

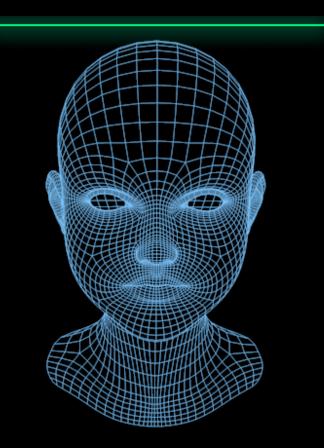


A STRUCTURE FOR EFFECTIVE INTELLIGENCE ANALYSIS IN LOCAL LAW ENFORCEMENT



Learning Objectives

- □ What is Intelligence
- **Given Structure and the FPD Intel Unit**
- Products and Communications
- □ Summary and Lessons Learned





Fishers Police Department (FPD)

- Fishers, Indiana bordersIndianapolis to the Northeast
- Fishers' population is estimated at just over 100k
- FPD is made up of 120 sworn and17 civilian staff





Intelligence is information gathered within or outside the U.S. that involves threats to our nation, its people, property, or interests; development, proliferation, or use of weapons of mass destruction; and any other matter bearing on the U.S. national or homeland security. Intelligence can provide insights not available elsewhere that warn of potential threats and opportunities, assess probable outcomes of proposed policy options, provide leadership profiles on foreign officials, and inform official travelers of counterintelligence and security threats.

- Office *of the* Director *of* National Intelligence

The above definition from ODNI defines Intelligence based on their mission, but Intelligence can have multiple applications:

Business Intelligence	Military Intelligence	Political Intelligence
Homeland Security Intelligence	Criminal Intelligence	Market Intelligence

For all these applications, Intelligence can be defined as:

⁶⁶ Information vetted and analyzed to provide a decision-making advantage. ⁹⁹



⁶⁶ Reports that say that something hasn't happened are always interesting to me, because as we know, there are known knowns; there are things we know we know. We also know there are known unknowns; that is to say we know there are some things we do not know. But there are also unknown unknowns- the ones we don't know we don't know.

- Donald Rumsfeld, Secretary of Defense (former)

- ✓ The objective of Intelligence is to deliver better clarity on the "unknown" in our areas of responsibility
- ✓ Intelligence provides judgements about the "unknowns" through information collection and analysis

Intelligence can be better characterized by the **analytic thinking techniques** used on information that is collected **and** the **output**.

So, what does creating Intelligence look like?



Critical Thinking Techniques







Analytical Processes



Phone Analysis







Intelligence *IS NOT* defined *ONLY* by:

- the use of covert tactics,
- handling of, or access to, "secret" or "sensitive" material,
- the types of data or information sources used (i.e. social media),
- or any specific offense types (i.e. gangs, drugs, homeland security, etc).

Intelligence *IS* found in **outputs** or products:

- analytic judgements related to criminal activity (i.e. what is "likely", "possibly" or "probably" occurring),
- forecasts of possible outcomes or implications,
- possible roles of persons, places, or things in criminal activity,
- or explanations of crime trends or patterns.

Intelligence IS about answering questions.



What is Criminal Intelligence

⁶⁶ Information vetted and analyzed to provide a decision-making advantage *for law enforcement*.⁹⁹

Criminal Intelligence is simply Intelligence as defined above *with a criminal nexus*. Criminal Intelligence can be used at a police department to direct or support investigations, tactical situations, operations, or strategic missions.

Intelligence provides judgements about an unknown situation and may provide direction or lead to an investigation, but the primary objective of intelligence is <u>NOT</u> evidentiary information for a case or probable cause.

Criminal Intelligence is about providing knowledge about the criminal threats in our area of responsibility.



How to Conduct Intelligence

Intelligence can be accomplished through a process called the **Intelligence Cycle**. The 5 Phases of the Intel Cycle, shown in the graphic to the right, and the roles of FPD in each of those phases is covered in the following slides.







Planning and Direction (or establishing the intelligence requirements for the consumer of intelligence):

The opening stage for the intelligence cycle, planning and direction serves as the springboard from which all intelligence activities are launched. The direction portion will most often come first, whereby the consumer of intelligence issues a requirement for a specific product—a report, graphic, or, at times, raw intelligence. From that, the intelligence organization being tasked will plan its activity.

FPD Roles

Command: Establish strategic priorities

Officers/Supervisors: Guide the direction based on strategic priorities and current activity

Intel Unit: Plan threat stream focus and product development based on direction





Collection (or gathering the raw data required to

produce a product): Collection is accomplished by using a variety of available law enforcement intelligence sources including, but not limited to, human intelligence, communications (social media, phones, jail calls), tips, reports, maps, trend analysis, field interviews, logical database inquiries, other jurisdictions' reports, bulletins etc.

Collected information is not yet intelligence until it has been vetted, analyzed, and communicated.

FPD Roles

Command: N/A

Officers/Supervisors: Collector, collect street-level information based on direction and threat streams

Intel Unit: Collector, collect information from multiple LE sources based on direction and threat streams





What is Criminal Intelligence

The purpose of **Collection** for reports or investigations is different than the purpose for collecting info for Intelligence.

