



# CS360 DATA AND ANALYSIS

## SUPPORTING COLLABORATIVE PROBLEM-SOLVING

### *WHY DATA AND ANALYSIS IS IMPORTANT*

Data is the foundation of problem identification, actionable analysis, resource and solution deployment, and productive police-community engagement. CS360 is a proactive and problem-solving approach which emphasizes community collaboration, responsiveness, strategic problem solving, and community satisfaction. CS360 is unique in its approach because it immediately prioritizes police-community engagement as part of the process.

Community members often know the impact crime has on their neighborhoods. Still, they may not always see the degree to which crime hot spots have evolved, the causal factors that most likely contribute to crime problems, or the extent to which police have sought to address various crime issues. These factors can be identified, monitored, and evaluated through access to and analysis of quality data. The CS360 model promotes sharing this data so that an agency can fully inform community members of the crime trends in their neighborhoods. Through the CS360 process, community members can also make the department aware of contributing factors and additional data that police may need to have a holistic view of the trends and efforts to address these challenges. Through consistent and organized engagement, the department and the community can work together to identify new data sources and ways to measure crime and its impact on neighborhoods and communities.

Effective community engagement relies first on analysis-driven police operations because only through analysis can police responses and resource deployments be effectively monitored, evaluated, and adjusted. Incorporating community and other external stakeholders' data can provide additional context and promote alternative responses to crime. Stakeholders can adjust crime reduction and community engagement strategies if the current tactics are deemed to be ineffective or causing unintended consequences. If an approach achieves positive results, it can be enhanced so the police and stakeholders can do more of what works with community support.

### *HOW CS360 INCORPORATES DATA*

CS360 enhances the traditional CompStat model by adding a process for collaborative problem-solving with external stakeholders. Identifying available data from each stakeholder is key to providing a complete picture to support actionable analysis. Stakeholders should collaborate to identify data elements that can be routinely analyzed to accurately depict the public safety issue and potential ways to implement change. Ultimately, the completed analysis must be in a format that allows it to be shared and understood internally and externally to illustrate how the stakeholders collaborated to engage in the co-production of public safety. Specifically, law enforcement agencies should strive to produce:

- » Complete data that relies on agency policies and procedures to guide data collection from the 911 call to the initial police response and follow-up investigation.
- » Timely data that accurately reflects incidents occurring during an officer's shift. Departmental policies should dictate that report-writing and initial supervisory review be completed before the end of the shift to ensure data is reported in real-time.
- » Accurate data that relies on quality report-writing. Departments should consider the benefits of enhancing technology to support the needs for accuracy and timeliness of reporting.
- » Accessible data which requires leveraging technology and IT services to enable open, flexible, and efficient data querying and ongoing data management.

CS360 requires consistent, structured, and meaningful engagement with individuals from all sectors of the community. Community members should routinely provide feedback through informal meetings, targeted focus groups, or formal survey implementation. Dissemination of accurate analysis will inform all parties and enhance the problem-solving efforts by gaining momentum and consensus within the community.

## **CASE EXAMPLE**

The CS360 team assisted a small agency in New England in defining the agency's expectations and goals for using data to drive operations and resource allocation. Because smaller departments may only have one or two analysts, those analysts spend a significant portion of their work recoding data and preparing regular reports. Developing methods to automate a portion of their regular data reporting can free up time for the additional analytical needs to achieve additional agency goals.

One way CS360 seeks to expand community involvement is through larger data-sharing platforms. Open data portals are a mechanism for enhancing department transparency, but they require new, thoughtful policies and procedures to get started. The community should have a strong voice in this process. In a large university police department, the CS360 team assisted in developing and deploying a public facing dashboard. This dashboard is available on the police department's website and is a resource for incoming students and their families to learn about the crime trends in the university's jurisdiction.

In a large metropolitan police department in the Mid-Atlantic, the CS360 team assisted in expanding the agency's CompStat meetings to include data from the department's community engagement efforts. The CS360 team reviewed and provided feedback on a template crime plan that all district commanders had to complete each quarter. As a result, the department has been able to articulate its community engagement plans and show the work they are doing with community groups in its weekly updates to command staff. The CS360 team adapted this template for other departments and has made it available on the website. [Click here to access the template.](#)

The CS360 team advocates for every department they are engaged with to think about ways to enhance their data collection. These enhancements have been small, such as brainstorming additional metrics to collect to measure community engagement efforts of the department, or to measure the success of interventions. The enhancements have also been larger in scale, requiring the entire department to adjust the way they are collecting and reporting data.

## KEY TAKEAWAYS »

- » *CS360 INCORPORATES COMMUNITY MEMBERS' AND EXTERNAL STAKEHOLDERS' DATA ABOUT PUBLIC SAFETY PRIORITIES WITHIN THEIR NEIGHBORHOODS AND ENCOURAGES SHARING THAT INFORMATION WITH THE BROADER COMMUNITY.*
- » *CS360 CALLS FOR POLICE TO NOT JUST REPORT OUT TO COMMUNITY MEMBERS BUT ALSO TO TAKE IN THE INSIGHT AND AWARENESS STAKEHOLDERS BRING TO THE EFFORT.*
- » *COMMUNITY MEMBERS AND ORGANIZATIONS CAN ALSO BE VIEWED AS ADDITIONAL AGENCY RESOURCES FOR DATA.*