



22nd Annual Training Conference Presentation Abstracts

Analyzing Group Related Violent Crimes - Jay Duguay, Jacksonville County Sheriff's Office

Gang or Group violence is an issue most agencies face. The analysts play an integral role in sorting through the criminal investigations and understanding group dynamics for any comprehensive and useful violence reduction strategy. The analyst, utilizing collaborative methods and best practices, needs to provide sound intelligence and significant background on these crimes, groups and members. This class will present a holistic approach to defining group violence; streamlining information sharing; creating effective charts and timelines; developing social network analysis; producing link charts for analysis to direct investigators and resources. Though these techniques and practices will demonstrate the use of specific software programs such as, ArcGIS®, Crystal Reporting Software®, Microsoft OneNote®, and I2-Analyst's Notebook®, the lecture will focus on structure and techniques that can be used with any similar programs.

Jacksonville Sheriff's Office investigates over 800 shootings a year. Many of these shootings are drug and/or group related. In 2016, the Jacksonville Sheriff's Office, established a partnership with John Jay College and the National Network for Safe Communities to implement a Group Violence Intervention program. The focus was an effort to reduce violent crime by working in concert with community advocates, social service professionals and law enforcement. The goal of the program is to reduce violence and improve public safety, strengthen community ties and improve relationships. Utilizing a combination of outreach to those in need and traditional law enforcement, the program requires extensive analytical support.

The program calls for a weekly meeting with law enforcement which includes School Board Police, Corrections, Gang Enforcement Detectives with community members to review the previous 7 days of violent incidents. The Crime Analysis Unit works to classify each incident and identify group members for outreach and/or law enforcement action. Some of the criteria considered are address history, involved parties, retaliation, criminal history, and association to drug sales. During the course of the meetings, documented and undocumented criminal groups are discussed, as well as social network analysis and link analysis, to name a few. In August 2017, an area of the city was designated for a gunshot detection program using ShotSpotter® detection software. Since the implementation, Jacksonville Sheriff's Office has had 650 activations. ShotSpotter® information and analysis of that data is unique, at times limited, but also can be extremely helpful in identifying violent incidents which may go unreported to law enforcement without the detection software.

To assist in connecting incidents, the Jacksonville Sheriff's Office started an in-house firearms lab using the ATF National Integrated Ballistic Information Network. Since being operational in February 2018, the lab has been able to connect over 26 shooting incidents and has had less than 72 hours for turn-around on its examinations. This information is extremely useful in investigations and in finding connections to other shootings which may go unrelated and unsolved.

The attendee will be presented with ways to maintain a robust information gathering system with police reports, NIBIN, and ShotSpotter® detection system, utilizing multiple databases, the creation of analytical reports, a classification system for violent crime, and the use of multiple software systems accessible to the analyst. This lecture will address analytical theories and highlight a team approach to producing useful analytical products that work in concert to help law enforcement get an accurate and clear picture of group-related violent crime.

Beyond the Bulletin: An Analysts' Role in Major Case Investigations - Trina Cook, Tukwila Police Department

For an analyst, chasing bad guys from behind our computers can be just as exciting as it is for officers to chase them on foot. This session will detail a variety of ways to support ongoing major case investigations as well as how to leave the office and respond safely to crime scenes. We will discuss lessons learned and use real-life examples - find out how a link chart identified a murder suspect, and how we learned where a son buried his mother. The session will also include tips for how to pitch your services and a checklist of tasks to perform.

Bomb Threat Training - Boston Field Office, FBI

This training provides first responders and stakeholders an overview of the bomb threat/"swatting" problem with a review of statistics and characteristics of perpetrators, and more importantly how this information is utilized to conduct a threat assessment and make an educated decision on evacuation or shelter-in-place.

Cyber and Financial Crime Investigations - Jim Tigges & Scott Lauder, Burlington Police Department

Educating Yourself and Finding Resources for Little or No Cost - In 2018, The Police Executive Research Forum (PERF) published a study on 'The Changing Nature of Crime and Criminal Investigations'. This study mentioned how criminals have shifted from 'tradition' crimes to more financial and cyber-based crimes to conduct their illegal activities.

