



ORLANDO POLICE DEPARTMENT



CRIME CENTER CASE STUDY
ORLANDO, FLORIDA
JUNE 2021

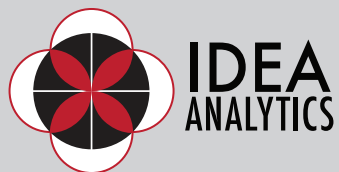


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HOW DO YOU DEVELOP A SUCCESSFUL CRIME CENTER?

Strategy - Dedication - Vision

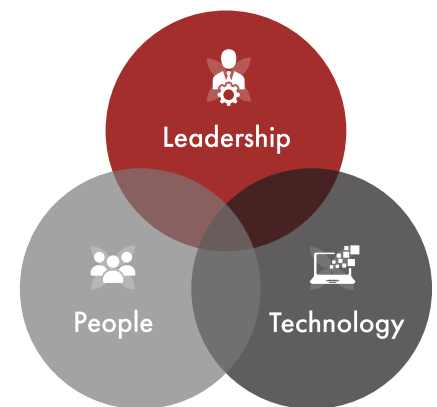
Centralized analytical centers are vital in supporting data-driven policing strategies in ongoing operational and crime-reduction efforts. Consisting of a variety of information sources, these centers provide strategic, tactical and intelligence analysis to inform officer operations and guide overall efforts to reduce harm. To achieve these efforts, an agency must have the strategy, dedication, and vision for the evolving process of technology and people process improvements.



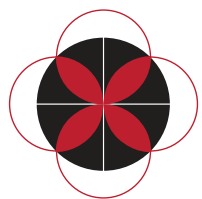
Focusing on public safety needs and crime reduction efforts, the Orlando (FL) Police Department (OPD) engaged in a three-year process to realign, redesign, and launch their Crime Center beginning in 2019. This report captures OPD's journey to generating a centralized Crime Center to support intelligence-led policing strategies. This case study captures OPD's path to establishing their own Crime Center and highlights the changes and successes they have achieved on this journey. This case study is also intended to inform other agencies interested in developing or enhancing their crime analysis functions to support public safety needs.

THE IDEA ANALYTICS APPROACH: BUILDING ANALYTICAL CAPACITY

Organizational effort to build and/or enhance analytical capacity is framed by three key domains: **1) Leadership, 2) People and 3) Technology.** IDEA Analytics performs assessments in each of these areas to determine the organization's current capacity and performance to identify opportunities for enhancing resources, developing strategies, and ensuring equitable services for the community. This case study provides details on these domains before and after the OPD implemented the Crime Center. Changes to the capacity of the agency and impacts to operations are highlighted to demonstrate the dedication necessary to achieve outcomes.



ABOUT IDEA ANALYTICS



IDEA Analytics, a woman-owned small business, and our teammates possess an extensive portfolio of national and global experience in developing, delivering, and monitoring training for governments. The IDEA Analytics Team brings over 100-combined years of experience working with local governments on organizational change, training development and delivery, and implementing accountability and equitable practices.

Our team combines expertise from government, academia, and private industry to the provide in-depth knowledge, skills, and abilities to support long-term projects focused on transforming public services. IDEA Analytics has proven successes in long-term, [large scale projects with over 80 local and state municipalities](#) across the United States seeking to institutionalize evidence-based practices and performance-based measures to ensure equitable service delivery and accountability. We bring this

experience to our clients to effectively support their projects – in-person or virtually – and ensure desired outcomes are achieved.

We deliver repeated success to our clients through a four-phased agile methodology to **Identify – Develop – Educate – Assess**. IDEA Analytics combines this methodology with human-centered design techniques, leadership coaching, adult learning methods, and results-based accountability to provide solutions for our clients.

ABOUT THE CITY OF ORLANDO AND THE ORLANDO POLICE DEPARTMENT



The City of Orlando, Florida is the center of the Orlando metropolitan area, the third-largest metropolitan area in Florida, and the state's largest inland city. Spanning nearly 114 square miles, including 115 neighborhoods and various unincorporated communities, Orlando has a population of approximately 290,000 and is one of the country's premier tourist destinations, hosting Disney World, Universal Studios, and several sporting arenas, which estimate around 75 million domestic and international visitors each year.

