NEW DASHBOARD PROGRAM

I.   **PURPOSE**

To provide guidance on the use and functions of the new SDPD dashboard.

II.   **SCOPE**

This training bulletin applies to all Department personnel.

III. **BACKGROUND**

For the 2022 SDPD Command Training rotation, a new dashboard was
introduced. A test group was formed to review the system and give feedback.
After the review, a finalized version was created.

IV.   **DEFINITIONS**

Command Training – Annual training for all sworn personnel at the rank of
sergeant to Captain.

Zencity – An anonymous commercial survey system that measures trust and
safety opinions from the citizens of San Diego via various web-based
questionnaires.

V.   PROCEDURES

A new set of dashboards has been created to provide commands and divisions new data for their use. The dashboards compile various statistics from Crime Cases, Calls For Service, Arrests, Citations, Field Interviews, Traffic Accidents, Impounds, Traffic Concerns, and other data, to give a more real-time overview of the crime statistics and problem areas of the divisions. They also include how the community views the partnerships with the Department on a broad scale.

A.   Two new dashboards are meant to give command staff a better tool to utilize data-driven resource allocation for the deployment of patrol officers and to assist in pattern recognition for investigators.

   1.   All sworn Department personnel have access to the dashboards, which can be located at the following link:

      a. Patrol Command Response Time/OST Dashboard

      (Deleted – records of security)

      b. NIBRS Crime Offenses Command Dashboard

      (Deleted – records of security)

B.   The dashboard also incorporates a new customer survey component through the Zencity platform as well. The Zencity component allows the user to view the trust and safety scores of each service area as well as cumulatively for the entire City.

   1.   Zencity's surveys are collected using a wide array of means and diverse pool of respondents to give the most accurate and honest information possible, which is all collated. The respondent's data is anonymous.

   2.   Zencity allows the user to view the demographics of the respondents, such as race, gender, age, education, and income.

   3.   The Zencity dashboard can be accessed at:

      (Deleted – records of security)

C.   If a command or unit wants a specific set of data monitored and accessed via the dashboard, such as tactical or more information-targeted tools, the command staff can contact GIS Analyst **(Deleted – records of security)**.

1. All dashboard customization must be requested by the command staff (sergeant or higher) of the requesting command or unit, to reduce workload to the specialist.

These dashboards will provide data which will be integral to future iterations of the Quarterly Management Report.

If you have any questions or need assistance with dashboards, please contact GIS Analyst **(Deleted – records of security)**.