If a situation *prompts a question* related to suspicion of criminal activity, but not necessarily evidence of criminal activity, then it is a possible opportunity for **Collection**.

Intelligence provides judgements about an unknown situation and may provide direction or lead to an investigation, but the primary objective of intelligence is <u>NOT</u> evidentiary information for a case or probable cause.

Another opportunity for **Collection** is if the observation or question is *part of the larger FPD Intel mission*. The role of the FPD Intelligence Unit and the larger FPD Intel mission is described in the following slides.





153,291 views • Oct 24, 2009



Processing (or converting the raw data into a comprehensible form for use in the finished

product): Processing and exploitation involve the use of highly trained, specialized personnel and equipment to turn the data into usable and understandable information. Translation, decryption, and interpretation of film and imagery are only a few examples of the methods used to process film, magnetic, and other media that collect and store data.

FPD Roles

Command: N/A

Officers/Supervisors: Processor, information sharing

Intel Unit: Processor, analysts will conduct data and information cleaning, organizing, and categorizing based on direction and threat streams





Analysis and Production (or integrating, evaluating, analyzing, and preparing processed information for the finished product): Analysis and production require highly trained, specialized personnel—analysts—to give meaning and priority to the information. Synthesizing the processed information into actionable finished intelligence makes the information useful to the customer. It is important to note, however, that in some cases, the cycle may skip this stage; for example, when the consumer of intelligence needs only the factual reporting or raw imagery.

FPD Roles

Command: N/A

Officers/Supervisors: Production, verify or validate information **Intel Unit:** Analysis and Production, analysts develop product(s) for the consumer(s) based on the collected information and analysis





Dissemination (or delivering the finished product to the consumer who requested it and to others as applicable): Consumers of intelligence receive the finished product, usually electronically through websites (the Hub/Police/Intel Unit Information Sharing) or e-mail, though sometimes hardcopy. We refer to the final product as finished intelligence, and after it is disseminated, *new intel gaps may be identified to prompt the intelligence cycle to begin again.*

FPD Roles

Command: Consumer, digest the intelligence to support operational, strategic, or policy decisions

Officers/Supervisors: Consumer, digest the intelligence to support tactical or operational decisions. Identify and provide feedback about any intel gaps.

Intel Unit: Disseminator, disseminate the intelligence product(s), request and collect feedback





The FPD Intel Unit staffs 1 LT, 1 Detective, & 4 civilian analysts. The Intel Unit performs 3 primary functions: **Crime Analysis**, **Investigative Support**, & **Intelligence**.

Investigative Support

- Surveillance
- Backgrounds / Profiles
- Social media queries
- Address verification

Crime Analysis

- Trend Analysis (COP Bulletin)
- Density Mapping
- Phone Cell Site Analysis (ZetX) I
- Social Network Analysis
- Pattern Analysis

- Debriefs/Interviews
- Phone Dumps (Cellebrite)
- Associations
- Attempts to ID

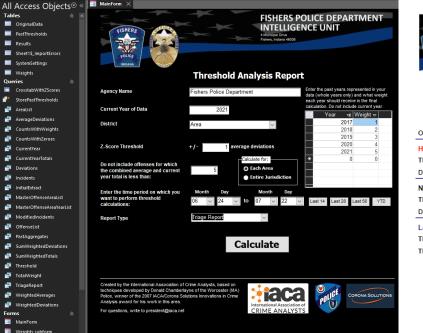
- Jail Calls
- Suspect leads
- Deconfliction
- Fugitive tracking
- Situational Awareness (COP Bulletin)
- Temporal Analysis (Time of day/Day of week)
- Link Analysis
- Strategic Analysis (Annual reports, stats)
- M.O. Identification





The Common Operating Picture (COP) Bulletin

• Trend Analysis • Situational Awareness





High Z-Scores indicate potential patterns or series within that crime and are₄

Offense	Area	Weighted Avg	Normal Range	2018	Z-Score	
High	These offenses are unusually high. Patterns or series may be at work in these areas.					
Theft	FIS3	3.07	3-3	10	27.86	
Drug	FIS3	1.13	1-2	5	6.69	
Normal	These offenses are within the normal range for this area and time period.					
Theft	FIS1	5.53	3-8	6	0.22	
Drug	FIS4	3.67	1-6	4	0.14	
Low	These offenses are unusually low in these areas.					
Theft	FIS2	8.07	2-14	2	-1.04	
Theft	FIS4	10.4	9-12	6	-3.93	

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TREND ANALYSIS

Rolling 30-day analysis of Burglary, Theft, MVT, Fraud & Drug-related cases by District compared to the previous 5 years of data. If a trend is identified, any patterns and actionable information will be provided below.

