

VICTIM SERVICES GOES DIGITAL AT TUCSON P.D.

BACKGROUND

The Tucson Police Department (T.P.D.) serves more than two thousand crime victims each and every month. The department uses a number of different tools and processes, both digital and analog, to provide relevant information to crime victims and to fulfill the requirements set forth in the Arizona Victims Bill of Rights.

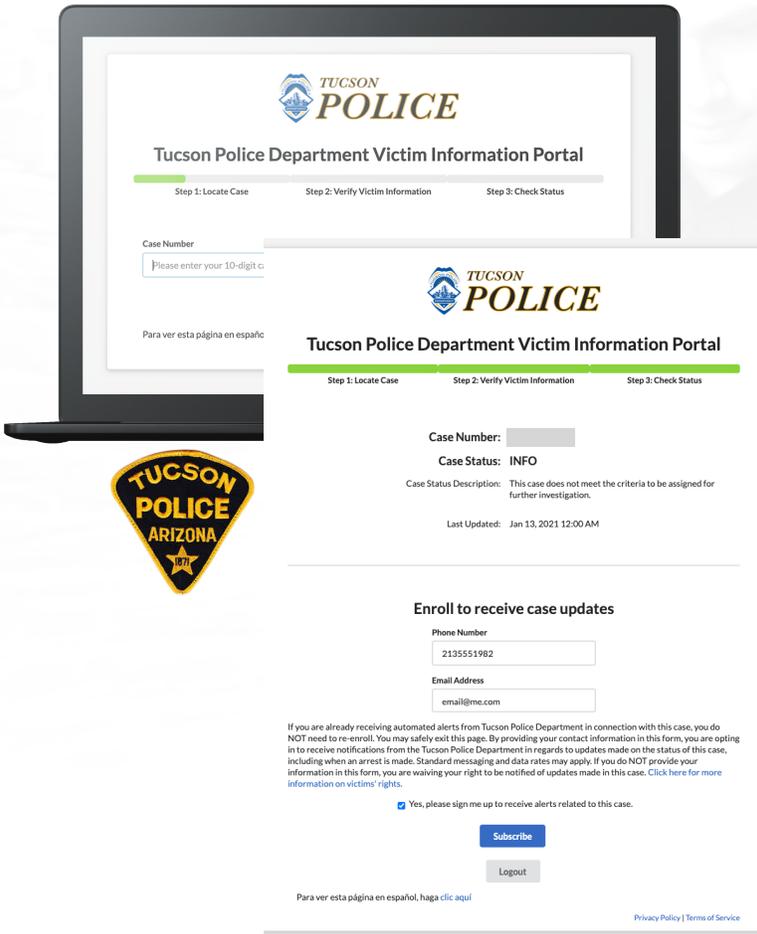
Since 2017, the department has been sending automated notifications to crime victims via email and/or SMS to help crime victims stay informed about their case and navigate the investigation process. These notifications are powered by the technology of the SPIDR Tech platform.

In July 2020, T.P.D. expanded their use of this technology to include the newly developed Victim Information Portal, which allows crime victims to:

- Login and view case status information, including personnel assigned
- Enroll to receive automated notifications when an arrest is made relating to their case.

To date, over 5k crime victims have logged in to the portal to view their case status information and of those, over 1500 (~30%) have provided their contact information to T.P.D. and asked to be notified in the event an arrest is made in connection with their case. Almost all of this contact information, approximately 91% was provided to T.P.D. for the first time. This means that T.P.D. now has a way to keep their contact information for victims up to date, in the event that contact information associated with the report has errors or changes over time.

Since July 2020, T.P.D. has sent nearly 1300 arrest notifications to crime victims, with 23% of those sent to crime victims who proactively enrolled via the Victim Information Portal.



QUICK FACTS

- Over half a million people live in the city of Tucson
- The Tucson Police Department serves between 2k-3k victims of crime each month
- In the state of Arizona, crime victims are afforded specific rights, including the right to be notified when an individual is arrested in connection with their case



5000+

Logins by crime victims during first five months of launch (July 2020-December 2020)



31%

% of crime victims who proactively enroll to receive automated notifications



91%

% of crime victim contact information collected via portal that was not present in reports



4.2/5

Average satisfaction score with crime victim services



www.spidrtech.com

COST SAVINGS

\$4,000

Prior to implementation of the portal, Records spent a significant amount of time reaching out to crime victims manually, sending paper letters to them with updates. A goal of implementation was to reduce the amount of time spent using manual processes, now that messaging was done automatically. In the second half of 2020, the percentage of crime victims requiring a paper letter dropped from 96% to 22%, resulting in a time savings of over 120 hours and a cost savings of about \$4,000 annually.

How does the Victim Information Portal help the Tucson Police Department to...

	BEFORE	AFTER	OUTCOME
 INFORM a crime victim of their rights?	An officer provides a pamphlet to the crime victim with information on their rights	An officer still provides a pamphlet but messages containing this information are also sent automatically via email and/or SMS	A crime victim receives relevant information digitally direct to their mobile phone and/or email address
 PROVIDE UPDATES on a case?	A detective calls a crime victim on the phone to provide updates	T.P.D. sends automated messages via email and/or SMS with case updates A crime victim can check their case status in the portal	Less calls to Investigations asking for case update information
 COLLECT FEEDBACK from crime victims?	Records personnel send out surveys via mail	T.P.D. sends mobile-friendly surveys automatically via email and/or SMS	Higher survey response rates (~17%) compared to paper surveys (~1%)
 VIEW FEEDBACK from survey responses?	Records personnel tracks survey results manually	Records personnel can view real time stats in automated SPIDR Tech dashboard, Spotlight	Streamlined analytics and reporting
 CONTACT crime victims in the event contact is needed	Records personnel sends paper letters to crime victims who were unreachable	Records personnel only sends letters to crime victims it could not reach, which happens rarely given the verification required in the portal	Over 250 personnel hours saved annually

If you're interested in learning more, please [contact us](#).



www.spidrtech.com