

Mandy Krueger - Learned Probably By Failure

[00:00:00] Welcome to Analyst Talk with Jason Elder. It's like coffee with an analyst, or it could be whiskey with an analyst, reading a spreadsheet, linking crime events, identifying a series, and getting the latest scoop on association news and training. So please don't beat that analyst and join us as we define the law enforcement analysis profession, one episode at a time.

Jason: Thank you for joining me. I hope many aspects of your life are progressing. My name is Jason Elder and today our guest has 13 years of law enforcement analysis experience. She's a certified analyst with IACA here to talk about organizing large complex cases. And like me, she's been working from home since before the pandemic.

Please welcome Mandy Krieger. Mandy, how we doing? Good. Hey, how are you doing? I am doing well. Before we get started though, Krieger, You say is the last name a Smith of Wisconsin?

Mandy: Well, if you're a Krieger in Wisconsin, it's a like [00:01:00] super common last name and in Utah where I work the super common last name is Smith, so Just about anywhere you go in Wisconsin.

You'll find Kriegers Oh,

Jason: man, that's, that reminds me of a, well, the one time I was working a case and want to say, I'm going to butcher the last name. It was like Nugent was the last name and it was like the Korean form of, of Smith. And so when I, I thought I had this unique name and it was like, everybody was, had the last name of Nugent.

All right, see, I learned something today. All right, Krieger, a popular name in Wisconsin. That's right. . All right, so how did you discover the law enforcement analysis

Mandy: profession? For me, it probably started not until like the end of college, but I think everyone, at least a lot of people I talked to, it started that first time they watched Silence of the Lambs so [00:02:00] for me, it was I wanted to be Clarice Starling and that, that seemed cool to me.

And so I kind of gravitated to psychology in college and did that with the criminal justice career concentration. And then as I was nearing the end of

college. I was like, what am I going to do with this? So I was kind of interested and heard about forensic psychology and looked at that.

I also looked at going into like, conflict resolution and was trying to decide. So I applied to grad programs and at the time, there wasn't an incredible amount of forensic psychology programs. So I, I applied and got in at Marymount in Arlington, Virginia got in a few other places, but really tried to think about what I wanted to do and where I wanted to go.

And it seemed like the D. C. area was probably a good starting point for grad school to kind of see what was out there. So. So that's what I did. I went to Marymount and got my master's in forensic psychology [00:03:00] and while I was there, met just a bunch of people that I'm still in contact with today that do all sorts of different things across the field but grad school it was all these professors out there that invested their energy into making sure we knew what was out there in terms of, Different things we could do with that Masters and my shout out to Dr.

Mary Lynn Dahl, because , she would take us to court and have us sit and watch actual hearings and, and see like, hey you could end up on the stand, you know so, so that's kind of where I got into some of the moving towards crime analysis, because those psychology classes, that grad program They emphasize statistics and research methods and that kind of stuff.

Jason: All right, so we're going to try to keep track here. So that's Wisconsin, you went to school in Iowa, and then you went to grad school in Virginia. All right, so we'll try to keep track here, because as your, the audience will find out that you have [00:04:00] been to many states across this country. So in terms of the forensic , psychology, though, how do you think what you learned at that master's program helped you when you eventually become an

Mandy: analyst? Yeah, that's, that's a good question. So, well, one of the things that they force you to do they, they tell you, Hey, not only do you have to go to class, you also need to do.

Some research, and you also need to go out there and get an internship in the field. So they set us up pretty well, like, and gave us some possibilities, you know Erin Wickersham, I think it is now who. Was at school with me. I think she went maybe and did NECMEC or, or maybe Arlington police. I know analysts that went over to Arlington police.

And so just by being in school by the nature of the program, we were forced into these to go find internships. And I was lucky enough. I got to do my research study was with detective Jim Traynham [00:05:00] at the DC violent crime branch. And so we were reading through homicide cases, 20 years worth of homicide cases, and we got to sit at a computer and Enter all that into a database, which sounds probably really boring, but you learn a lot about homicide and how to work a case and you could look at a folder and tell who was cooperating and who wasn't.

And so it was just that internship, especially, I think, kind of got me interested in the more of the crime analysis portion of the job and from there. I ended up getting an internship with the department of justice office of the inspector general. So that was over, that was in their DC field office.