(U//LES) Trend analysis shows MOTOR VEHICLE THEFTS with a significant increase CITYWIDE over the projected number of cases. Recent trends in Indianapolis of juveniles stealing KIA and Hyundai vehicles has started to spread into the Fishers AOR. Yesterday (29 June) a crew of likely juveniles from Indy hit Fishers targeting Hyundais with successfully taking one (23-28777) in addition to an attempt on a different Hyundai, with the steering column peeled (23-28743). Other TFVs during this timeframe are also probably related. Intel identified a possible suspect and FPD is actively investigating.

(U//LES) The increase of KIA and Hyundai thefts in Indianapolis is a result of a social media trend originating in Milwaukee (WI) demonstrating how people can hotwire KIA and Hyundai vehicles by using a USB charging cable. Individuals are able to easily steal these vehicles by breaking the plastic off the steering column and dismantling the key slot. A USB cable is used to turn the ignition and start the vehicle. This trend is probable to continue in the Fishers AOR throughout 2023. See the attached IMPD "Kia Boyz" Motor Vehicle Thefts Bulletin for more details.





The FPD Intelligence Unit

This training does not cover the Crime Analysis and Investigative Support functions of the Intel Unit

Intelligence

FPD direction, established in the Intel Cycle, is filtered into the Intel Unit's **Threat Stream Strategy**. The Threat Stream Strategy is broken into 4 general areas of focus, or "threat desks". Each "Threat Desk" has multiple threat streams based-on FPD direction, but can change based on command priorities, emerging threats and/or new information collected by officers.





Current Threat Streams

- Thefts from Vehicles Trends
- Catalytic Converter Thefts
- Organized Crime
 - Felony Lane Gang (FLG)
 - South American Theft Groups (SATG)
 - Houston-based ATM Thefts

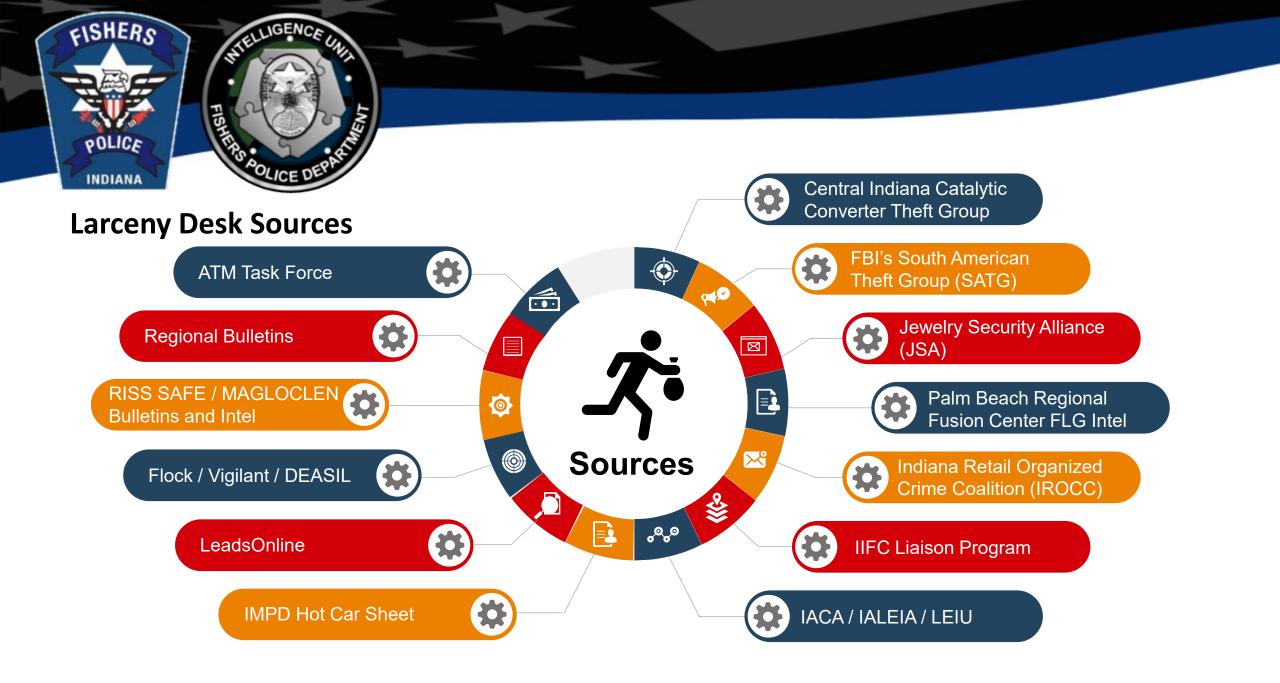
• Auto Thefts

- o "Kia Boyz"
- Dodge SRTs



Mission Statement

"The Larceny Desk will proactively monitor, collect, analyze and disseminate information and intelligence on current or emerging threats associated with **larceny, burglary or robbery** in the City of Fishers. The Larceny Desk will aim to serve as a subject matter expert for larcenyrelated trends in Fishers, as well as relevant regional and national trends. The Larceny Desk will also provide investigative support to any cases associated with larceny, burglary or robbery in the City of Fishers, as needed."





