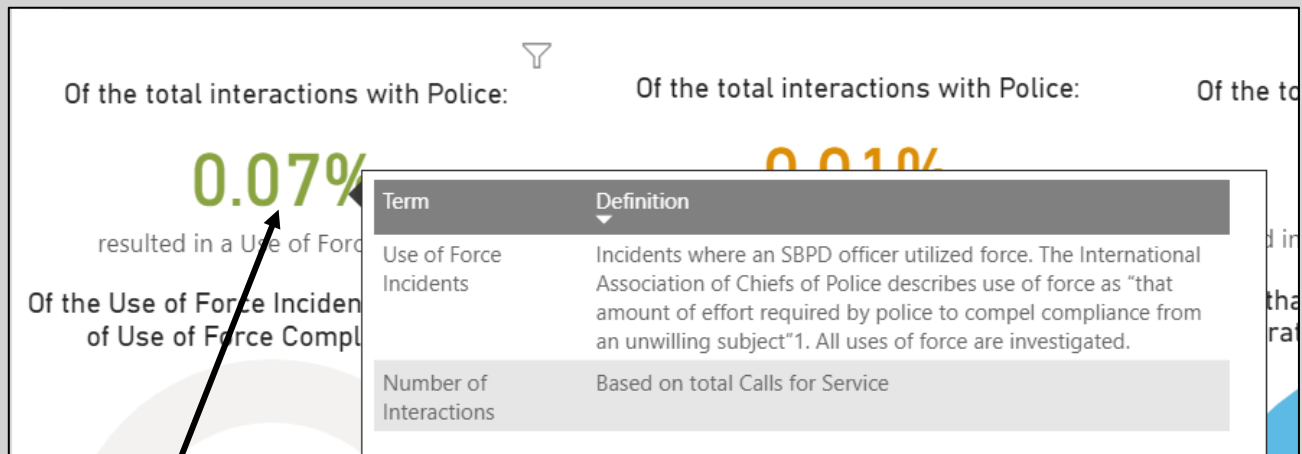The first percent shows the proportion of complaints to the number of interactions with police.

Of the total interactions with Police:

0.01%

resulted in a Community Complaint

Of the total interactions with Police:

0.02%

resulted in an Administrative Investigation

Of that percent, the number of Community Complaints sustained was:

7

0   26

Of that percent, the number of Administrative Complaints sustained was:

22

0   40

The rate of sustainment for Community Complaints is:

25%

The rate of sustainment for Administrative Investigations is:

57%

rosoft Power BI

< 1 of 2 >

The gauge shows the total number of complaints verses the amount that were sustained.

This is the number of complaints sustained in a percent value. This is on the current dashboard as a column.
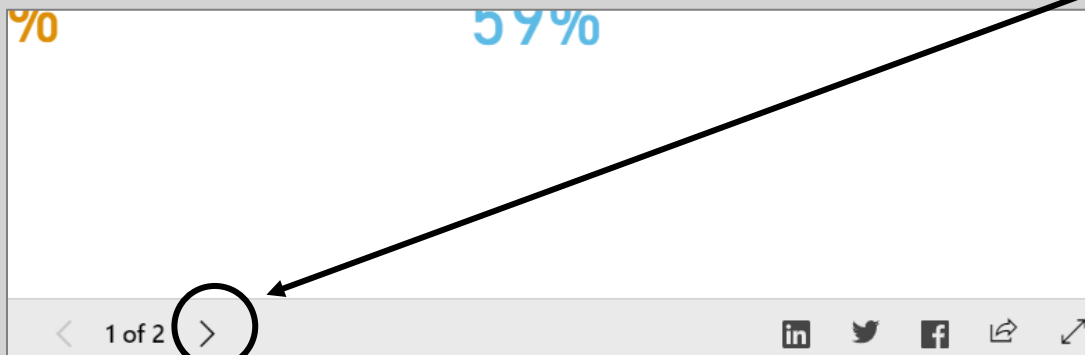
Where to Find Definitions of Terms Used

Curious about what terms like total interactions, use of force, and administrative investigations mean? The definitions are built into the dashboard and in the Data Dictionary.

Term	Definition
Use of Force Incidents	Incidents where an SBPD officer utilized force. The International Association of Chiefs of Police describes use of force as "that amount of effort required by police to compel compliance from an unwilling subject"[1]. All uses of force are investigated.
Number of Interactions	Based on total Calls for Service

Hover over a visualization for the specific definitions related to it.

Or click the page arrow at the bottom center of the dashboard to view the entire Data Dictionary.

1 of 2

Term	Definition
Use of Force Complaints	This is the number of uses of force that required additional review beyond routine investigation due to a complaint (a complaint can originate either internally or from a citizen).
Rate of Sustainment for Community	Percentage of community complaints in which the complaint was sustained after an investigation by a supervisor and/or the Office