And just, it was me and about 20 agents in an office. And they it's one of those things with internships where I feel like This is my little one of my tips is [00:06:00] that you start out making copies right or doing some filing and you think, Oh, my goodness. I already have a degree. What am I doing? But if you can prove to them competent, hardworking, so eventually they started giving me all of the case screenings to do, like the cases would come in and I would read through them and say, like, This is something we're going to look at, or this is something the FBI needs to look at or and it seems dumb, but it helps me to understand, like, this is how we screen for things.

We can work versus what we can't we got civil rights cases. It taught me about. Writing well, because you have to write up a report. This is why we're going to do it. This is why we won't and so working there and with a bunch of agents that had worked many other places before that they kind of took me under the wing and started teaching me things like how to hide cameras when you're doing surveillance and could we fit this camera in this lunchbox and sit outside? [00:07:00] And would it take so it was really interesting. And just really grateful that they were so willing to show me what they did and what they had learned. And so from that internship, while I was getting my degree.

I think that's where it all started. That was, that was like, I, I think I want to be a crime analyst. This is, this is cool. And I liked the organization of the data. I liked reviewing the cases. And so that's kind of what pushed me in that direction.

Jason: Yeah, I think for for you, I could understand how this would be a good introduction into the profession and as opposed to if you maybe they sat you in front of a computer and said, hey, summarize all these stats, right?

And maybe you still would have ended up where you are, but I can see if. You got the psychology background, you're wanting to know how people tick. And so you come in [00:08:00] and , first internship, you get reading all these homicide cases and trying to just picture everything that you can from each one of these cases.

And then you move on. To the department of justice where again, you're reading cases and trying to figure out which direction to go into. I, I do feel that that is a really good introduction for somebody that studied psychology. wants to know how people tick and gets into a case support mentality.

Mandy: Yeah, definitely. And the best part about that violent crimes branch plan, it was a 20 they're looking at 20 years worth of data. And for some reason, most of it was housed at, in the violent crime branches, which I mean, if you, you're, if you know about DC, that's not in the best part of.

And so there [00:09:00] was a few of us that would go and just because of schooling and other things, a lot of times it'd be at night. And I remember missing our bus return once you'd get like a ticket that you could get on the bus and go back within so many hours or something. And us being stupid grad students, like we didn't have, we didn't have the money or cash or anything, so we had missed our, our hourly or whatever return and the bus driver wouldn't let us on it.

So we walked, we actually walked across like the Anacostia bridge to get to the train and the whole time we had just read all these homicides that had happened on like the same road. So it, it was a good, like life lesson in general. It's like, man, that's. That's great. That's what you want to

Jason: do.

Well, when I lived in Baltimore, I always worried about, and what would I do if I'm walking downtown Baltimore and I see somebody that we [00:10:00] studied. Like a suspect or something like that. Cause I am not a good poker player. I don't think I would've had a good poker face if I ever came up, came across , what are these people?

And like you'd, you'd mentioned about just making copies and I just remember the time when. You just had that first job or that first internship and how excited you were and it didn't matter. Maybe it didn't matter how much you were getting paid. You were, you were in the game like you were.

You weren't reading. You weren't reading books and writing papers anymore. You were dealing with actual cases or actual data and that excitement of just doing it for the first time and being in the game. It just it didn't matter what you were getting

Mandy: paid. Yeah, yeah, totally fun. Just super excited to be

Jason: involved.

So then, all right, so that's D. C. So then we get to, is it Oshkosh, Petey?

Mandy: Yeah, and I mean, [00:11:00] I took a little, I took a little detour there. I mean, I got done with grad school. It's 2009. There is not a job to be had, and at this point, the economy has crashed and I'm kind of looking at life, like, okay, what, what do you do now?

I mean, this is like, we're sending out people that are graduating at that time from grad school, like, hundreds of resumes and not hearing back from anyone. So, I think at that point people in my office at the were kind of trying to push, like, encouraging me, like, maybe you should do. I think we have a spot in New York City and it's like financial and it was something I was interested in, but it was like, do I want to live in New York City?

And that I, there's just a lot of stuff going on. So I end up moving to Milwaukee, Wisconsin. I work for the VA briefly, you know just, I was already in the federal system and it was like. I'll take [00:12:00] anything. Please give me a job. And so I did that. And as I'm working, I'm always looking for these crime analysts type of jobs.

And I see one posted on Oshkosh, Wisconsin, and I applied and I had no idea what I was getting into, so like the day of the interview I somehow end up at the wrong building. So that's how you want to start out. Yeah Yeah, exactly. So I called the captain who was doing the interview and she was like don't worry about it.

