

## DPD – Todd Bettison

### Objective

**Reduce** the number of repeat 9-1-1 calls related to Squatter Disturbances by 50%, from 25 to 13, with out negatively impacting the quality of service.

### Scope

**In Scope:** 911 calls related to Squatter Disturbances.

**Out of Scope:** All other 911 calls. Squatter complaints reported via other methods.

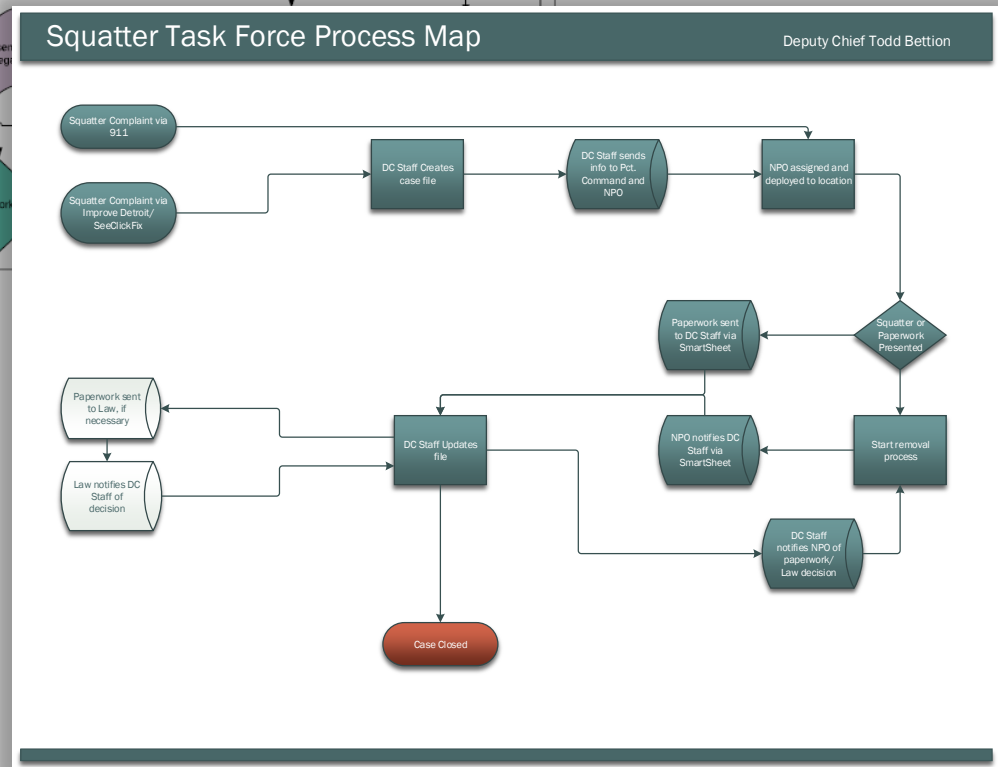
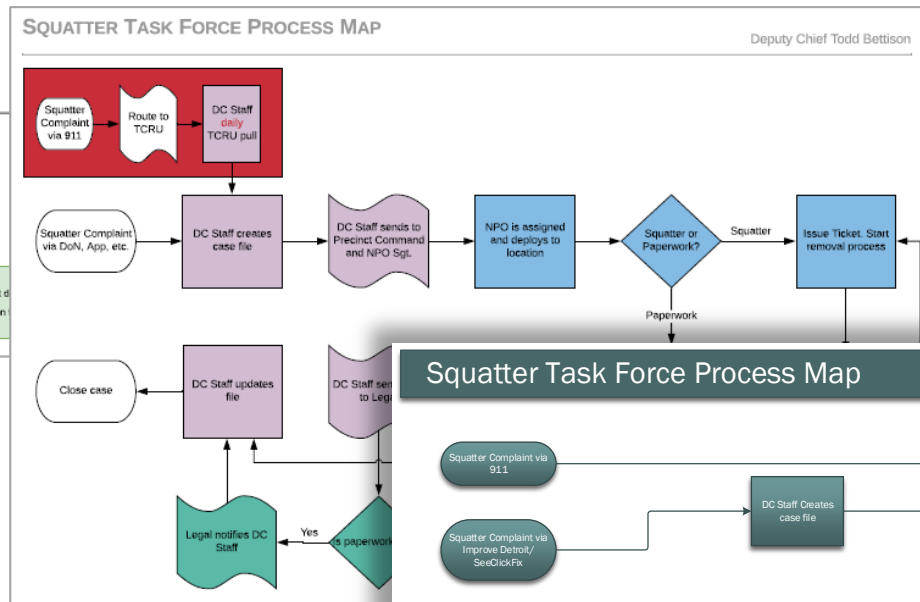
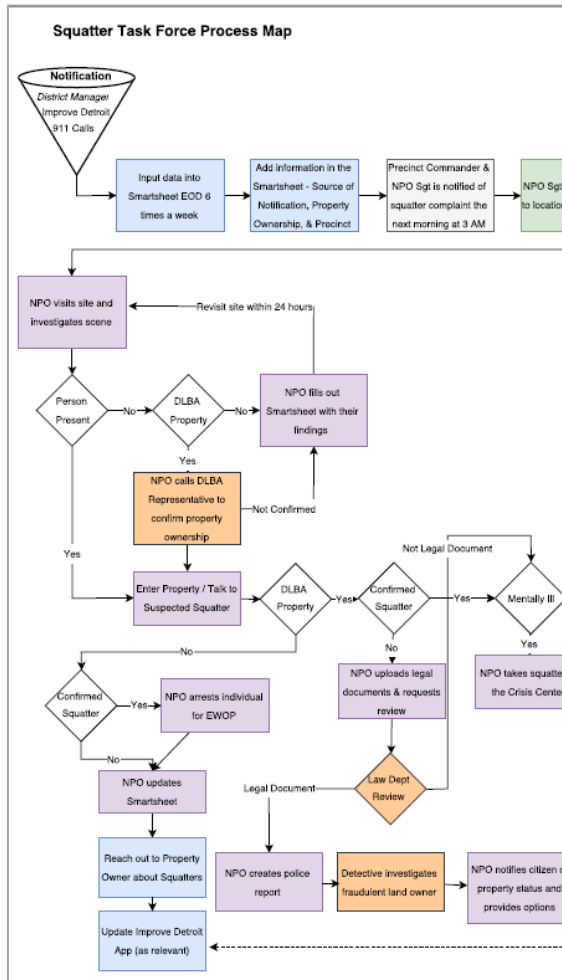
### Opportunities for Improvement