The OPD is responsible for all law enforcement activities within the 37 square mile jurisdiction. OPD consists of four bureaus: Administrative Service Bureau, Investigative Services Bureau, Patrol Services Bureau, and Special Services Bureau. The department is composed of over 800 sworn officers and approximately 240 civilian staff members tasked with upholding the safety and security of the city's residents and visitors.

ABOUT NTTAC



The mission of the [U.S. Department of Justice, Bureau of Justice Assistance](#) (BJA) is to provide leadership and services in grant administration and criminal justice policy development to support local, state, and tribal law enforcement in achieving safer communities.

Established in 2008, [BJA's National Training and Technical Assistance Center](#) (NTTAC) connects state, local, and tribal justice agencies in need of assistance with specialized national experts to help address those needs. The justice agencies BJA NTTAC assists justice agencies such as prosecutors' offices, police departments, city and county commissioners, corrections departments, and more. The goal of BJA NTTAC is to provide these agencies the resources needed to reduce violent and drug-related crime, support law enforcement, manage offenders, and combat victimization.

To achieve this goal, BJA NTTAC provides [no-cost training and specialized guidance](#) -- also known as technical assistance - both in-person and virtually on a wide variety of [criminal justice topics](#) ranging from crime prevention, to mental health, to adjudication. BJA NTTAC takes the time to understand the specific justice-related need of the agency requesting help and matches that need with the right expert to provide the training or specialized guidance.

PROJECT TIMELINE

FEBRUARY - JULY 2019

- Peer exchanges with regional agencies
- Peer exchanges with out of state agencies
- Engagement with BJA NTTAC

DECEMBER 2019

- OPD Briefing on Building Analytical Capacity
- Planning for Implementation Activities for Crime Center
- OPD hires new analysts

APRIL - JUNE 2020

- Virtual analyst learning sessions with IDEA Analytics (COVID response)
- New CAD implemented

JULY - DECEMBER 2020

- OPD Crime Center Operating Manual and Guidelines Developed
- OPD Crime Center revises weekly and monthly crime analysis outputs, refines meetings for intel-driven policing efforts
- OPD develops Supervising Crime Analyst position, promotes senior analyst

MAY - AUGUST 2021

- Geospatial Analysis virtual training sessions with IDEA Analytics
- Crime Reduction Strategy virtual training sessions with IDEA Analytics
- OPD Crime Center rotation and assignment schedule planned for year
- New OPD Supervisory Crime Analyst promoted

JANUARY 2019

- OPD Strategic Plan

JULY - OCTOBER 2019

- Construction of Crime Center
- New RMS implemented
- Building Analytical Capacity Assessment with IDEA Analytics
- Peer exchanges with out of state agencies
- Technical assistance with IDEA Analytics

JANUARY - MARCH 2020

- OPD preparation of Crime Center Opening
- Implementation timeline for Crime Center analyst projects and training

APRIL 2020

- Crime Center Opens

JANUARY - APRIL 2021

- OPD organizational changes to support Crime Center and technology efforts
- Technology assessment and planning
- OPD Crime Center Training Manual developed
- OPD hires and trains additional analysts
- OPD Leadership and Management Information Sessions
- Interviews on Crime Center impact

“Going to the different locations, the planning process, and having them [BJA and IDEA Analytics] work with us ... thinking about how we’re going to articulate the whole creation of this...that was one of the first steps.”

-OPD Stakeholder



LEADERSHIP

The primary domain for building analytical capacity is Leadership. This domain identifies the organizational commitment to develop a vision and strategies to develop analytical capabilities and applies these towards decision making and operations. In 2018, Chief Orlando Rolón emphasized the importance for OPD to follow data-driven policing strategies to support the next generation of policing in the city. This began the vision of the OPD Crime Center.