Just drive over here So I'm like Racing through the city like freaking out. And then it's one of those interviews, and I, I mean, I think I've heard you guys talk about this on the show before, but like, it's two captains, two chief of police they are asking the most technical, Difficult questions. I think I've ever received on an interview like, please give an example when you would use a multiple regression and and how that would help us to deploy our troops or something and

Jason: [00:13:00] you're like,

Mandy: Like, you take a breath and you go, okay, yeah, it's, it's been.

A minute since they've had to use multiple regression in any practical sense. So I ended up getting the job and it turns out like they've never had a crime analyst. If this is, this is me I think the first day I came in and they had found some like random office in some random area and just like you go sit in there and they handed me.

Like, Steven Gottlieb's book on, like, crime analysis, and they're like, why don't you just read this? Like, day one, like, just, yes, please just read this book. And I was like, what? So yeah, that was, that's how I started out. It was me, and it took months before. I gained enough, like, trust with the people that I needed to gain trust with to have them, like, give me work to do, if that makes sense.

Jason: , it doesn't sound like they even probably knew what multi aggression was. What's I mean, that's the [00:14:00] best

Mandy: part. They didn't know they told me years later. They're like, we had to look it up and I'm like, what? Yeah, like, what are we asking that for?

Jason: And then it just like to me, a comedic scene would be just you just give the most serious. Answer you could possibly think of, and they're not going to have a clue you're right or not.

Mandy: Well, and I think that's like fresh out of like school too, like you don't really have, like, I'd had some, I mean, I, I at least touched law enforcement a little bit, but to not really, if ever been an analyst before.

You're kind of grasping at whatever, like, you will tell them whatever they want to hear to get that job. Right? Like, I, I remember them asking about ArcGIS and I used it once in a project in grad school and I talked about it. Like, I knew how to create layers upon layers by myself it's just just hilarious to me now.

I use it every day now. But back then I had no idea what I was doing, [00:15:00] right? So,

Jason: yeah, no, sometimes you just gotta get lucky and you gotta get for you just fortunate just to get in there and yeah, the answer and all these questions

and getting past this thing and just being able to prove yourself like you mentioned.

So. Yeah. I guess with that, you're brand new, you read the Gottlieb book. I mean, it's 2010 timeframe. Why are they hiring an ALS? , what problems are they trying to solve?

Mandy: That's, I think part of it was we're in the comp, we're still in the comp stat, like, depending on who's in charge, right?

Like, we're, we want to know if we're deploying people to the right spots, like, do we need more people in this district? And They had a pretty good like drug. Yeah, we had a lot of drug issues going on at that time still do. So I think that that was part of it. And I don't even know when they hired an analyst if that was their intent.

I think they were definitely looking to [00:16:00] do that hot spot, you know. Comp stack kind of stuff. Mm-Hmm. . And then it morphed into like, let me show you all the things we could do on this drug case to, to take it further and like kind of take down the bigger fish rather than doing the search warrant and doing the search warrant.

And so yeah, I mean that, that was part of it. Some gang activity. In Oshkosh as well and and then I did quite a bit of work with like sex trafficking, human trafficking Oshkosh is an interesting area and that they have like a lot of festivals, a lot of people coming there from out of town.

So it just it brings a little bit of different traffic and so that was something I spent a lot of time

Jason: doing Yeah, that's funny that you mentioned that because i've been to milwaukee and it seems like that's what milwaukee is known for Like ever someone told me that almost Every weekend in the summer, there [00:17:00] is a different festival that goes on in Milwaukee from it'll be various ethnic and just a different party.

Every weekend is the way they basically described.

Mandy: Yeah, I, I think that's, I think that's true. Maybe it's a Midwest thing. Like it's so cold most of the year that it gets warm and it's like every weekend we're just going to celebrate. That it's warm. Yeah.

Jason: Yeah.

Mandy: Just a ton of festivals from Milwaukee. And that's the other thing is like Milwaukee is from Milwaukee to Green Bay, you have to go through Oshkosh. And so I feel like, It's that pipeline like every state has right of that main stretch.

We're going to go between these cities. And so it's certainly always busy. That's for sure. Yeah,

Jason: I do. I do find it interesting with the concept model and the meeting is. And I, I think this is where it, I find it fascinating that, especially when you're the sole analyst at a smaller department, wearing the various [00:18:00] hats, and, because you're right, you can get into case support, and you, you're wanting to know what violent crime is, and ComStat certainly can be about specific cases, and are you solving these cases, and do you, are you using all the resources at your disposal.

