Mayor’s Night Out

South Center Region
Tuesday, September 22, 2009
Mayor’s Night Out
South Center Region

• Process Improvement
  – Equal Opportunity
  – High Weeds and Grass

• Sustainability

• Customer Service
  – MAC Outbound Call Project

• Crime Trends
Equal Opportunity

Challenge

• Backlog of more than 200 Equal Opportunity cases some dating back to 2003

Solutions

• The Equal Opportunity Division was moved to the Office of Corporation Counsel in 2008

• Full-time staff of three, devoted entirely to the complaint adjudication process
Working for You
Office of Code Enforcement

Properties Mowed

Year
Number of Properties Mowed

2008
1,807

2009 (as of 9/15/09)
8,474
Responding Faster to Your Calls
Office of Code Enforcement

Number of Days from Call to Cut

<table>
<thead>
<tr>
<th>Year</th>
<th>Days</th>
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</thead>
<tbody>
<tr>
<td>2008</td>
<td>42</td>
</tr>
<tr>
<td>2009 (as of 9/15/09)</td>
<td>23.3</td>
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Sustainability

• Saving money through building retrofit projects

• Deploying smart use of hybrid vehicles in fleet purchases

• Changing traffic signals to energy efficient bulbs

• Designating bike lanes throughout our city

• Established a transit task force, headed by Al Hubbard and Mark Miles, to formulate a plan for the best use of mass transit in Central Indiana
Improving Customer Service
Mayor’s Action Center - Outbound Call Project

• Contacting citizens with service request closure

• 19,100 calls made thus far
Crime Trends - South Center Region
Summer 2008 v. Summer 2009
Percentage Difference

% Change

Rape -31.58%
Robbery 1.11%
Aggravated Assault *
Burglary -1.09%
Larceny -15.86%
Vehicle Related Larceny -18.59%
Vehicle Theft -31.40%
Total -14.71%

* Prepared by IMPD Chief’s Office based on preliminary incident reports prior to UCR reclassification. Aggravated Assaults are not classified reliably in the preliminary data and have been excluded from this analysis.

May-August 2008 v. May-August 2009
Police Strategies
IMPD

• Proactive Police Patrols
  • Daily crime reviews to place officers in areas where they are most needed
  • Targeted walking, bicycle, and mounted patrols
  • Bus stop patrols
  • Field roll calls for high visibility
Police Outreach
IMPD

• Community Outreach and Involvement
  • Close interaction with schools and churches
  • Monthly Task Force meetings
  • Officer attendance at Neighborhood CrimeWatch meetings
  • Annual District Community Days and Special Programs
Question and Answer Session