BEFORE THE CRIME CENTER: KEY OBSERVATIONS



Redesigning Intentions

The 2019-2023 OPD Strategic Plan was created to guide the department's mission and goals to provide public safety for its community. Two strategic issues were emphasized within the Strategic Plan for OPD to further data-driven policing strategies to address public safety concerns and criminal activity. Strategic Issue #2 – Technology focused on improving technology resources and the coordination of all technology implementation. Technology projects such as record management and call dispatch system upgrades and video surveillance along highways, focused on driving intelligence-led policing and public safety efforts. Strategic Issue #5 – Crime Center focused on developing a centralized analytical unit that combined civilian and investigative positions to enhance the OPD's ability to use data before, during and after criminal incidents. The Crime Center would also become a centralized location to synthesize various technologies that would support the department's analytical efforts.



Aligning Leadership

To drive these strategic issues and reach desired outcomes, Police Chief Rolón reassigned leadership staffing. In 2019, Lt. Jay Draisin was appointed to lead all efforts to implement new technologies and fully develop the Crime Center. Lt. Draisin began to realign crime analysis personnel, forensic, and crime scene personnel and synthesize the technology available to the department for intelligence-led efforts.



Generating a Budget

To implement changes OPD needed a budget for the Crime Center. OPD leveraged a variety of funding sources to support the human and technology changes for the Crime Center. Joining monies from city budgets, previous funding reallocation, and grants amplified the department's purchasing power to update or buy new technologies. A total of four grants were used for the license plate reader (LPR) project and other existing allocated budget funds were used for furniture and computer equipment.

"We had no idea what this was. We had heard of Real Time Crime Centers, but we didn't know what it was. There was not a lot of information passed on aside from wanting to go in a more intelligence-led policing direction and incorporating that in a Real Time Crime Center.

-OPD Stakeholder

ACTIONS

- Leveraged local network and grew partnerships for peer learning and information exchange. OPD leadership and analysts visited regional Florida agencies in Pinellas, Volusia, and Orange counties to identify operational processes, information sharing methods, and personnel approaches to generate their own approach to centralized analytical and information center.
- Requested assistance from the Bureau of Justice Assistance's (BJA) National Training and Technical Assistance Center (NTTAC) for additional peer exchanges and learning opportunities. To ensure the department learned from the law enforcement agencies, OPD leadership and analysts visited the centralized analytical centers or real-time crime centers of St. Louis (MO) Police, Chicago (IL) Police, and Charlotte-Mecklenburg (NC) Police.
- Partnered with IDEA Analytics through the BJA NTTAC Crime Analysis on Demand Initiative to support implementing best practices for enhancing analytical capacity. Dr. Jessica Herbert, CEO of IDEA Analytics, conducted a Leadership-People-Technology assessment that evaluates five domains of organizational analytical capabilities to identify current characteristics and capacity for OPD. During this evaluation, analytical processes were observed through site visits, individual and group interviews were conducted, and technical assistance sessions were held. Final recommendations and an implementation plan were delivered to OPD leadership in December 2019 and provided clear steps to advance the Crime Center objectives, enhance capacity, and synthesize technology uses. To ensure consistency, Dr. Herbert then supported the implementation of identified priorities and continued to support technical assistance sessions throughout 2020 and into 2021.

RESULTS



Re-Organization: New Division, Promotions and Leadership

The growing number of analysts and alignment of human and technology resources within the Crime Center required new leadership structures for the division. During this case study period, Lt. Draisin was promoted to Captain in 2020. He remained in place over the Crime Center operations, promotional processes and/or lateral transfers for lieutenant and sergeant positions provided additional opportunities for OPD sworn staff.



Integrated Knowledge: Best Practices, Management Innovation and Insight

Peer exchanges, both in-person and virtual, are practical and effective tools to foster growth and inspiration through a collaborative, open exchange of knowledge and ideas. Through the various peer review sessions attended by OPD, Crime Center management and analysts were able to observe, absorb, and identify individual aspects of other Crime Centers to bring back and apply to their own.

"Our weekly meetings now include a lot of our cases, and they'll discuss updates, history of suspects, what they intend on doing, and their plan of action for the case. I think there has been a lot of progression in that area. There is a really strong understanding now of what analysts do and much more confidence in what they do than before."