You get into maybe more of the problem oriented policing model where it's like, okay, not so much the cases, what's the data telling us where all the problems are and specifically let's, what can we do in those areas, solve the problem and prevent this area from always being the, the problem area.

And , I feel that , when you're a sole analyst in this. That's time frame where you're at, you're bouncing back and forth between both those, those tasks at a comp stat meeting.

Mandy: Oh, yeah, like every day. And I will say you brought up problem oriented Polisi, like they did send me to the week [00:19:00] long with Julie Wartell .

And I, I thought it was great. And so if you ever get a chance, anyone listening that she, she does such a great job. And it's. It's really great because you bring your own problem, right? Like, they send you with, like, bring a problem from your city and let's, let's go through this. And that was, that was stuff we looked at.

I mean, the problem we identified right away was just like overdose deaths. We, we need to reduce them. That was a big thing when I was there. We need to reduce the number of people dying from heroin. So that was, that was my focus while I was there. Yeah. Yeah.

Jason: And it's fast. I'm always fascinated when that is the target of police departments, because that is way bigger than the police department.

That's a health issue. Right. Right. You're getting into. Really beyond the reach of a police chief, . I think some police chiefs are like, okay, I like to, I know my lane. I'd like to stay in my lane. Right? I think when some police department police chiefs, they get to you get to [00:20:00] talking about problem oriented policing.

Then you're like, okay, now I got to coordinate with health and. All the different city departments, and this is a whole thing that you have to coordinate with. And some, some chiefs do a better job than of that than others.

Mandy: Yeah, definitely. I mean, we did coordinate with the health department and that's something that we had to.

Where are we gonna have drop boxes? Where are we going to provide Narcan? Like what? Mm-Hmm, , what is it? It has to be more than, we can't police our way out of it, like you said.

Jason: So, yeah. So, so was that the recommendation? You were there about five years. Did you see a reduction in, in deaths during your time there?

Yeah,

Mandy: we did. I mean, police wise, we did start working the bigger cases. And then, and then the prosecutors got on board with charging the people who delivered the heroin to the people that were dying. I mean, that was back then, that was pretty progressive of them to say, like, all right, we have to, we have to start holding someone [00:21:00] accountable.

Although I'm sure that's arguable as well, but for them to look at it and say, like, hey, how can we try to get people to, to slow down or give it a thought? And there was a reduction now things have turned a fentanyl just about everywhere I've worked. So, it's just one epidemic after another, but I do, I do see the value of working in those cases and following the drugs to where they're coming from and trying to take out some larger portion of that organization.

Jason: Yeah, so that's right in the. Wheelhouse of a police department when you're talking about, okay, what's the crime? Who's doing it? Let's make a rest. Let's go through prosecution. And that's right in their wheelhouse. But when

you get into, like, the Narcan, you get into trying to educate the public on the dangers of heroin and overdoses.

I mean, that's, that's, that's where you get in. It's a, [00:22:00] it's a team effort there, right? And it's, it's good. It's good to hear that. It seemed like the, the rest of the departments in the city were on board. Yeah,

Mandy: definitely. I mean, it's always helpful. You do have to put those like that campaign type of stuff out there.

To let people know and, and that more than anything we were just trying to reduce people dying from it you're not going to stop all of it, but yeah, like, let's make it harder for that to happen.

Jason: So, yeah, it's just unfortunate. I forget who I was talking about this with. But it's just unfortunate that some of this stuff you have to get so many deaths before people take it seriously.

Right? Yeah, there's it's unfortunate that like hundreds thousands people had to die before somebody is like, Oh, maybe we should do a public service announcement on this stuff. Right. Right. Yeah. All right. Well, I do want to get to your move to Utah, but I forgot to mention in the beginning of the show [00:23:00] that we are going to do a call in segment later don't be that analyst.

So if you have a, don't be that analyst, give us a call and let's hear what you have to say. All right, Mandy. how did you get from Wisconsin to Utah?

Mandy: So my husband worked for a company that is. Based out of Wisconsin, but they have different like plants and buildings across the country.

And Ogden, Utah was one of them. So he got transferred. He took a transfer for work. And as a result I, I follow him, he makes all the big money at work government. So. It was, it was hard for me because I, I really loved that job. And you're moving, you're new. And at that time, I still felt like they were hard to come by crime analysis types of jobs.