Current Threat Streams

- School Threats
- Government Threats
 - Facilities and/or Persons

• Special Events

- *Protests/Civil Unrest*
- OIS/Controversial Trials

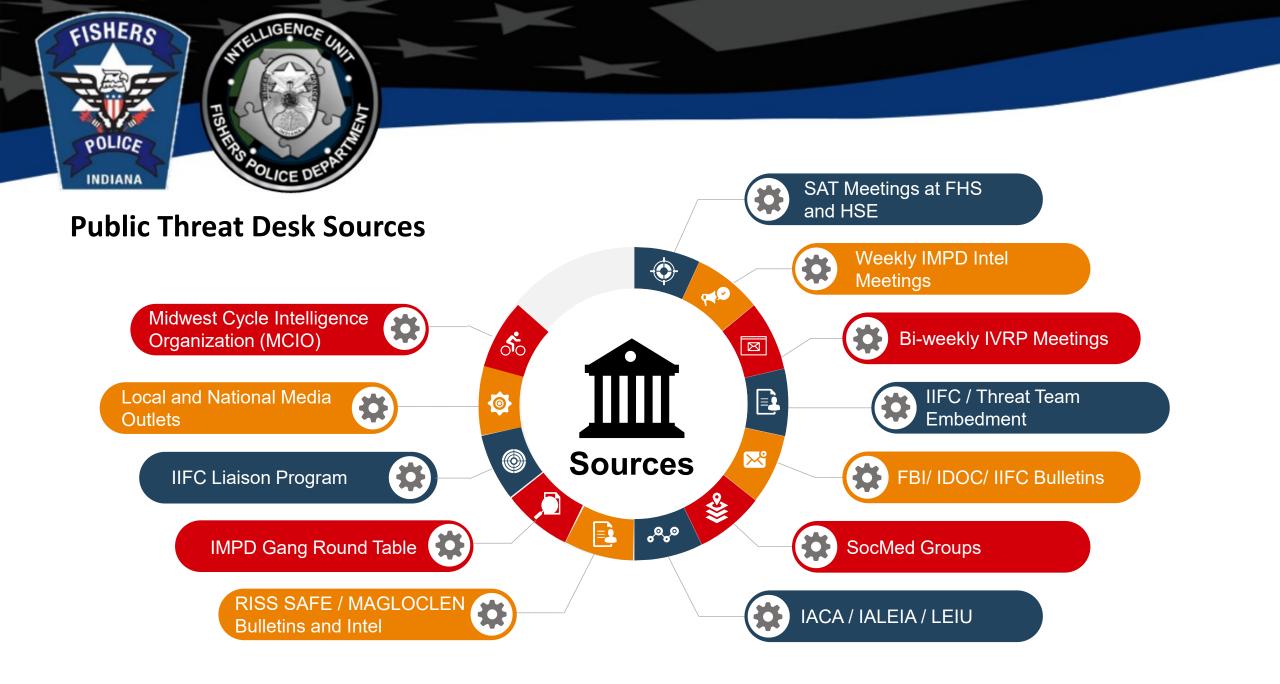
• Emerging National Threats

- Outlaw Motorcycle Gangs
- Mass Shootings



Mission Statement

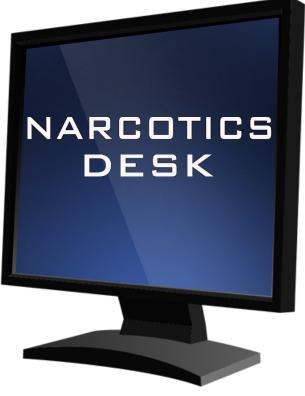
"The Public Threat Desk actively monitors" and analyzes current and emerging **threats** against schools, special events, and government facilities and/or persons. Information and intelligence is disseminated for the threats that will possibly affect the City of Fishers; including emerging regional and national threats that may cause an overreaching impact or sentiment. The Public Threat Desk works all tips and/or case investigations involving various threats to serve as a subject matter expert in these trends."