- » Officers struggle with the SOP for squatter calls – vague and ineffective
- » Hours officers spend on scene
- » Squatter calls result in officers time being taken away from other priorities
- » Data related to squatters not collected



# PROJECT LEAN

## Process Map Evolution





## Improvements

### Key Changes

#### Process

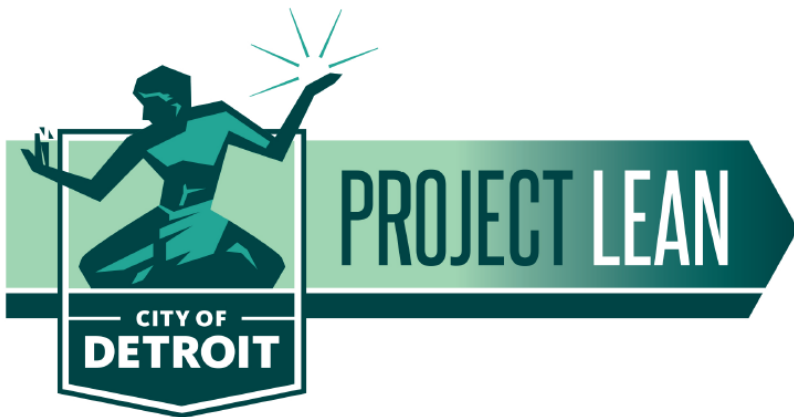
- » Scrapped the old “process” and developed an all new process
- » Chief’s Neighborhood Liaison Office staff training – file development, data tracking, SmartSheet usage, etc.
- » NPO’s trained to deal with various squatter scenarios, including Chief’s Neighborhood Liaison Office and DPD Law for differentiating between criminal and civil.

#### Technology

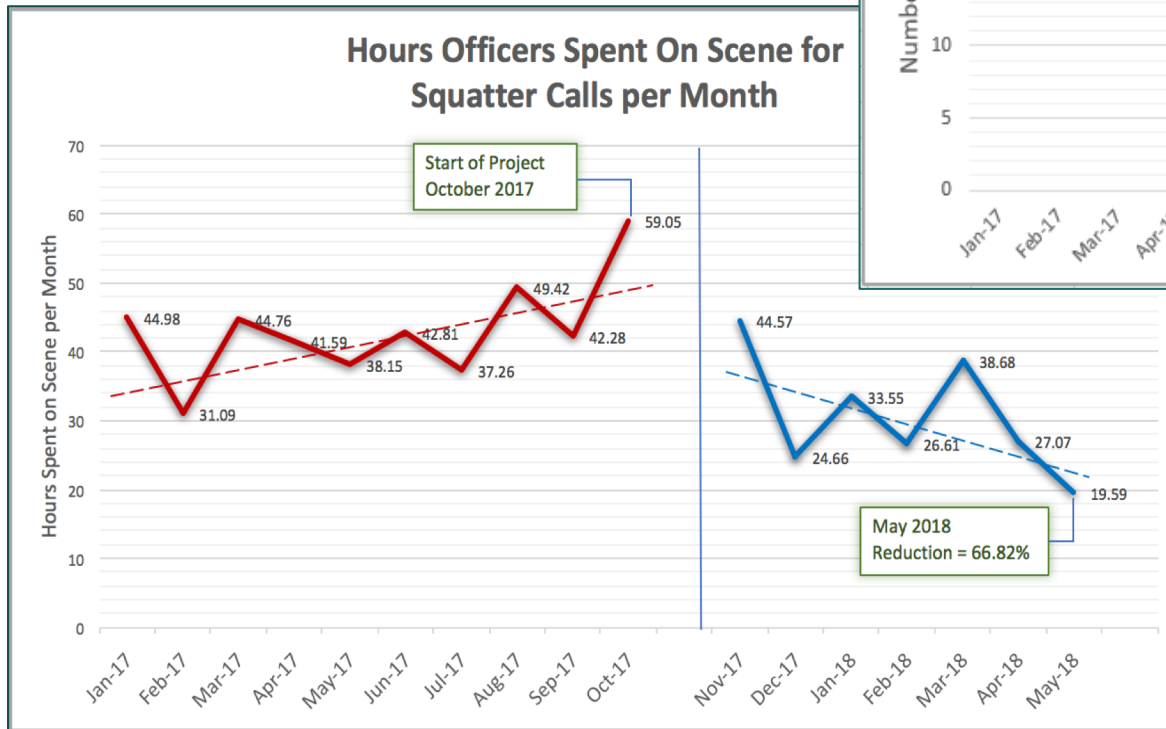
- » DoIT added “Squatter Issues” to SeeClickFix/ Improve Detroit and created a squatter SmartSheet
- » DoIT trained Chief’s Neighborhood Liaison Office and NPOs on new technology