And I don't know if that's true now as it was then, but just. Waiting and hoping that an analyst would quit so you could jump in somewhere. So, yeah, I took a little bit of time and , I ended up getting a job with [00:24:00] consumer protection for the state of Utah.

And it was, it reminded me of working for the VA a little, it was like lots of calls from people who legitimately kind of got screwed over, right? Like something had failed them, like someone didn't deliver on, on the goods that they had paid for. But there usually wasn't a lot we could do, like we would investigate it and it's all administrative at that point, but you try and help people out and it was, it was okay, but it wasn't, it wasn't my favorite gig and while I was there the department next door was division of securities and.

The director over there kept coming over to my cubicle and he's like, I'm going to steal you away. I'm like, well, good. Like, make it happen. You know so he did. He ended up taking me as an investigator for the division of securities. And so I started working. Over there, and those cases were fascinating.

Probably one of the most interesting jobs I've ever had. Still [00:25:00] still stay in touch with all those people there. I mean, just fraudsters are like a whole different group of human beings. Yeah, I mean, it's just, it's never what you would think, and I always feel like it's the person who's really nice to you at church, and then they're the ones that, like, bilk you out of 2.

2 million, or it's just, it's really, they're really, really sad cases, usually, in the end, because people lose their entire savings, and rarely do you get them back, so. So, yeah, that was, that was really interesting. But I was, I was living in Ogden and commuting to Salt Lake and it was getting to be a lot.

It's like, it was a commute. So a job opened up in Ogden and I applied for it and got to go through another grueling interview.

Jason: So before we get to that, though, you're an investigator with the state of Utah here in the. Commerce division and so because to me that's a whole different ballgame right you talked [00:26:00] about the differences in terms of the cases that you work in whether it was consumer protection or securities but you're actually you're not an analyst per say you're an investigator so how do you, feel your tasks differed as an investigator versus an analyst?

Mandy: I think for me you had to learn to be trying to think of the, the best way to put it. I mean, you have to go do the interviews. Like, it's, it's one thing for me as an analyst to write up someone's background and give it to an investigator before they go do the interview.

But to actually have to be the one to go do it, I mean, I used to have. Like days, weeks worth of data before I would go do an interview, because I wanted to make sure I really had before I even put them in the room. And so I think that

and writing, I mean, the amount of writing that you have to do as an investigator.

And especially in securities, like we had to write up our entire case filing and then basically the attorneys just [00:27:00] looked at it and said like, okay, yeah, let's put it to the court. So I had to, to, to learn how to, to write many legal documents that I'd never actually considered. And but just the prep, I think the prep that goes into like the difference between, okay, I'm going to make this product for you.

And then, then it's out of my wheelhouse. Versus man, now I have to go try and catch them in a lie or I, I want them to confess to this. It's a little bit different level of detail, I think. Oh,

Jason: yeah. Yeah. To me, it's totally different. There is an art to asking questions. And yeah, this whole exchange, when you're playing this combative game of like, okay I'm the investigator and I, have this goal and obviously you have the exact opposite goal, the people that you're talking to.

Right? It's not like, Oh, like you're just asking somebody that's willing to help you and [00:28:00] gives you all the information that you're asking for. Like, this is okay. Yeah. Is this person lying? Is this a legitimate answer? There's a whole song and dance to the whole thing. And so did you just learn that on the job?

Or is there training that they sent you to? Did you just pick it up naturally? How did all that come to be in terms of just the art of the interview?

Mandy: Yeah, so we had a director Dave Hermanson. And I think he's he's now retired, but when I started, he had been there according to his. His his notes forever and he had worked everywhere in that division because there's, there's different divisions and securities.

You've got people that just like regulate the industry, people the financial businesses, and then you've got the investigative side. We're looking at criminal cases. And so when I first started, he had to basically teach me everything there is to know about securities because. I didn't know a [00:29:00] thing.

And then on top of that he would, he would kind of work the cases with us. And then the first few interviews he would pretty much run it just to say, like, this is how they go. This is how it should go. And so he was super helpful. And then there was people that had been there before.

And usually we took, there was almost 2 of us on an interview just to, I think it's nice to have the other person in the room looking at the case a different way too. To say, hey, what about this? So, so that's trial by fire. Is that, is that the phrase? I don't know. It was, it was certainly.

Jason: It is, it is. All I'm thinking of is this, like, good cop, bad cop, right? So, like, if there's two people, two investigators interviewing, like, who's the good cop and who's the bad cop kind of thing. That's, and I'm sure it's beyond that, but that's why I watch too many. Watch TV, but that's when you said that there's usually two of us in the room.