This presentation is intended to show how law enforcement has changed and is constantly changing with regards to the types of crimes being perpetrated today. Traditional crime still exists however, many law enforcement agencies have become overwhelmed by the increase in fraud and financial crimes, ID theft, and cyber crimes. All of these crimes have some sort of technology-based evidence and this presentation will provide investigators with options when it comes to processing 'electronic crime scenes'.

Traditional crime requires law enforcement to search for evidence such as fingerprints, footprints, trace evidence, etc. Today's law enforcement needs to know where to go to find evidence related to cyber crime. This presentation will also provide attendees on ways to educate themselves and where to seek out training in order to investigation cyber-related cases; much of this training is of no cost to law enforcement.

This presentation will also show attendees what tools and resources are available to them and how to incorporate them into their criminal investigations. Though this presentation is geared toward investigators, analysts also need to be cognizant of the crimes that they are tracking and this presentation could be valuable to analysts as well.

Find your Genius! - Dawn Reeby, Law Enforcement Consultant

Do you feel stuck in a wheel of "What am I doing?" "Does what I'm doing even matter?" "Is it any good?" Are you feeling pigeon-holed, ignored, purpose-less, forgotten? This high energy workshop focuses on the KEY PILLARS OF SUCCESS that every analyst needs in order to gain confidence, find value, and make effective decisions and contributions in law enforcement analysis. Here you will begin to desire your "genius" and become empowered in the pursuit of that "genius"!

Free tools for social media investigation - Friedrich "Sam" Steiner, Austrian National Police

This workshop will help beginners extract information from social media by using free online tools. You will be able to find profiles on Facebook, Twitter, Instagram and extract exactly what you want (e.g. Places visited, Videos, photos comments etc). You also can search for telephone numbers, Domain names, IP addresses, user names and many more. For Facebook search you need an account (fake or true); for some of the others in certain cases (Twitter etc)

Harnessing the Power of Social Media for Investigative Support - Cristina Fernandez, Springfield Police Department

Do your eyes glaze over as soon as someone mentions Facebook? Does creating a social media account make you break into a cold sweat? Don't worry, you're not alone. Many people find social media to be intimidating, boring, or even a waste of time. The problem is that in law enforcement, and as crime analysts, we simply don't have that luxury. The reality is that many criminal cases assigned to investigators touch on social media in some way. By not being up to speed on how social media works and how it can be used to support an investigation, you could be doing a case a disservice. Join us for an in-depth class aimed at demystifying Facebook, Twitter, and Instagram, and providing concrete, usable tip and tricks to help you make the most of these powerful social media sites. We'll help you become the social media guru in your department! Specific case studies will be used to highlight course objectives.

Information Automation - Steven Smith & Mike Bozio, Newton Police Department

For those analysts who spend their days continuously creating charts and graphs in excel, this discussion will demonstrate how you can eliminate the mundane process of daily generating visual presentations.

What you will learn is how to connect to your records management system, then how to determine what data you need, and finally present the information visually. When completed, the entire process will automatically occur on a daily basis by grabbing data from a live system to produce your graphs and charts.

Using hands on examples with live data you will be able to see how the data is automatically transformed into graphic representations. We will provide all participants with working code that they can take with them. This class will require some understanding of Microsoft Access and a working knowledge of where your data resides.

Interns to Analysts: What Students Need to Know to Become Valued Crime Analysts - David Lambert, Roger Williams University

This roundtable discussion seeks to tap into the collective knowledge of the experienced analysts from MACA to determine how universities can better prepare students to become analysts and analytically perceptive practitioners and managers. Having a facilitated discussion of what role an intern can provide will assist higher education faculty with shaping curricula. We are especially interested in developing knowledge, skills and abilities that will assist agencies without having to train interns in the principles of crime analysis. For instance, will having basic skills in Excel and Access allow interns to hit the ground running? What are analysts' opinions on crime mapping as a required skill set? What areas of weakness do you see in entry-level analysts or interns?

