Mayor’s Night Out

Northwest Center Region
November 30, 2009
Mayor’s Night Out
Northwest Center Region

• Process Improvement
  – Equal Opportunity
  – 96 Gallon Carts

• 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
- Backlog is now zero
Six Sigma

• 98.8 percent reduction in cycle time for replacing carts from 142 days to 1.7 days

• 98.8 percent reduction in cycle time for new carts from 120 days to 1.5 days
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
- More than 25,000 calls made thus far
IMPD Districts In Your Region

Northwest District
Commander Paul Ciesielski
3821 Industrial Boulevard
327-6600

North District
Commander Robert Holt
3120 E. 30th Street
327-6100

Downtown District
Commander Darryl Pierce
25 W. 9th Street
327-6500

Southwest District
Commander Lloyd Crowe
551 N. King Avenue
327-6400
Criminal Homicides:

Legend:
- Jan - Oct 2009 Homicides 7
- Jan - Oct 2008 Homicides 12

Prepared by IMPD Chief’s Office based on Crime Analysis GIS Homicide file
Crime Trends - Northwest Center Region
Percentage Difference

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.
Police Strategies
IMPD

• Proactive Police Patrols
  • Directed patrols focusing on current hot spots
  • Targeted walking, bicycle, and mounted patrols
  • Bus stop patrols
  • Field roll calls for high visibility
  • Open-air illegal drug trade targeted
  • Violent offenders identified and monitored
  • Probation, truancy, warrant, and prostitution sweeps
  • Focus on abandoned homes
  • Elimination of cruising along 38th St.
Police Outreach
IMPD

• Community Outreach and Involvement
  • Close interaction with schools and churches
  • Stronger relationships with neighborhood associations
  • Monthly Task Force meetings
  • Officer attendance at Neighborhood CrimeWatch meetings
  • Establishment of 38th Street business/community group
  • Annual District Community Days
• Crime Email updates
  • Broadcast of crime and suspect details to subscribers
  • Immediate response to neighborhood crime complaints
Question and Answers with Mayor Ballard