That's what I envisioned. Like, okay, I'm going to be good. Got this time. You'd be bad this time.

Mandy: To [00:30:00] have those conversations before the interview too. Right? Like. If you knew the person, because usually what happened before the interviews is I'd already spoken to this joker a few times, like and so you get a feel for them and it's like, if you really don't get along with them, you got to bring along someone else that can like sweet talk them because it's not going to be you, right?

Like, they don't. And the other thing with most securities cases is these people have stolen sometimes millions of dollars. Yeah. So they have attorneys and so they're always there as well. And they're, it's so funny because surprisingly a fraud person comes in and the only thing they know how to do is lie.

So they just, I don't know what their attorney tells them, but they can't stop talking usually. And it's just like, it's, it just makes it worse. And it made, it always made my job easier because I had already gone through the financial records and said like, I know that they misuse those funds. Like, so let's get them saying they didn't so that I can show slide this across the table and say, here you go.

[00:31:00] Like you certainly didn't use it for that purpose. So,

Jason: Do you have a favorite case or a case that sticks out?

Mandy: Oh man. I mean, securities cases are so wild. Like, I don't, I don't know how much you know about them, but like people will promise like you invest. 100, 000 in this gold mining down in southern Utah, and I'm going to, I'm going to give you a 14 percent return on investment within three years, right?

Like, these are the things that are telling them and then they like show them all bogus paperwork proving that they have the rights to some Native American land where there's going to be gold and they'll make up these huge sheets, like these perspectives of like, 100, 000. How much gold is there based on this scientist that doesn't exist?

I mean, the whole thing is a lie. And they'll get multiple investors. They'll get five, six people investing a hundred thousand dollars in it. And then they just walk away with the money, you know? So, [00:32:00] I mean, to me, all of those cases are just, you, once you figure out that from start to finish, that's a lie, it's just crazy that people have invested, right?

Like what?

Jason: So, well, yeah, that's interesting stuff. And I think that's an inner, I mean, you just got different perspectives there again, you talked about the interview and then you talk about the writing and the, the, the writing aspect of it, because this is, this is no longer grad papers.

This is no longer working, maybe even for the police department in a, in a analyst fashion. This is dealing with something that is. Very legal minded in terms of fraud, right? So that's a, those, those are various types of writing. You get different audience. You got a different message. It's, it's, it's

Mandy: different.

Yeah. And I think legally for fraud cases and especially securities, like first you have to [00:33:00] prove that it's a security and that's like half your case, was it a security or not? And then once you get past that, then it's like, well, now I have to prove how they use the money. So. Certainly, I, I felt like I learned just an incredible amount about obviously prosecution, but also how to properly put the case together so that it could make it to that prosecution successfully.

Jason: Yeah, so it's interesting. So you said you have to prove it's a security. So what's the criteria for that? Oh gosh, you're not asking me that. Okay. All right. No,

Mandy: you can. Like there, there's like like multiple, it's kind of like Daubert, they have a test as to whether or not it's a security, right? So there's like multiple legal, I think it's like between six and eight different things that it has to meet in order for it to be considered a security.

So, yeah.

Jason: All right now that you caught my ear with with saying that once you get past that because I'm sure yeah there's a certain [00:34:00] criteria that you have to establish

Mandy: so I studied up before this and because I don't want to make my securities people embarrassed by like not getting the answer.

Jason: Yeah, no, no, it's, it's, it's fine. It has been a spell. We're talking about 2016, 2017.

Erin: Hi, this is Erin Wickersham from Maricopa County Attorney's Office. And my public service announcement is to go on a court alone. You may have been on a ride along and I think someone else recommended a 911 operator sit along. So find a prosecutor in your jurisdiction and see if you can go to court with them.

You'll learn a lot about the process and about the work that they're doing.

Patrick: Hi, this is Patrick Baldwin, former director of crime analysis for the Las Vegas Metropolitan Police Department. I had two managerial axioms when I was the director. You're either in or you're out. I [00:35:00] never liked people dabbling in my business.

If you had something to, you wanted to work with something, then you're all in. And the other one was stay in your lane. As an analyst, there's lots of people doing work. Stay in your own lane.

Jason: So you move on to Ongdon then. And so did you just, oh, you, you mentioned it because of the, the commute. Yeah. Okay. So I was thinking maybe that you missed crime analysis and you just had to go back to crime analysis.