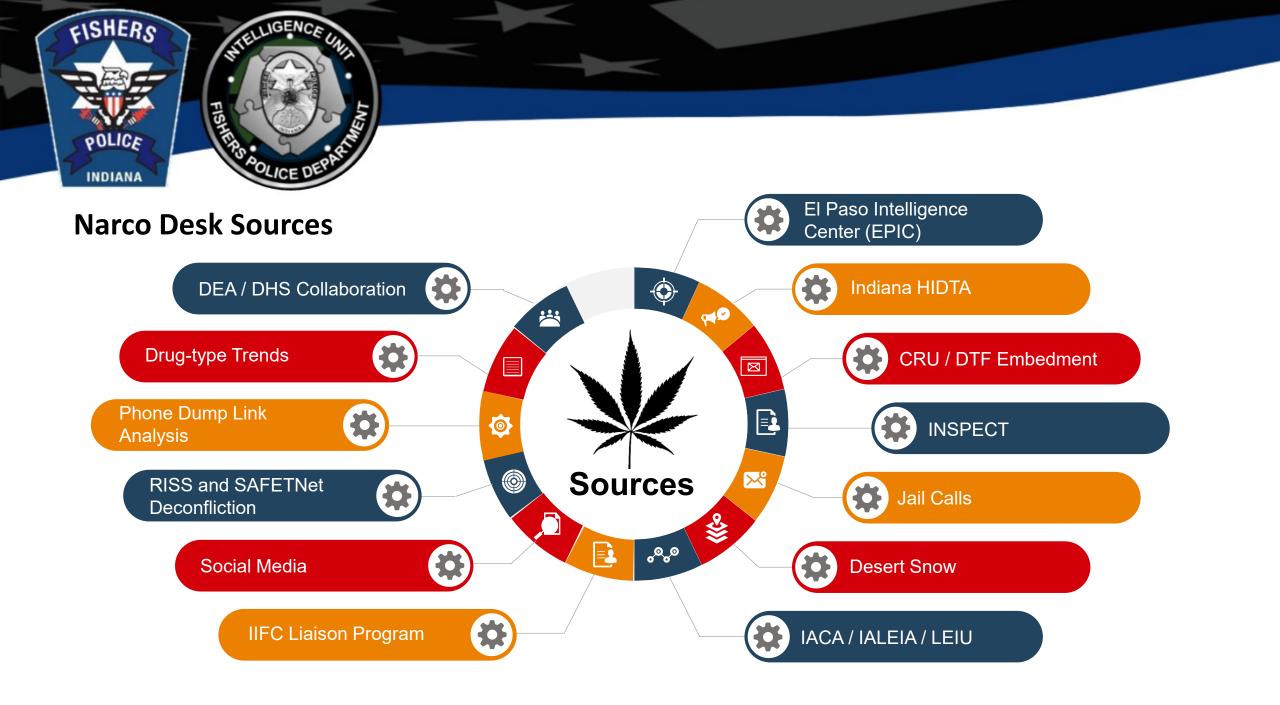
Current Threat Streams

- Emerging Drug Trends
- Persistent Drug Types
- Overdoses
- Concealment Methods



Mission Statement

"The Narcotics Desk of the Fishers Police Department aims to collect, analyze, and disseminate strategic and operational intelligence in real-time; with efforts to support and collaborate with our Federal, state, and local partners. The Narco Desk also provides long-range identification and analysis of **emerging and/or anticipated drug trends** as to develop efficient and effective law enforcement targeting strategies."





Possible Threat Streams

- Threats to life
 - Retaliations
- Gangs/Groups
- Illegal Possessions
 - Prohibited Persons
 - Illegal Conversion Devices

• Shooting Trends



Analyst assigned to the *Indianapolis Metropolitan Police Department* -*Indiana Crime Gun Task Force* (IMPD - ICGTF)

- NIBIN
- Fishers Nexus

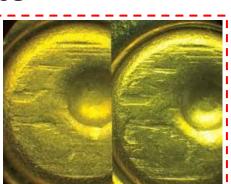
Fishers has had 9 NIBIN leads YTD. Indianapolis has had over 2000 and counting. Most Fishers leads connect to IMPD cases.

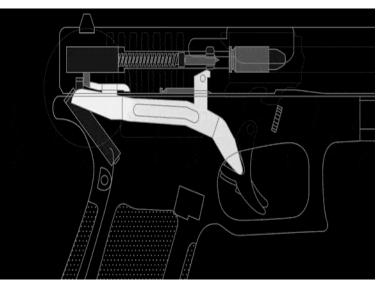


Crime Gun Desk & IN Crime Guns Task Force Goals

- Identify related shooting incidents
- National Integrated Ballistic Information Network (NIBIN)
- NIBIN leads generated, assigned to analyst and case agent
- Analyst investigates lead, organizes information, and sets "tier" based on actionable intel
- Case agent and analyst collaborate to build case
- Case agent and other ICGTF detectives implement op plans leading to arrests. Federal partners can assist with federal vs state charges when applicable.
- Disrupt cycle of violence by identifying and arresting serial shooters.

As of October 28, 2022, ICGTF has seized more than 300 firearms, and made nearly 400 arrests.