This is an effort to avoid the temptation of training students in the next shiny new toy such as expensive analytics software such as link charting or social media mining that most departments would find unsustainable. Alternatively, there are software skills that are invaluable to beginning analysts. Students and faculty need to here that from experienced, thoughtful analysts.

Inside the Springfield Police Department's Real-Time Analysis Center - Cristina Fernandez & Scott Roberts, Springfield Police Department

Last year, the Springfield Police Department launched its Real-Time Analysis Center. Geared primarily towards providing responding officers with crucial information they need before they arrive at a call for service, the Real-Time Analysis Center (RTAC) utilizes state-of-the-art technology in its mission to help keep officers and the community safer. In this class, we'll go into detail about RTAC's history, its present, and its future. We'll discuss the process of standing up a real-time crime center, lessons learned, and suggestions for other departments considering launching a real-time crime center. We'll touch on the various technologies that are brought together in the RTAC consoles and how our analysts use the information gathered to enhance officers' situational awareness and ability to respond to a situation. In addition, because our analysts also perform more "traditional" crime analysis duties, they have a unique and all-encompassing knowledge of criminal activity and behavior in the area. This is further enhanced by our work and exchange of information with other law enforcement agencies at the city, state, and federal level. We look forward to sharing our experiences in operating a real-time crime center and how leveraging technology in this way can be another tool for law enforcement.

Maintaining a Work-Life Balance for Law Enforcement Professionals - Maurice Pratt, Essex County Sheriff's Department

For many of us, life has become hectic. The nine-to-five, Monday through Friday, dinner at six and family fun on weekends has all but disappeared; replaced with texting from the campsite, emailing during dinner's main course and taking an "important" call during a child's recital. Challenges at work can include deadlines, work volume and dealing with different co-worker personalities and expectations. While most often homelife provides a welcome respite, it can also present hurdles such as conflicting schedules, financial issues and difficulty with interpersonal relationships.

We often find ourselves perched on a "three-legged stool" with legs consisting of: Serving the Public; Maintaining Productive Relationships with Co-workers and Spending Quality Time with Those We Love. With so many demands, maintaining a work-life balance is more important than ever before.

Isaac Newton's third law of motion states that for every action, there is an equal and opposite reaction. We can apply this to our lives: The way we conduct ourselves and the actions we take every day affect the quality of our professional and private lives.

Whether you are on the front lines making traffic stops and serving warrants or behind the scenes, performing analyses and writing reports, a career in law enforcement can be especially trying. This workshop is geared toward people in our profession. It is built on the premise that maintaining work-life balance takes effort. It begins with taking great care of one's self, emotionally and physically. Only then are we able to be truly happy, take care of others and build successful relationships. We will explore the techniques for maintaining a better attitude at work...and outside of work. Topics covered will include ways to stay positive; identifying and dealing with energy takers; setting and achieving goals; managing time, interruptions and yourself; and actually enjoying coming to work - what a concept! Be prepared to have fun, learn and leave with some useful ideas!

Microsoft OneNote for the Crime Analyst and Investigator - Jay Duguay, Jacksonville County Sheriff's Office

Microsoft OneNote® is often over-looked and confusing application. It has tremendous abilities that go beyond just keeping notes. When used properly it is one of the most vital software an analyst and/or investigator can have. This class is designed for the users at all levels from novice to the advanced. Microsoft OneNote® will maximize a crime analyst's ability to work effectively and efficiently along with opening up new ways to collaborate with shareholders. This session will demonstrate the capabilities of the application and provide how-to advice with examples of best practices and use for the analyst and/or investigator.

The Jacksonville Sheriff's Office makes extensive use of Microsoft OneNote® to promote collaboration between law enforcement and crime analysts. The JSO OneNote program was started in 2012 within the crime analysis unit, with analysts sharing information between each other or for their exclusive use to stay organized. Over the years the program has expanded to almost all investigative division. Each user and/or unit has their own ways of using OneNote®.

