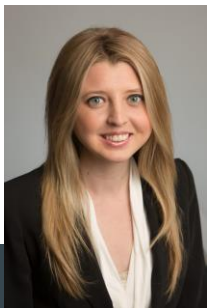


TEAM BOSTON POLICE



DEMO DAY
April 28, 2017

The Team



BERKELEY BROWN

College '18

Social Studies
Concentrator

Worked at TurboVote



DANIEL GOLDBERG

HKS/HBS '19

Management
Consultant to Public
School Districts Across
the US



FRANCESCA IOFFREDA

HKS/HBS '17

Management
Consultant

Worked with Cities of
Chicago and New
Orleans



NAMITA MODY

HKS '18

Product Manager at
DoSomething.org

Internal User and
Processes Expertise



IHSAAN PATEL

HKS '18

Finance at Citi and
Greenlight Planet

Programming and Data
Science Skills

Our Problem Statement:

While data is abundant for an officer **sometimes finding what you need fast is difficult.**

How might we develop a solution that will convey necessary information, so officers are prepared for the dynamics at a specific location?

We interviewed over 17 officers and stakeholders

Mayor's Office + Community

Met with 7 people across the city and broader criminal justice/policy community, including:

- BRIC personnel
- Senior advisors to the Mayor
- Nonprofit leaders

Detectives

Met with 3 detectives, including the Deputy Superintendent of the Gang Unit

Patrolmen

Met with 7 gang unit patrol officers and spent 9 hours in ridealongs through multiple Boston neighborhoods

Our research yielded several key insights

INSIGHT #1

Intelligence reports are difficult to remember, save, locate, and sort through.

INSIGHT #2

Officers are not always fully informed of community programs and their participants.

INSIGHT #3

Officers find it difficult to manage the multiple databases.

Our recommendations cover two major gang unit goals

ENFORCEMENT

GOAL

Reduce gang activity and violence



OUR
WORK

IT Systems

PREVENTION

Reduce and prevent gang affiliation



Operation Exit

ENFORCEMENT

IT Systems



KOREY FRANKLIN

2007: Joined Boston Police Department as a cadet

2013: Joined Gang Unit as a Patrol Officer

“It just takes one person to make a difference and that’s what we do every night.”

In a typical shift, Korey uses many different IT systems

TYPICAL SHIFT

DAILY TASKS:

Prep for shift

See suspicious car

Log interaction

Review & analyze
past reports



SYSTEMS USED:

BRIC email
updates

CJIS

FBR

RMS

Gang
Database

BRIC Data
Miner

Gmail
search

Lexis Nexis

RMS

GENERAL FEEDBACK

“Whoever was in charge of the new RMS system has probably been fired”

“Brian is the **computer guy**. I have no idea how to use the newer apps”

“Nobody uses the Data Miner because the **setup is such a pain**”

Locating, saving, and sorting past intelligence reports is particularly difficult and important

TYPICAL SHIFT

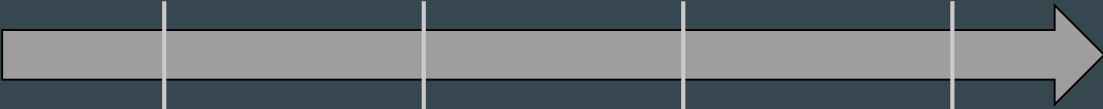
DAILY TASKS:

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SYSTEMS USED:

BRIC email updates

CJIS

FBR

RMS

Gang Database

BRIC Data Miner

Gmail search

Lexis Nexis

RMS

GENERAL FEEDBACK

“The first thing we do is look up BRIC emails.”

“The emails have priority 1 things. Things you need to know.”

“I search for BRIC emails 5 to 10 times per day.”

