

# The 2010 International Conference on **Results-Driven Policing**

## Maximizing Information and Strategies/Tactics to Increase Accountability and Improve Results

**May 6–7, 2010**  
**Pier 5 Hotel**  
**Baltimore, Maryland**



### Presented by

The Penn State Justice & Safety Institute  
and our co-sponsors:

The Canadian Association of Chiefs of Police

The Atlantic Police Academy, Prince Edward Island



### Learn from the Leaders about:

- Doing More with Less
- Increasing Accountability and Effectiveness
- Finding Technology that Fits Your Department
- Mining Information to Develop Strategies and Tactics
- Purposeful Reviewing and Revising of Your Efforts
- Developing Force Multipliers
- Linking Strategies and Tactics
- Using Results-Driven Techniques to Manage Staff and Resources
- Combining Results-Driven Policing with Other Key Concepts
- Meeting the Gang Challenge
- Improving the Sharing of Information
- Implementing the CITISTAT Model to Fit Your Community
- Using Information to Hire and Promote Your Best People
- Predictive Policing—Predicting and Planning for the Future

# The 2010 International Conference on Results-Driven Policing

## Conference at a Glance

### WHO SHOULD ATTEND?

Police executives  
and command staff

Local and state  
government managers

Criminal justice  
faculty and instructors

Research faculty  
and staff

### WHY ATTEND?

Find new, improved  
ways to become more  
efficient and accountable  
with fewer resources.

Clearly demonstrate why  
your department should  
be adequately resourced  
to continually provide  
safety and security, and  
improve the quality of  
community life.

Benefit from usable  
“take home” strategies  
that can greatly enhance  
the efficiency of your  
department.

### Day One: Thursday, May 6, 2010

7:30 AM	Registration and Continental Breakfast
8:15 AM	Welcome and Introductions
8:30 AM	Keynote Address
9:00 AM	How We Reduced Crime by 70% in Four Years
10:00 AM	Break and Refreshments
10:15 AM	Maximizing Your Technology and Information
11:00 AM	Increasing Accountability and Effectiveness
NOON	Lunch
1:00 PM	Significantly Improving Traffic Safety through Results-Driven Policing
1:45 PM	Blending Results-Driven Policing with Other Strategies
2:45 PM	Break and Refreshments
3:00 PM	Results-Driven Techniques to Better Manage Resources and Staff
4:00 PM	Using Results-Driven Policing to Meet the Growing Gang Challenge
4:30 PM	Day One Adjournment

### Day Two: Friday, May 7, 2010

7:45 AM	Continental Breakfast
8:30 AM	Keynote Address
9:00 AM	Comprehensive Community Safety Planning
9:45 AM	Sharing Information with Other First Responders
10:30 AM	Break and Refreshments
10:45 AM	Information Sharing: Lessons Learned
11:45 AM	Lunch
12:45 PM	CITISTAT: Pulling All Service Providers Together to Maximize Results
1:30 PM	Using Information to Hire and Promote Your Best People
2:30 PM	Where Do We Go From Here? (Panel Discussion)
3:00 PM	Conference Adjournment

**7:30 a.m.—Registration and Continental Breakfast****8:15—Welcome and Introductions**

Joseph DeStefano, Penn State Justice & Safety Institute

Commissioner Frederick Bealefeld III, Baltimore Police Department (invited)

**8:30—Keynote Address: Doing More with Less is No Longer Just a Catchy Phrase**

Chief Michael Carroll, President, International Association of Chiefs of Police, West Goshen, PA (invited)

- *Everyone is looking at law enforcement to be more accountable and effective with much less*
- *Results-Driven Policing is the ability of departments, regardless of their size, to maximize their technology and information so they can develop and implement the best strategies and tactics*
- *Law enforcement must focus on linking operations and strategies and constantly monitoring the results*

**9:00—How We Reduced Crime by 70% in Four Years**

Jose Cordero, Director of Gangs, Guns, and Violent Crime, NJ Attorney General's Office

Chief Ronald Borgo, East Orange Police Department, East Orange, NJ

- *Become informed about the best practices and lessons learned from the East Orange PD, a department that was able to achieve these outstanding decreases in crime and make improvements in their city's quality of life*
- *Maximize your abilities to actively collect intelligence and link your strategies and operations*
- *Constantly monitor your strategies, tactics, and results*
- *Develop predictive policing*

**10:00—Break and Refreshments****10:15—Maximizing Your Technology and Information**

Chief Constable James Chu, Vancouver Police Department, Vancouver, BC

Mitchell Yanak, Director, University of Pennsylvania Communications; Inspector (Ret.)