This lecture will demonstrate the features and abilities of OneNote® along with specific topics related to:

- Getting started in OneNote®,
- Creating a OneNote®, Notebook, page and sub-pages,
- Ribbon and Tools nomenclature,
- Working within OneNote® to attach, documents, recordings, pictures,
- Formatting and creating Templates,
- Sharing information or limiting access to specific pages, and
- Integration with other Microsoft® products.

Along with those features, the lecture will demonstrate ways for the analyst or investigator to best utilize this software in managing, keeping notes, and further an investigation, independent of the agency's size. Attendees will have an overall sense of OneNote abilities and examples of real-world application.

Migrating from ArcMap to ArcGIS Pro - John Beck & Stacy Belledin, ESRI

Have you been using ArcMap and need a jumpstart into ArcGIS Pro? This workshop will help ArcMap users get ready to adopt ArcGIS Pro for your day-to-day work and will introduce you to many of its new capabilities including:

- New modern interface
- Multiple views & layouts
- Improved integration for ArcGIS Online/Portal
- Faster analysis and geoprocessing
- Streamlined editing
- 3D capabilities

Organized Retail Crime and LEA's: What is it, how do we investigate it, how can we present to local LE with lowest impact - Aaron McAloon, Lowe's Home Improvement Investigations

The presentation will focus on the definition and impact of Organized Retail Crime generally, how it impacts Lowe's specifically, and how Lowe's uses technology to identify and bring cases to conclusion. Further, there will be a presentation on a pilot program run in Lowell MA between Lowe's and Lowell PD that allows the store to "E-file" past theft incidents, reducing strain on the patrol division and calls for service.

Problem Oriented Policing: How it works for a small agency - Erika Baburins & Dave Sennot, Mansfield Police Department

For years, the phrase "Mansfield is too small" was used in reference to moving toward a proactive policing model. This is heard all too often, especially in smaller agencies. Mansfield established a Problem Oriented Policing Unit in June 2015, and a couple months later, a Crime Analyst was hired. The focus of these two units was to reduce repeat calls for service and to improve quality of life. Top locations and people were established, and by working through an intelligence cycle, calls for service in a particularly notorious area were reduced dramatically.

Prison Release Location of Gang Members likely causing Cyclical Patterns of Gang Activity - Nikki Clemente, Worcester Field Office, FBI

This session will discuss the various ways in which a crime analyst can support their agency by helping to predict, prevent, prepare for, respond to and recover from manmade and natural threats in their community (with an added focus on active shooter incidents). From mapping critical infrastructure and evacuation routes to preparing bulletins and BOLOs to providing technical support and access to intelligence to working with colleagues in neighboring jurisdictions, the crime analyst should play a critical role during exceptional emergencies. Personal emergency preparedness tips and situational awareness techniques will also be discussed.

The Role of Analysts beyond the Opioid Crisis - Alexandra Freeman, Rochester Police Department

Despite the overwhelming focus on the opioid crisis, drug issues within communities typically expand beyond overdoses. However analysts usually only track those incidents month to month, losing an opportunity to report the additional strain on resources. Additionally, one of the largest issues at this point is there is no easy way to track overdoses in record management systems like IMC. Due to the use of different call reasons and crime names across departments, overdoses in Rochester are currently tracked using an excel spreadsheet which relies on supervisors sending an email about the event. But what happens when supervisors forget, a crime analyst is out of town, or the gap while hiring a new analyst?

For Rochester PD, the number of overdoses has decreased since 2017 yet there are still many drug related issues that require emergency services of police, fire, and EMS. Difficulties emerge when trying to find the right way to take the step past just tracking overdoses as many other departments seem to be interested in this idea, but have also not found a solution. Beginning this year, Rochester's goal each month at the CompStat meeting was to understand drug related events beyond opioids. Meth in particular is a growing issue yet nothing had been done to capture these incidents. The transition to include these calls was still difficult with regards to what exactly would be captured in this new category and understanding how to easily find the drug related events using the current resources.