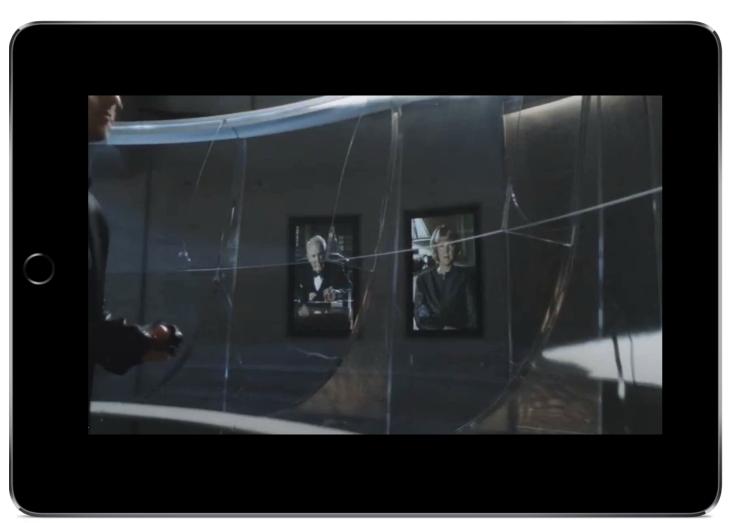






Intel Unit Detective

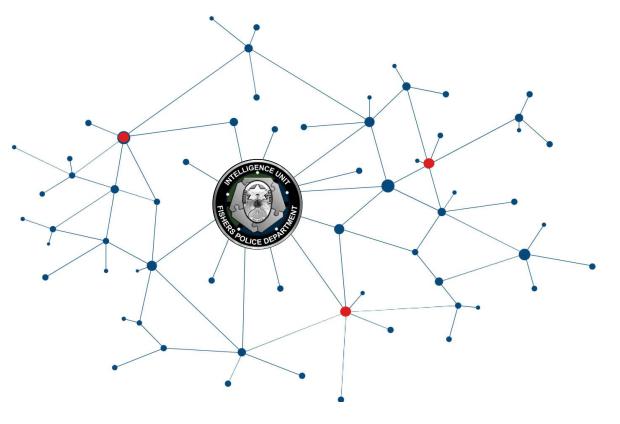
- Collection "Fill in the Gaps"
 - Surveillance
 - Research / database inquiries
 - Contact persons involved
 - Debriefs, interviews
- Lead development
- Investigative Support
- Response recommendations
- Federal integration
- Regional network





FPD Intelligence Liaison Officers

- Intel Liaison Officers (ILO) will be identified in each shift to serve as a point of contact for information sharing
- ILOs will receive the monthly Intel oral brief, access to Intel documents, and be a part of the decision making and analytical process, if available, for major Intel reporting
- ILOs will help provide street-level information, trends, and direction for Intel analysts
- ILOs will be made aware of and recommended for Intel training opportunities





Products and Communications

The Intel Unit will:

- □ Facilitate the Intelligence Cycle
- Continually monitor sources specific to each Intel Unit Desk's threat streams
- □ Create and disseminate products to share information and intelligence

INTEL ALERTS

• Email alert disseminated when a threat may be imminent or time sensitive

MONTHLY INTEL BRIEF

• Oral brief for Command / Supervisors / Liaisons. Available by request for Roll Calls, as needed

INTELLIGENCE BULLETINS & REPORTS

• Brief bulletin or formal report of a specific intel question or problem, as needed

ANNUAL THREAT REPORT

• Overview of the prior year's Threat Desk activity and a forecast for the upcoming year



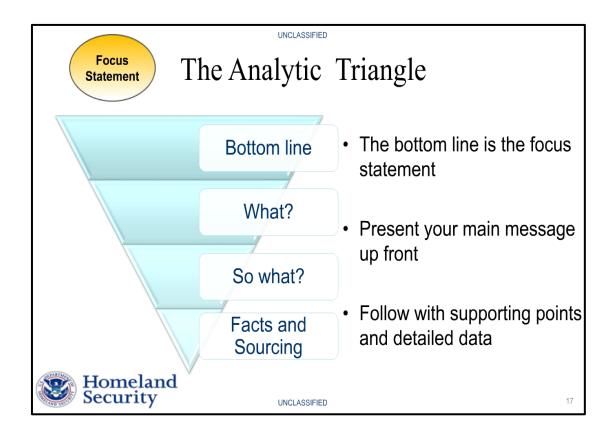
Products and Communications

Output

Judgements, Assessments, Forecasts, Prediction

Words of Estimated Probability (WEPs)

LANGUAGE OF PROBABILITY	Associated Probability
Almost Certain	>%90
Highly Likely	%75 - %85
Likely	%55 - %70
Possible	%40 - %55
Plausible	%25 - %40
Unlikely	%15 - %20
Highly Unlikely	<%10





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Intel Alerts

(U//LES) Intel Alert_TFVs_21 Dec 2020

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 ←
 Reply
 ≪
 Reply All
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 Forward
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To D PD Sworn -Email

SYNOPSIS

Last night several thefts from vehicles occurred, which included multiple garage door openers taken. Suspect(s) would then open garage doors and take random property from homes. See Roll Call for case numbers.

SITUATION

Ring/Nest video indicated **2 suspects on foot with flashlights** and possibly a vehicle following or parked in the area. The thefts likely occurred between 0100 – 0400 AM. The possible suspect vehicle is a **white, 4dr sedan, unknown make/model**. The below images are what is currently available.



'SUSPECT 1' 'POSSIBLE SUSPECT VEHICLE'



HANDLING INSTRUCTIONS

This information is for your situational awareness, as this activity is likely to persist over the next week based on trends. Prior similar investigations show this MO occurring with 2 suspects on foot being followed slowly through neighborhoods by a vehicle; if the vehicle flees there may be subjects still out on foot. Contact FPD Intel at <u>fointel@fibers.in.us</u> with any information or questions.