Philadelphia Police Department, Philadelphia, PA

- *Examine the critical transition from a paper format to a comprehensive electronic information system*
- *Improve your information and push that information "down to the street"*

**11:00—Increasing Accountability and Effectiveness**

Chief Tony Corsi, Richland Police Department, Richland, WA

Chief Daryl K. Roberts, Hartford Police Department, Hartford, CT

- *Change the culture of your organization by increasing available information*
- *Enhance your efficiency via differential response models that make better use of your staff and resources*
- *Expand your relationships with other law enforcement agencies*



**NOON–Lunch****1:00 p.m.–Significantly Improving Traffic Safety through Results-Driven Policing**

Commissioner Julian Fantino, Ontario Provincial Police Department, Ontario, Canada

▪ *Analyze how the Ontario Provincial Police reduced traffic fatalities by 29% (131 lives) and produced social savings of \$2.3 billion*

▪ *Acquire the strategies and tactics to increase public and media involvement in this critical effort*

**1:45–Blending Results-Driven Policing with Other Strategies**

Deputy Chief Mark E. Talbot, Reading Police Department, Reading, PA

Chief William Kelly, Abington Police Department, Abington, PA

▪ *Use a problem-oriented policing model as your business model to improve results*

▪ *Change your departmental culture by encouraging and driving increased officer involvement*

▪ *Combine community policing, problem-oriented policing, and results-driven policing to improve quality of life issues and coordination of services*

**2:45–Break and Refreshments****3:00–Using Results-Driven Techniques to Better Manage Resources and Staff**

Captain Thomas Soucek, New Jersey State Police

Mitchell Yanak, Director, University of Pennsylvania Communications; Inspector (Ret.)

Philadelphia Police Department, Philadelphia, PA

▪ *Apply the basics of the results-driven approach to identify, qualify, quantify, and implement strategies that will most effectively deploy and develop your personnel and resources*

▪ *Implement an information-driven early warning system to identify officers whose behavior is problematic, and provide a form of intervention to correct the performance*

▪ *Create an information-driven system to identify your better performers and help your human capital/succession plan programs*

**4:00–Case Studies: Using Results-Driven Policing to Meet the Growing Gang Challenge**

Jose Cordero, Director of Gangs, Guns, and Violent Crimes, New Jersey Attorney General's Office

Chief Constable James Chu, Vancouver Police Department, Vancouver, BC

▪ *Create matrices such as threat-assessment tools to shift the focus to offenders as opposed to offenses*

▪ *Review how the use of these predictive devices has proven successful in two diverse situations*

**4:30–Day One Adjournment**

**7:45 a.m.—Continental Breakfast****8:30—Keynote Address: We Need All the Information We Can Get**

Chief William Blair, Toronto Police Services, Toronto, ON

- *The days of our succeeding and surviving on our own are gone—we must establish a culture of sharing information from all possible sources and leading that charge*
- *Learn from the leaders in breaking down the traditional silos*

**9:00—Sharing Information to Achieve Comprehensive Community Safety Planning**

Chief William Kelly, Abington Police Department, Abington, PA

Edgar MacLeod, Director, Atlantic Police Academy, Prince Edward Island, Canada

- *Obtain community resources and information to support your police mission*
- *Accomplish the above without increasing your budget*

**9:45—Enhancing Safety by Sharing Information with Other First Responders**

Deputy Chief Susan O'Sullivan, Ottawa Police Department, Ottawa, ON

- *Ensure that the first people at the emergency scene will have sufficient threat and hazard information for safer and improved results*
- *Improve anticipation and response to emergencies through time-sensitive information*

**10:30—Break and Refreshments****10:45—Information Sharing: Lessons Learned**

Captain Thomas Soucek, New Jersey State Police

Chip Brown, Mid-Atlantic Great Lakes Organized Crime Law Enforcement Network (MAGLOCLEN)

- *Examine how to make fusion centers a one-stop shopping source for critical information*
- *Improve your ability to access and use the available information*

**11:45—Lunch****12:45 p.m.—CITISTAT: Pulling All Service Providers Together to Maximize Information**

Mayor Sheila Dixon, Baltimore, MD (invited)

Commissioner Frederick Bealefeld III, Baltimore Police Department, Baltimore, MD (invited)

- *Learn from the leaders on managing all city programs and services to positively impact the quality of life*
- *Capture the police department's role in this comprehensive and highly effective endeavor*
- *Gain insight on how this can be a low-cost way to assess overall performance*

**1:30—Using Information to Hire and Promote Your Best People**

Rick Jacobs, Ph.D., CEO of EB Jacobs, LLC

- *Study how smaller departments can pool information, resources, and candidates to effectively hire the best*
- *Positively connect performance appraisals to the promotional process*
- *Review lessons learned and best practices of conducting entrance exams*