-OPD Stakeholder



LEADERSHIP

SUCCESSSES



Increased Collective Insight

Through the various site visits and peer exchanges they attended, OPD leadership and analysts were able to modify their own existing practices and implement new practices, policies, and procedures to address departmental challenges based on the lessons they learned. These peer exchanges also provided valuable information regarding the structure of Crime Centers as to the importance of analysis in guiding command staff's informational needs as well as patrol and investigation operations. Key takeaways from these visits provided additional motivation for the department to seek more substantial analysis and investigatory support from its analysts and Crime Center.



Enhanced Operational Commitment

Streamlining and standardizing practices and procedures of the Crime Center allowed leadership and other departmental stakeholders to better understand and see firsthand how analytical products can benefit the agency as a whole. This understanding provided the necessary foundation for an increase in support of analysts and their work. In turn, leadership were able to provide analysts with the necessary resources and tools to advance their abilities as well as streamline their mission and collective vision. Additionally, because of the enhanced commitment from leadership members, additional personnel were able to be hired and relationships were forged and/or strengthened with outside agencies and stakeholders.

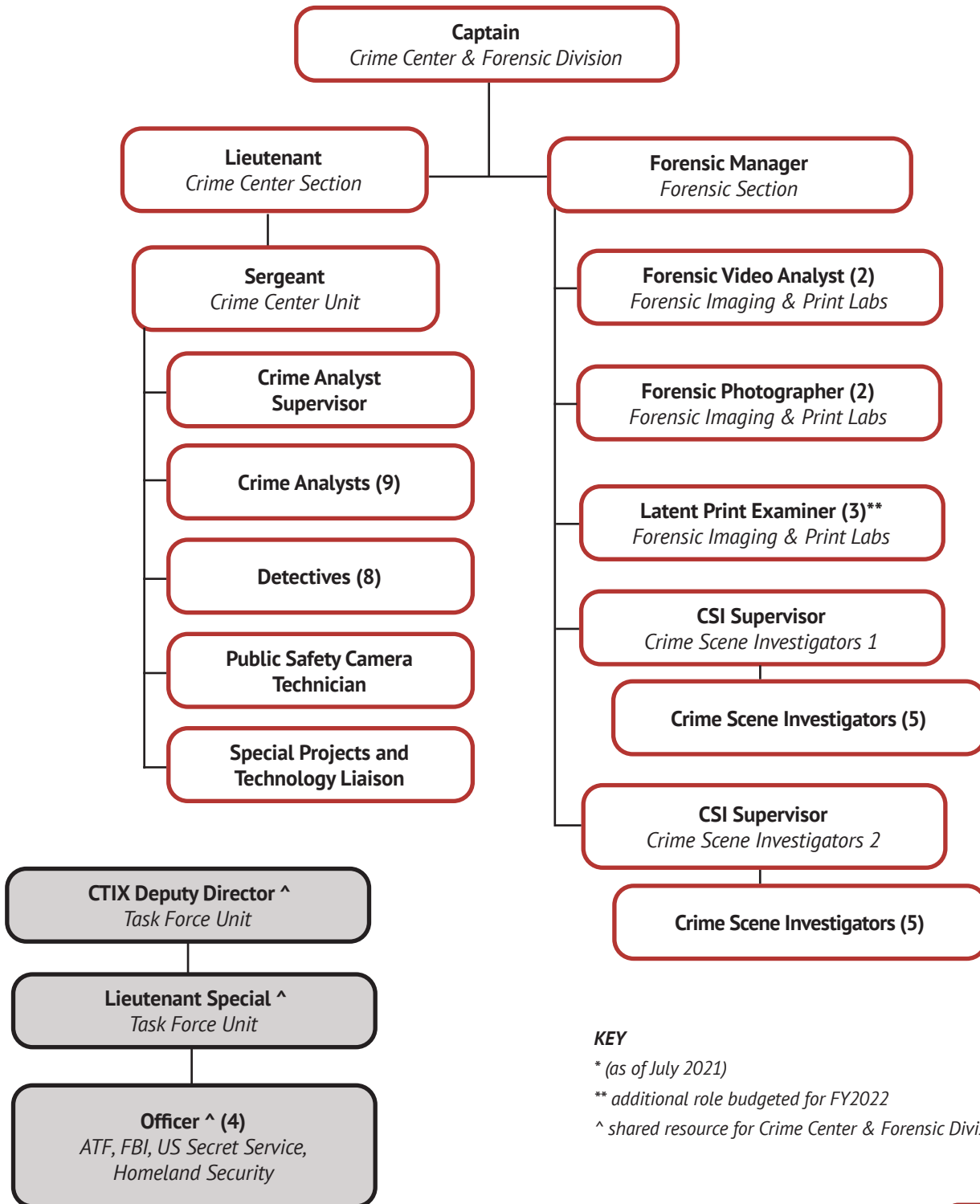


LEADERSHIP

ORGANIZATION CHART

Orlando Police Department

Crime Center & Forensic Division*



KEY

* (as of July 2021)

** additional role budgeted for FY2022

^ shared resource for Crime Center & Forensic Division



LEADERSHIP



The People domain explores personnel and analytical expectations. These characteristics shaped an organization's approach to acquiring, managing, enhancing, and retaining human resources. These domains assist in identifying what knowledge, skills and abilities exist and are needed to support lean processes. Coupled with leadership needs, these domains are highly influenced by the organizational mission and fiscal ability to attract, maintain, and grow talent.

BEFORE THE CRIME CENTER: KEY OBSERVATIONS



Decentralized and Misaligned Analysts

Prior to the Crime Center becoming operational, OPD had four analysts assigned to different units, or decentralized, within the Criminal Investigation Division (CID). Departments with decentralized analysts (analysts embedded within units or across divisions) often see variations in approaches to analyzing data points, developing reports, and informing officers on crime problems. These variations often result in conflicting data outcomes, mistrust of data, and inability for a department to progress efforts to use data to address crime problems (Wartell & Herbert, 2019). With OPD analysts sitting in assigned units or divisions, their tasks typically focused on case development and officer needs rather than supporting strategic responses to assist in addressing persistent crime