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(U//LES) Intel Alert_Officer Safety_Suspicious Activity at Officer Residence



(5 %) → ···· 11/13/202

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SYNOPSIS

On 13 November around 0245 hours, two unknown males were caught on camera **looking into an IPS Police Officer's residence at**One of the suspects appeared to be carrying a **firearm** as they looked through the house windows. It is unknown at this time if the officer was targeted or not. FPD Intel is looking into it and will push out any additional information gathered.



HANDLING INSTRUCTIONS

Information is for officer awareness/safety. Any info can be sent to FPDIntel@fishers.in.us.

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Intel Briefs





Intelligence Bulletins & Reports



INTELLIGENCE BULLETIN

LARCENY DESK THREAT OF ATM THEFTS

16 November 2021

SYNOPSIS

(U//LES) It is probable organized ATM theft groups from Houston (TX) will target central Indiana over the next few days and may currently be locally conducting surveillance of their next ATM targets. An attempted ATM theft was reported this morning in Evansville with evidence indicating the suspects are from Houston (NFI). Prior ATM theft attempts in central Indiana were preceded by attempts in Evansville, including last month when Carmel and Indy were hit with ATM thefts.

SITUATION

are known to hit multiple sites around major cities over a few days. They c

(U//LES) PROBABLE ATM TARGETS IN FISHERS

iston ATM theft crews prefer drive-thru ATMs near interstates or major roadways, close to reside areas with possible trucks to steal, and open space around the drive-thru to use the truck to pull perpendicular to th ATM. Intel has assessed that the following banks in Fishers are the most probable to be targeted for ATM thefts based on the above criteria from multiple investigations

HANDLING INSTRUCTIONS

(U//LES) BOLO for 10-37 activity around banks. When responding to bank alarms, be sure to check exterior ATMs. Contact Det Dan Nelson at (317) 496-2610 for questions or to report suspicious activity.

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INTELLIGENCE BULLETIN

NARCOTICS DESK FENTANYL OVERDOSES FROM COUNTERFEIT PILLS

(U) The FPD Intel Unit Narcotics Desk assesses with high probability that Fishers will continue to see an increase in unassuming users likely overdosing from counterfeit pills containing <u>fentany</u>]. This assessment is consistent with current nationwide trends and is especially concerning for young adults experimenting with fentanyl and those consuming pills they falsely believe to be legitimate medication from a pharmacy.



(U) The Narcotics Desk actively monitors area drug-related overdoses and has seen recent fatal overdoses of young adults attributed to fentanyl in Fishers. Fishers has also seen an increase in fentanyl-related calls for service, narcotics investigations, and recent large-scale seizures of counterfeit pills with fentanyl

(U) Pills such as oxycodone (Oxycontin[®], Percocet[®]), hydrocodone (Vicodin[®]), and alprazolam (Xanax[®]) or stimulants like amphetamines (Adderall⁴), are being marketed as legit prescription pills and often sold on social media platforms. Popular apps like Snapchat, Facebook, Instagram, TikTok, Telegram, and Whisper- allow teens to connect with drug dealers across the nation and remain anonymor

(U) Source: DEA Counterfeit Pills Fact Sheet (pp.)

Fentanyl is a synthetic opioid about 50x more potent than heroin and 100x more potent than morphine • 2 of 5 (40%) pills found in US communities contain a deadly dose of fentanyl · A lethal dose of fentanyl is equivalent to 2 or 3 grains of salt Counterfeit pills are intentionally made to look exactly like real ones in size, shape, and color

(U) The drug overdose crisis in the United States is a serious public safety threat with rates reaching the highest level in history. The CDC reported more than 93,000 people died of a drug overdose in the US in 2020.

(U) FPD urges all Fishers' residents to be aware of the dangers of counterfeit pills and to only take medications prescribed by a medical professional and dispensed by a licensed pharmacist. Any teen, young adult, or unassuming buyer purchasing pills from a friend or on social media are at great risk of inadvertently consuming fentanyl and the consequences can be fatal. (U) UNCLASSIFIED



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(1) The Recent Increased Hells Angels Activity of Heavy **Recruiting and Expanding Territorial Claims in Central Indiana**

Likely to Affect Fishers, IN (U//LES) As other surrounding cities around Indianapolis see increased (Hells Angels Motorcycle Club)

HAMC activity, Fishers is likely to as well. Fishers has several local bars that could potentially attract HAMC as well as major highways that already cause increased criminal activity for EPD. This serves to inform FPD about the potential threat from HAMC, to increase their awareness of how crowded central Indiana is becoming with OMGs and to share important officer safety tips when interacting with OMG members as seen in the attached IMPD bulletin.

(U) Key Judgments



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INTELLIGENCE REPORT

LARCENY DESK THREAT OF SOUTH AMERICAN THEFT GROUPS (SATG) v2.0 March 2023

(U) SYNOPSIS

(U//FOUO) Criminal groups from South American countries are being trained to commit burglaries and thefts and enter the U.S. illegally or use tourist visas to travel the country to commit these crimes. The FBI refers to these groups as South American Theft Groups or "SATGs". This activity is a persistent and escalating transnational organized crime trend, with daily SATG reports across the U.S.