Different technological tools have begun to be implemented to determine the best way to track this issue. The Wash/Bal HIDTA ODMAP, LexisNexis' solution Accurint Virtual Crime Center, and IMC's special studies feature have all been tested and implemented to determine the best solution. An important reason for the tracking of the drug events was to explore the idea of Strafford County becoming a HIDTA designated county. The ease of ODMAP has been crucial in not only sharing the data with the rest of the county but also allowing agencies without analysts to track overdoses. The tracking of these events will further enhance capabilities in future years when more officers are available. Participants will benefit from this presentation by understanding how to track their drug events beyond overdoses, partner with neighboring jurisdictions to assist their tracking efforts, and explore future opportunities to receive funds to tackle the opioid crisis.

Researching Wargaming/Simulation for Analysts - Bradley GoodHale, Rutland Police Department-

Research into development and effective use of games and simulation-based learning concerning issues of conflict resolution, policing, and engagement. As well as trending and patterning through use of gaming and simulation techniques.

Signs of Extremism: The History and Use of Hate Symbols Today - Daniel E. Levenson, Combined Jewish Philanthropies

For groups and individuals who hold white-supremacist or other forms of extremist beliefs, the use of certain words, phrases, numbers or images hold important meaning and are intended to communicate certain ideas to their fellow "believers," as well as the people they target, and society as a whole. Whether printed on a flyer, spray-painted on the side of a building, or tattooed on someone's body, these symbols and signs need to be examined in context, bearing in mind that a particular image may have multiple meanings depending on when, where, and how it is used.

While there are many people who hold extremist views and do not act on them, there is a long history of extremist violence in the US and around the world directed toward a range of perceived enemies, including religious, racial and ethnic minorities, as well as law enforcement, government officials and the general public. With this in mind, the presentation will include a discussion of organizations such as Patriot Front, whose flyers have appeared in various locations in eastern Massachusetts and the Atomwaffen Division, which has been tied to multiple homicides and other violent criminal activity. It will also touch on the Sovereign Citizen Movement, whose adherents, according to the Southern Poverty Law Center, "... are clogging up the courts with indecipherable filings and when cornered, many of them lash out in rage, frustration and, in the most extreme cases, acts of deadly violence, usually directed against government officials."

The presentation will focus on recognizing such symbols, as well as an overview of the history and use of imagery popular among extremist movements, groups and individuals active today in the US. Developing an awareness of these movements and groups, and the symbolism they use, can play a pivotal role in recognizing, and responding to, signs of extremist activity.

Is Tableau the right tool for you and your department? - Alex Wagner, Lesley University

This presentation will be a beginner's hands on introduction to Tableau via the free trial version. Attendees will get an initial impression of Tableau's usability/capability and be able to compare it to other tools they might use in their departments (e.g. Excel or ArcGIS). The focus will be on creating various data visualizations and at least one dashboard (depending on time). There will also be a short overview of how to connect Tableau to a data source as well as how to link different tables. While this and data preparation is important it will not be the main focus of this presentation. We will use the Threshold database or a similar crime dataset to link Tableau to the data and to create to visualizations."

Thinking outside of the box: Narcotics Investigations - Jenna Owerka & Lacey Hebert, Massachusetts State Police

We will go over the process of how we work narcotics invests. Giving specific examples of how thinking outside the box, has helped us in the past. We can touch upon social media, facial recognition, License plate readers, pole cams, wire taps, pen registers, and resources, including open sources that we use to help put the pieces of the puzzle together.

Using the Crime Analysis Solution Toolbar - John Beck & Stacy Belledin, ESRI

This hands-on workshop focuses on how you can use the newly released Crime Analysis Solution toolbar for ArcGIS Pro. The free toolbar helps make Desktop GIS more accessible to analysts as it combines frequently used out-of-the-box tools with new custom tools into a single toolbar organized according to the crime analysis process. The session will walk through how to use the tools and how you can use them in your everyday work.

Using Web GIS in Law Enforcement - John Beck & Stacy Belledin, ESRI

This hands-on workshop will introduce students to the benefits in using WebGIS to publish and share information with your organization. In this course, you will become familiar with an ArcGIS Online portal, create a web map and use it to create web apps (Story Maps, Dashboards, and more) that enable information sharing with your coworkers and customers.