problems. This decentralized structure prevented analysts from collaborating on work among themselves, thus thwarting the communication of timely and relevant information as well as internal knowledge and skills sharing. In addition, the detriment of decentralization was made clear during exit interviews. Prior OPD analysts expressed frustrations with the lack of direction or goals for analysis, little or no accountability to the work, and lack of direction or value in the work being performed.



Personnel Impacts

The decentralized organization for OPD also contributed to other personnel challenges. With analysts answering to different leadership and different expectations, the ability to accurately assess impacts and outcomes of the analyst to a division or unit was highly subjective. With each analyst performing different processes, the ability to correctly identify problems to the analytical processes were also difficult. Some technology platform challenges were later identified to be dependent on the skill and processes of the personnel – not the technology itself.

“There was not a lot of structure, and we didn’t have intended goals of where we were going as a unit. It didn’t seem like there was a need or want for analysts. We didn’t really have a lot of defined responsibilities and there was no accountability.

-OPD Stakeholder

ACTIONS

- Centralizing the analysts under a single supervisor, Lt. Draisin, set the tone for workflows and how the new, centralized location would develop standards of operations. The Crime Center also fosters interaction between analysts and allows critical thinking and problem solving to evolve toward strategic responses in addressing persistent crime problems.
- Assigned small-team projects among analysts to prioritize analytical abilities to support data requests. This approach enabled existing and new analysts to learn institutional knowledge and alternative techniques to revise analytical workflows. These team projects also ensured analysts acquired an interest to the changes for the Crime Center and OPD officers.
- Developed a training plan and implemented peer and external training for analysts that focused on problem-solving, strategic analysis methods, and specific data science skills. Through training opportunities and team-based knowledge sharing, analysts were able to sharpen their analytical skills to focus on crime patterns, policing strategies, and proper data management procedures. These enhanced skills allowed analysts to provide timely, accurate, and relevant information to leadership and decision makers.
- Revised analytical workflows and practices (e.g., data queries, data modeling) to ensure standard and best practices. The development of appropriate data management techniques such as creating standardized data definitions and processes for file naming and sharing allowed analysts to optimize their organizational habits and clarity. Defining their processes and methods also allowed for further standardization of routine processes and procedures to save time and provide the basis for repeatability and reproducibility.