#### Collaboration

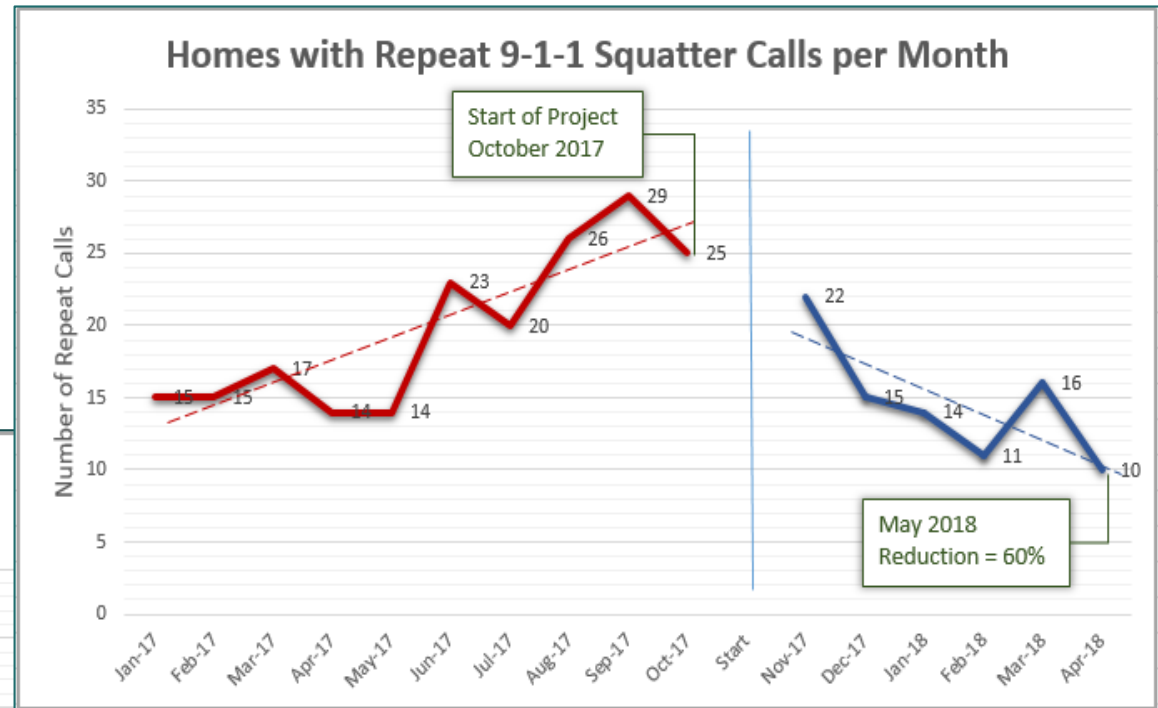
- » Involved DPD Law early in the process to help make on scene decisions
- » Worked with Wayne County Deed Fraud task force



At the start of the project, Oct. 2017, officers were spending 59.05 hours at the scene of squatter related 9-1-1 calls. May 2018, they spent 19.59 hours, a 66.82% reduction



## Results



At the start of the project, Oct 2017, there were 25 repeat emergency 9-1-1 calls\* related to squatter complaints. May 2018, there were 10, a 60% reduction.

\*calls regarding the same residence



## Team Members

**This project could not have been possible without the support of the following resources:**

### **Chief's Neighborhood Liaison Department**

- » Chief James E. Craig
- » DC Todd Bettison
- » Lt. L. Potts
- » Sgt. K. Kelsey
- » Cpl. L. Gilbert
- » R. Bowsman
- » R. Wilson
- » All the Neighborhood Police Officers (NPO's)

### **Other Departments**

- » DC Grant Ha
- » Wayne County Deed Fraud Unit
- » Register of Deeds
- » Wayne County Prosecutor Office
- » Wayne Country Treasury Office

### **LEAN Coach**

- » Anthony Zander