**2:30–Panel Discussion: Where Do We Go from Here?**

- *Strategize and implement the necessary steps to increase accountability and effectiveness*
- *Gain buy-in from all levels of stakeholders and personnel*
- *Obtain the “big picture” perspective*

**3:00–Conference Adjournment****PERTINENT INFORMATION\*****Venue and Hotel**

The 2010 International Conference on Results-Driven Policing will be held May 6–7, 2010, at the beautiful Pier 5 Hotel in Baltimore, Maryland. The hotel is conveniently located in Baltimore’s Inner Harbor, featuring great attractions and dining within walking distance. Public parking is available on site; rates vary. Continental breakfast is provided by the hotel; lunch and dinner are on your own. Morning and afternoon breaks will be provided.

**Pier 5 Hotel**

711 Eastern Avenue  
Baltimore MD 21202  
866-583-4162

A limited number of rooms have been reserved at the hotel at the group rate of \$157 per night. In the event that the Pier 5 Hotel is booked to capacity, reservations can be made at the Brookshire Suites at a rate of \$139 per night. The Brookshire Suites is within a few blocks of the Pier 5 Hotel, and complimentary shuttle service will be provided to and from the conference. Reservations for either hotel must be made by Monday, April 26, 2010, by calling 866-583-4162. Please reference group name “Penn State University” when calling to make reservations.

Hotel and travel costs are NOT included in the conference tuition.

**Tuition and Group Discounts**

*Early Bird Rate: \$530 (postmarked by 12/31/2009)*

*Regular Rate: \$550 (postmarked after 12/31/2009)*

If you are sending five or more people from your organization, a group discount of \$25 per registration will apply. This applies to both the “early bird” and regular rates.

**Cancellation Policy**

Cancellations made less than two weeks prior to the event will be charged a \$100 administrative fee. In the event that a participant does not attend and does not call beforehand, no refund will be issued.

\*NOTE: Amounts listed are all in U.S. dollars. Payment or purchase order must be received with registration. To qualify for the “early bird” rate, registration and payment or purchase order must be postmarked by 12/31/2009.

**Registration**

- **ONLINE** at <http://www.jasi.outreach.psu.edu>
- **VIA FAX** to 814-863-3108
- **VIA MAIL** to:  
 Penn State Justice and Safety Institute  
 The 329 Building, Suite 222  
 University Park PA 16802 USA

Please register me for the 2010 International Conference on Results-Driven Policing, to be held May 6–7, 2010, at the Pier 5 Hotel in Baltimore, Maryland.

\_\_\_\_\_  
**LAST NAME** **FIRST NAME** **MI**

\_\_\_\_\_  
**TITLE**

\_\_\_\_\_  
**COMPANY OR ORGANIZATION**

\_\_\_\_\_  
**BUSINESS ADDRESS**

\_\_\_\_\_  
**CITY** **STATE/PROVINCE**

\_\_\_\_\_  
**ZIP/POSTAL CODE** **COUNTRY**

\_\_\_\_\_  
**PHONE** **E-MAIL**

How did you hear about this conference? \_\_\_\_\_

**Payment Information (see previous page for tuition rates)**

Enclosed is a check for the amount indicated, payable to The Pennsylvania State University.

Enclosed is a purchase order (made payable to The Pennsylvania State University). **IMPORTANT: For this payment option, an authorized signature is required below.**

\_\_\_\_\_  
**Authorizing agent name (please print)**

\_\_\_\_\_  
**Signature authorizing payment required**

Payment by credit card (see below)

**Charge the fee to my:**

*MasterCard*   *Visa*   *American Express*   *Discover*

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**CREDIT CARD NUMBER** **EXP. DATE (MO/YR)**

\_\_\_\_\_  
**CARDHOLDER'S NAME (Please print)** **CARDHOLDER'S SIGNATURE**  
*(Credit card charges cannot be processed without signature and expiration date.)*

For questions about registration, please call 814-863-0079.

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Accountability and Improve Results**

**May 6–7, 2010**

**Pier 5 Hotel**

**Baltimore, Maryland**

**Fabulous Baltimore attractions include:**

**The Inner Harbor with its many restaurants and stores**

**Several Inner Harbor cruise and sight-seeing providers**

**The National Aquarium**

**The ESPN Zone**

**Little Italy**

**Baltimore Orioles (schedule permitting)**

**Fort McHenry National Monument**

For more information, visit [www.jasi.outreach.psu.edu](http://www.jasi.outreach.psu.edu) or call 814-863-0079