RESULTS



Centralized Analysts

One of the most considerable changes that occurred following the implementation of the Crime Center was the centralization of all analysts into a single location. Analysts now all sit together in the same room with the ability to collaborate and work collectively as part of a team. This is especially important as analysts are now able to coordinate priorities across multiple police functions as well as participate in information and skill-sharing amongst themselves. Moreover, this centralized structure has created an environment where processes have been developed and implemented that have assisted in producing timely and actionable information for operations. Additionally, rather than reporting to several different supervisors, a structure has been established where all analysts report to a singular supervisor. With a supervisory position included in the reorganization, the OPD has found new processes to support standardizing outputs, training expectations, and leaning on individual strengths to support the intelligence-led efforts. The expansion of analytical positions during this time has allowed longer hours of operations, as well as division of requests per bureau and/or patrol district.



Analytical Career Path

Two outcomes from the development of the Crime Center will support OPD in the future. First, the designation of a civilian supervisor will allow for OPD Crime Center to have consistent leadership and expertise to guide future efforts. Second, the development of a training plan to support the analyst's development and growth will allow for individual analysts to be assigned to specific units and responsibilities that match their interest(s), skills, and abilities.



RESULTS (continued from page 11)



Standardized Processes

After analysts were centralized and moved into the Crime Center, efforts began to standardize their analytical processes and outputs. This standardization allows for analysts to regulate their products and ensure consistency across their work. These processes include data processing, analysis, and dissemination and focus on best practices to provide leadership and other stakeholders with relevant and accurate information that can be used for problem solving and crime reduction. Common outputs and templates for analytical products were established to maintain reliability and clarity as well as efficiently create timely and actionable data for review.



Re-Organization: Focused Talent Acquisition & Development

In 2019 and 2020, OPD held Crime Center hiring processes for both external civilian analysts and internal sworn officers to acquire talented and interested personnel. These personnel would be supporting the foundational phases of opening the Crime Center. Responsible with setting new expectations, workflows, and outcomes for OPD operations, these analysts and officers support tactical and strategic information sharing and data-driven efforts. Today, the OPD Crime Center comprises OPD officers, civilian analytical staff, and crime scene and forensic technology staff. The collaboration of these human resources enables the Crime Center to provide outputs for all OPD operations. As each member of the Crime Center provides and handles distinct aspects of data and analysis, the constructive collaboration between all parties allows for the exploration and search for information and solutions that go beyond a singular analyst.

“We learned very quickly that the number one priority is personnel. You can have every technology, toy, all the bells and whistles, but without enough people to manage all the information, centers can’t be utilized correctly.”
-OPD Stakeholder





SUCCESSES



Rotating Analysts, Crime Center Outreach

The decision to move all analysts to a centralized location enabled the department to further develop processes to produce timely and actionable information for operations. Collaboration improved and a greater standardization of analytical products and outputs was achieved. Appropriate workflows were established that more closely align with departmental goals and objectives and improvements to data access and quality were accomplished. This also allows for analysts to rotate monthly through the Violent and Property Crime Squads in the Criminal Investigation Division to provide further analysis, case support and information sharing. The team work from the Center combined with the direct interactions in investigations supports investigative and strategic meetings on crime reduction.



Standardized Outputs and Products

Routine communication with members of leadership and analysts has allowed for a more standardized approach to the types of information produced. This has resulted in the Crime Center being utilized more regularly and routinely capture, process, analyze, and report information that is both useful and actionable. Regularly scheduled meetings with leadership have allowed these outputs to be discussed more in depth and created a culture of exploration and evaluation.



Additional Personnel

The expansion of the Crime Center, including additional analysts and sworn staff, has provided OPD with robust strategic and analytical support. Enhanced hiring protocols also ensured that incoming analysts both encompassed the necessary skillset for the job as well as safeguarding those individuals would be a good fit for the team and communal workspace nature of the Center. A fully staffed Crime Center has allowed the department to emphasize and optimize their goal of focusing on intelligence- and data-led policing strategies.





TECHNOLOGY

The Technology domain evaluates data access and quality and availability technology resources. These characteristics address how personnel can explore data and information to make timely decisions. From the hardware and data storage mechanisms that support collection and data management processes to the software platforms that allow personnel to access, interpret, and inform their actions, these domains allow an agency to advance their information sharing and data culture.