The current process creates gaps in information

A LACK OF SYSTEM

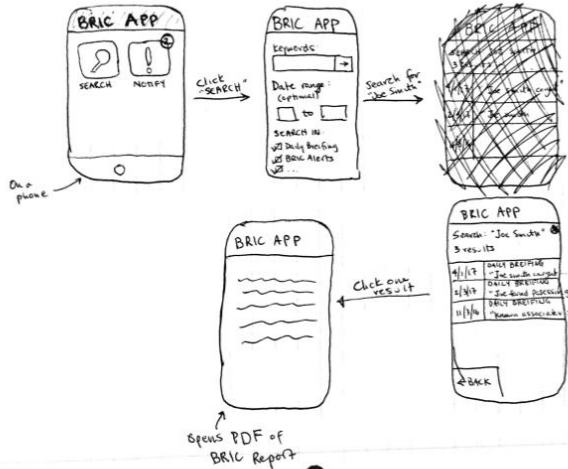
- Ability to search for reports depends on whether you have the Gmail app
- Not all officers are aware of the workaround
- It is difficult to search away from a computer

INCOMPLETE ACCESS

- Quality and accuracy of search results are dependent on which emails have been saved
- Many officers have not been saving their emails

First Prototypes

MOBILE APP WIREFRAME



WEB SEARCH

BRIC Email Search

Keywords (e.g. suspect name, district):

Berkeley Brown

Start Date:

01 / 12 / 2010

End Date:

04 / 12 / 2010

Sort by:

GOOGLE FORM

BRIC PDF Search

Search old BRIC reports using the fields below. No fields are required. Add additional constraints to narrow search results.

Search BRIC reports since:

mm/dd/yyyy

Keyword

Your answer

Gang Name

Your answer

Gang Affiliate Name (Street or Government)

Your answer

Gang Affiliate Race

Choose

District

Choose

Street Name

Your answer

Incident Type

Choose

Never submit passwords through Google Forms.

This content is neither created nor endorsed by Google. Report Abuse Terms of Service Additional Terms

Google Forms

Website: goo.gl/9yWiWp

Data System Recommendations

ACROSS IT SYSTEMS GENERALLY



Establish **online directory** of available tools and help guides for common tasks



Require **user testing** and a commitment to continuously improve all technology (starting at the procurement stage)

FOR EMAIL SEARCH TOOLS SPECIFICALLY



Build BRIC reports for **searchability**



Prioritize **mobile** application

PREVENTION

Operation Exit



NATE AWAN

Hometown: Roxbury

2010: Got out of prison

2015: Started with Operation Exit

2016: Joined Bill's Lumber as pipe-fitter

2017: Earns \$30/hr as second-year apprentice

“I’m no surgeon or big-time prosecutor, but for me [...] this here is a lottery ticket.”

Source: New York Times

“Operation Exit is a true example of what can be achieved when people are given second chances.”

Mayor Martin J. Walsh

City of Boston Press Release, November 2015

Despite the city's emphasis, officers do not have much interaction with Operation Exit.

Some officers were completely unfamiliar:

“What is that? Is that a gang?”

Some officers had limited interaction:

“I was asked to help the selection committee choose participants, but I never heard back about who was chosen.”

Does Operation Exit participation matter if someone like Nate gets stopped?



“I don’t want to be treated like a criminal anymore.”

Most officers familiar with Operation Exit claimed it wouldn’t change their interactions with Nate.



“If I pull someone over, they’re doing something wrong.”

Operation Exit Recommendations



Develop a clear point of view about how Operation Exit participants should be treated in regular stops.



Improve awareness of Operation Exit among all members of the Gang Unit, e.g.:

- Operation Exit success stories in BRIC Report
- Y.O.U. representatives visit Gang Unit more frequently



Give officers a stake in Operation Exit, e.g.:

- Officer feedback and follow-up on nominations for Operation Exit
- Designated liaisons between the gang unit and Operation Exit to attend meetings, report back to gang unit, etc.

Overall Recommendations

 = implementable in the next few weeks



Establish **online directory** of available tools and help guides for common tasks



Require **user testing** and a commitment to iterate in all technology (starting at the procurement stage)



Design BRIC reports for **searchability**



Prioritize **mobile** application



Develop a clear point of view about how Operation Exit participants should be treated in regular stops.



Improve awareness of Operation Exit among all members of the Gang Unit



Give officers a **stake** in Operation Exit

Questions

Thank you!