But I get that. I am a big fan of short commutes.

Mandy: Yeah. I mean, I was wasting. I shouldn't say wasting because I read a million books that year, but I was probably on the train 3 hours total a day, maybe or something. And so I just felt like I was missing Most of my kids life sitting on a train.

And at that time, they were really little. So but, but also you say [00:36:00] that, I mean, who wouldn't miss a crying atlas job because it's always interesting. So, so yeah, when one came open, I was, I was eager to, to put in for it and, and check it out. All

Jason: right. So then You went through another interview. Was it?

So this is a year, almost a decade later type of thing that you go through this interview. So were they still asking about regression or did was the interview a little bit different this time around?

Mandy: I. It was a little less intense, although, like, everyone's got interview stories, but mine, this one, for some reason, we sat at a table, like, a really small little table in a small little room, like, they, they must have run out of rooms or something, but it was probably the size of an interview room, like, an actual, yeah, and so there was There was four of us and we sat at this really small like school size table like our knees were touching under the table.

You know what I mean? Like you're right on [00:37:00] top of everyone. And yeah, they were firing away with some like, really? I feel like they went to the IACA website and got some really good questions. Yeah, but, but to be fair in Ogden more than probably other places I've worked all of it at some point has applied to something we did.

So it was a tough interview, but I think it was fair. Yeah,

Jason: no, it's, it's fascinating because I, I think I would do better in that arena. To me, when I've gone on interviews where it felt like I was at a hearing. Yeah. And like I am talking to the commission and they're above me and I'm at this tiny seat in this tiny table, like it's a hearing and I got a microphone and I'm doing it that way.

It's just very, it's just a very uncomfortable, very formal. Position to be in, and you never do that ever again as an analyst, most people don't. Right. And so to me, I always feel [00:38:00] that the interview should be at least closer and talk about stuff that the analyst is actually going to do. Yeah, like I can see in that environment where, hey we're having a meeting in, in this small conference room and that's usually your day to day.

Probably room and that's how you would normally conduct any typical meeting. So that to me is closer to the look and feel of your position as opposed to being in this hearing style room.

Mandy: Yeah, yeah, definitely. So, so,

Jason: yeah. All right. So then what problems does Ogden have when you get

Mandy: there? Well, so Ogden for me was a very different environment because going from being the only analyst.

I was used to like, kind of being frantic all day. And then I get to at the time it was called the real time crime center. So it was a what they almost monitor 24 hours. We weren't quite but it had been around since 2011. so they were pretty well [00:39:00] established. And. Took like the northern half of Utah, really salt, I would say Salt Lake was took everything south and then Ogden kind of took all the stuff north.

And we have right now we have 7 analysts 1's part time. And then we do borrow from a few other agencies in the county sending like detectives that come in. So we're well staffed and It's a very different environment. But it's, it's fun. It's, it's got unique problems. We've got gang problems and that's typical of Ogden.

I mean, we've, we've got people on our force who. Really love the history of Ogden and it's a train town and that kind of stuff so it's it has all the the problems that come along with that. It's where the race to the railroad met when they were racing. Is is right there in Ogden. So

Jason: you taught me a 2nd thing today.

All right. That's [00:40:00] I did not know that either. Good deal.

Mandy: Yeah, we were talking about it this morning. Some of the analysts and I, and 1 of them mentioned that Al Capone once said that the 1 place he wouldn't go is Ogden. And so I mean, because. We, we kind of, I had a different meeting this morning and we were all talking about crime or something to that effect.

And then 1 of our LPR cameras got stolen and someone from a different agency is like, didn't someone call the cops when they saw someone cutting a whole pole down? And we're like, no, it's. It's Ogden. Like, everyone just says that in Utah. It's, it's Ogden. So we just deal with some different issues. I guess for the size that we are, we seem to always be a little higher proportionally than we should be on crime.

Yeah.

Jason: Cause your population is what, I remember asking in the prep call, what, what's your population? Like

Mandy: 90, 000 in the immediate. City. Yeah, the county's bigger [00:41:00] and and we all kind of run in it's that west coast kind of feel like we're stuck with the mountains. You can only put so many people.

So there's this crunch now between Salt Lake all the way up to Ogden. It's just wall to wall traffic and it's very populated. So there's There's a lot of jurisdictional, crossing and a lot of cases that kind of go all over the place. Yeah.