BEFORE THE CRIME CENTER: KEY OBSERVATIONS



Lack of Access

Prior records management systems (RMS) and computer-aided dispatch (CAD) systems primarily supported data collection. Extracting information was limited to specific personnel and often difficult to then process for meaningful or timely insight. Without immediate access to data in the field, patrol officers often had to access multiple databases to perform basic information queries. While they were trying to determine whether a vehicle was stolen or suspected of being involved in criminal activity, they could not apprehend or pursue offenders. The time spent conducting searches and queries while stopped was described as “time wasted during which evidence could be destroyed and/or allow suspects to flee which hindered cases.” Similarly, if an officer chose not to search through databases to gather as much information as possible during a call, they could be placing themselves at risk.



Disparate Information Sharing

While analysts were still decentralized, many outputs did not include analysis, nor application of crime reduction or appropriate policing strategies. Likewise, during routine meetings, many attendees did not understand what they were being provided or how they could apply data to their operations. Oftentimes information was confusing, case-specific, and did not serve a specific purpose or direction. With limited communication amongst analysts, little to no collaboration occurred in the way of information dissemination and most products were individualized despite there being a rotation for the responsibility of outputs.



Key Data Undeveloped

Reproducible and replicable data on priority crimes and public safety concerns enables an agency to manage resource and implement data-driven responses. OPD had developed three- to five-year data trends to inform hot-spot patrolling and/or other investigation efforts; however, there were data challenges to getting to specific problems, places, and patterns. For example, OPD underutilized National Integrated Ballistic Information Network (NIBIN) practices to further connect and inform their gun violence. Results were sent to the individual who submitted evidence, and given the fluid nature of police agencies, if that individual transferred to another unit or was promoted it stalled the process of follow up and linkage.

KEY OBSERVATIONS *(continued from page 14)*



NIBIN

OPD did not have access to a local NIBIN system. NIBIN is a national database-driven imaging program managed by the Bureau of Alcohol, Tobacco, Firearms, and Explosives (ATF). It is a digital image database of spent bullets and cartridge cases. NIBIN assists law enforcement agencies with matching rounds that have similar tool markings to therefore determine if they have been fired from another known gun. OPD were forced to use the Florida Department of Law Enforcement (FDLE) in Tallahassee to conduct their firing and comparison of test-fired cartridge cases. This process would commonly take over a month's time before results were made available. OPD also did not mandate the submission of shell casings unless specific criteria were met. Moreover, the numbers and/or percentage of NIBIN matches returned during this process is unknown as it was not being tracked and no analyst was assigned to monitor this flow of information.

"In the past there have always been sworn people as administrators over most of the software programs. [Officers] move around so much that every time someone moved, another person would have to be retrained and taught how to manage specific databases."

-OPD Stakeholder



ACTIONS

- In August 2019, OPD implemented new RMS and CAD systems to support data access to all personnel. These systems support the department's data-driven priorities and assist in providing timely data for operations.
- OPD forged a partnership with the Orange County Sheriff's Office (OCSO) specific to NIBIN. Two members of OPD's forensic unit received certification to conduct test firing and enter ballistics information into NIBIN. OCSO permits these technicians to utilize their system and an analyst has been assigned to track submissions and hits.
- OPD selected and will implement a robust platform that brought together integrated live-feed video, license plate readers (LPRs), new data-capturing software, as well as other supplementary software into a singular, centralized environment.



TECHNOLOGY

RESULTS



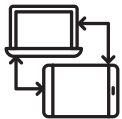
Enhanced Data Access and Processes

OPD shifted from utilizing an email list of staff members to publishing their reports on OPD Online, an online platform that gives all personnel access to data reports. Not only does this remove the manual element of maintaining a contact list, but it allows for all individuals, regardless of rank, to have access to current data and trends without having to rely on their supervisors to push this information out to them. OPD's Crime Center also combines aggregated live video with RMS, CAD, LPR alerting, resource tracking, and other key inputs that help to ensure resources are directed where and when they are most needed. These various data sources are available in real-time, allowing Crime Center detectives to interact with patrol officers while they are on duty or on calls.