(U//FOUO) SATGs are often Chilean or Columbian and enter the U.S. either illegally through the U.S.-Mexican border or with 90-day visa waivers for tourism. These visa waivers do not require as extensive of a background check as regular travel visas, nor do they collect fingerprints. Chile is currently the only South American country on this list of 40 visa-exempt nations.

(U//LES) This version (v2.0) is an update from the June 2022 version of this report and includes information obtained from FPD intelligence collection interviews conducted on September 16 and December 12, 2022 of Columbian SATG burglary suspects; as well as recent case information

(U) The objective of this Intelligence Report is to provide situational awareness regarding the threat of SATGs in the Fishers area of responsibility (AOR), identify typical tradecraft, and make judgments about their operations to recognize collection opportunities and intelligence gaps.

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(U) Source: duke.edu



Annual Threat Assessment

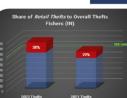


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(U) LARCENY

(U) The Larceny Desk proactively monitors, collects, analyzes, and disseminates information and intelligence on current or emerging threats associated with larceny, burglary or robbery in the City of Fishers. The Larceny Desk will aim to serve as a subject matter expert for larceny-related trends in Fishers, as well as relevant regional and national trends. This desk also provides case support, as needed, to any investigations associated with larceny, burglary, or robbery. The primary threat streams the Larceny Desk monitored for intelligence in 2022 were Thefts from Vehicles, Organized Crime, Catalytic Converter Thefts, and Motor Vehicle Thefts.

(U//FOUO) Threat streams are not only determined by command direction or current trends, but also threats for which intelligence is considered an effective strategy. For example, retail thefts comprise a large portion of annual overall thefts in Fishers, including nearly 30% of all thefts in 2022 reported at retailers, with Walmart accounting for about 14% of the overall reported thefts last year; however, intelligence was not



considered an effective strategy for these types

Retail Theft (U) Figure 15. Source: NWPS LERMS

of thefts.

(U) Economic instability can have an impact on property crime and the national outlook is questionable for 2023. Inflation rates and prices on common goods and fuel have remained high in 2022 and may continue through 2023. These high prices

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LARCENY DESK

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(U) Figure 30. Event Flyer. Source: Social Media

being thwarted without incident.

46



(U) Outlaw Motorcycle Gangs (OMGs)

(U//LES) In 2022, there were multiple Outlaw Motorcycle Gangs (OMGs) events/runs where members would potentially travel through Fishers. These events involved different OMGs/support clubs and ranged from memorial parties to annual runs. The threat of OMGs was majorly heightened by the kill-on-site order the Hells Angels Motorcycle Club (HAMC) issued on the Pagan's Motorcycle Club and this only added to the already increasing rivalries and altercations between OMGs.

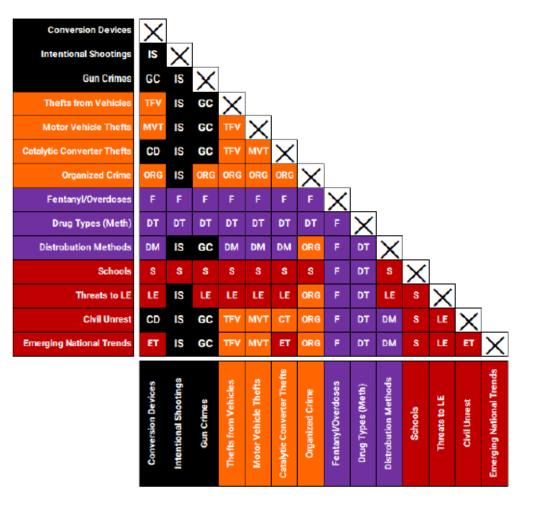
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Annual Threat Assessment

(U) ATTACHMENT 2

(U//FOUO) 2023 Threat Assessment Forecast - Pair Ranking Results





Communications: Introductions and Training



Intel 101 to Civilian Staff - 001



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FISHERS POLICE DEPARTMENT INTELLIGENCE UNIT



Summary

- ✓ Intelligence *IS NOT* the type of information collected or how it is collected, it *IS* how the information is analyzed and the judgments made from it. Intelligence is better characterized by the analytical process and the output
- ✓ The purpose of Criminal Intelligence is to answer questions or bring better clarity to an unknown criminal situation, not for evidentiary support of an investigation
- ✓ Officers are critical to the Intelligence Cycle at FPD by providing direction and collecting street-level information to be used in support of prompting or answering Intel questions
- ✓ The Intel Unit has 3 primary roles: (1) Crime Analysis, (2) Investigative Support, and (3) Intelligence. Intel at FPD is accomplished through a Threat Stream Strategy with focus on Larceny, Public Threats, Narcotics and Crime Guns.



Lessons Learned

- ✓ "I'm going to make him an offer he can't refuse."
- ✓ "You had my curiosity. But now you have my attention."
- ✓ "There's no place like home."
- ✓ "What we've got here is a failure to communicate."
- ✓ "No matter what happens, control the outcome. It's on you."
- ✓ "Stay the course."





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