Responsible Data Managers

Analysts have been assigned as administrators of software, an achievement that promotes individual accountability, responsibility, and ownership over their work. Additionally, analysts are provided with a greater level of information from individual units which allows them the ability to understand their data on a deeper level. Practices have been established that ensure proper procedures are in place regarding the security of protected information.



Synthesized Data Sources

A substantial video wall has been added within the crime center room. It houses six individual television screens and 20 monitors (that can be used individually or as part of two video walls) which allow for the capture and display of live video from a citywide surveillance camera network. OPD has doubled their public safety camera network since the implementation of our Crime Center and are working with private partners to further expand. The Crime Center also now boasts an accumulation of 16 individual workstations and four central computers. A main control system was installed that allows for the operation of the video wall and the disbursement of video feeds from any computer to any monitor in the room.

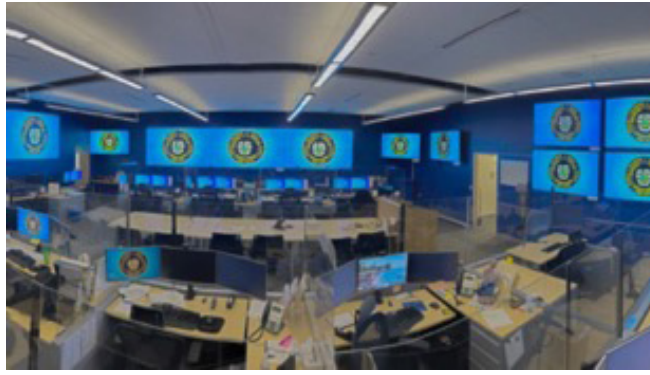


NIBIN Processes

The partnership between OPD and the OCSO helped develop OPD's NIBIN program. Two members of OPD's forensic unit received certification to conduct test firing and enter ballistics information into NIBIN. OCSO permits these technicians to utilize their system, making the processing time for this information nearly half what it was previously (with an estimation of results being returned in one to three weeks). An analyst has also been assigned specifically to NIBIN which allows the crime center to provide up-to-date information on testing and how hits relate to open cases, suspects, and locations. Moreover, this analyst is able to track submissions and hits in a standardized format that allows for easy referencing. This tracking has provided valuable information to the department, such as links to cases in a much faster timeframe. Additionally, OPD policies have been updated and it is now mandatory to submit any shell casing collected at a crime scene to NIBIN, regardless of whether there is a victim or prosecution is not desired.



TECHNOLOGY



“There has been a huge difference [since the Crime Center opened]. The skillset of analysts is much greater with the technology they have now. We have someone constantly monitoring NIBIN, cameras, DNA, and social media and we have things coming back. There is forecasting being done, it’s all such a great help.

-OPD Stakeholder

SUCCESSSES



Improved Flow of Information

With all analysts sitting in one collective area with access to all the various technologies OPD has to offer, information is able to be accessed in a much faster manner and disseminated directly to the people who need it. Analysts have direct contact with leadership and officers and are able to provide useful information on problems and locations based upon their analyses.



Enhanced Agency Relationships

Since the inception of the Crime Center, OPD has forged many relationships with other local agencies and departments. Several neighboring agencies have come to the Crime Center looking for information on cases that have ties to Orlando and have been provided with an influx of information they would not have access to otherwise. OPD has been able to expose these agencies to their technology and options that may be available to them as well. Likewise, OPD has forged meaningful relationships with agencies that allow them to utilize their technology (such as OCSO and their NIBIN machine). These relationships have improved information sharing, communication, and intelligence processes.



Real-Time Event Information

Live-feed video, access to LPRs, and other technology improvements have allowed the Crime Center to provide instant information to patrol officers. This open line of communication allows for incidents to be reviewed and information to be disseminated in real time. This not only allows information to be supplied directly to the people who need it but assists in promoting officer safety and case solvability. This information also makes it possible for officers and staff to better see and manage the response to any criminal activity caught on the surveillance network, helping patrol officers manage crime situations and enabling OPD to address its crime reduction objectives more effectively.



TECHNOLOGY

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