Jason: So then with the real time crime center, that's usually reactionary, right?

Or are you, so are you dealing with problems as they arise? Or are you more into case support for these smaller jurisdictions?

Mandy: It was definitely more like, Dealing with what what's popping up right then. I mean, having that many analysts to you're definitely more equipped to the radios are always going, you hear something, you're going to jump on it.

And for me, I thought that was fun. Like, I like being busy. I like having a [00:42:00] lot to do so. To, to have kind of like constant flow of different things to do was pretty cool, but we were still in that com stat to the, like, we would get text messages from the com stat meeting.

That's like, I need to know how many pedestrian vehicle crashes happened last week. You have 5 minutes. Like, that's the text message you would get. And you're like, oh, okay, well, let me just whip that up for you. Yeah, I mean, when I first started, the amount of, like, stress, I think there was, like, pretty high expectations, especially on statistics, like, If, if the chief or a captain or someone's in a meeting and they need a stat, like they want it five minutes ago, it's provided.

So, yeah,

Jason: yeah, well, this brings us to your analyst badge story. And for those that may be new to the show, the analyst badge story is the career defining case or project that an [00:43:00] analyst works. So we're here in Ogden, it's about 2017 and you're working on a homicide case.

Mandy: Yeah, we got called in in the middle of the night because that's when they happen.

And this one, the only information we had at the time when I got in was that they had found some cups that looked like they were from the local gas station, like a maverick. And so they went over there and like, good job on the, on the people finding the things around the crime scene, because.

They found those cups just like in a lawn or something and they thought, let's go get surveillance at Maverick and see who bought these. So, what I was given was video surveillance to, to go through and look at and say, like, who bought these big gulps, basically. And this was like a super all homicides are terrible.

Like, so that's my prerequisite there. But this was a woman was asleep in her house and the, the shot went through the house and just happened to hit her, like, in [00:44:00] the head where she was sleeping and not late later down the road, we find out, like, not in any way related to these people that were doing the shooting or involved.

It was purely they hit the wrong house. So to me, it's, it's a, like, especially, I don't know problematic in my head I can't, I mean, no one deserves to be shot, but but I hate the, I hate the wrong, like the bystander or the wrong house situation. So so I think that was motivating to us too.

So we start working on it looking at surveillance, figure out who purchased them. I think a detective gives us a name. Like, I think this one. In this picture is this person. So we got on to social media at the time. It's probably still mostly Facebook and just sat and drilled for hours and hours through that person's photographs until we found the other 2 goobers and in this situation.

And 1 of that cool thing where you can put whatever name you want in Facebook. So. We couldn't, we didn't really know who he was. [00:45:00] So one of the other analysts working with me that night sat and went through all his Facebook pictures until he figured out he saw one of those ID cards that they sometimes get for like National Center for Missing and Exploited Children.

Like you can get an ID card so that if you ever go missing as a child, like there's, there's your picture and the parents can hand it out. For some reason he had posted that to his Facebook.

Jason: But then used, but used an alias. Yeah.

Mandy: But I mean, to credit this analyst, I think he went through pictures going back to like 2008 until he found it.

And then of course on the card, it has his actual name. So we're like, well like super excited. So they end up picking those guys up and I extracted the phones. We do celebrate extractions. And then then comes the part that I really like. And this was probably the first. It wasn't the first homicide, but one of the early homicides when I had just started working there, and [00:46:00] they asked if I could go through and see what I could find, and I end up going through very systematically, documenting all these text messages, you know texting people, like, I'm gonna come whip, pick you up, like, that kind of stuff, like, I'm gonna swoop over there and get you, and I document all this, and I, I figure out that some of the pictures of them with guns are putting them at certain addresses that we know that they were at before the shooting and so in the end this ended up being like a really great solid case and got to testify in the prelim for it and this is like the thing that I always tell people at parties is like, you, you document all this stuff and it's juvenile.

These were juveniles and it's all this like, Okay. Spanglish, but also like just cool, cool kid talk that I maybe don't understand. So I have to get up on the stand and explain like. When they say whip, what are they talking about? And it's just really awkward reading teenagers text messages [00:47:00] on the stand.

But yeah, that's, that's the interesting part of our job,

Jason: right? Yeah. Yeah. No, it reminds me. I was once at a gang training and this if you could just imagine this Middle aged bald white guy and it came up and he explained the, the different, the difference in the various versions of the N word.

Okay, and so just to picture that in your head, like you're in a class, you're in a law enforcement classroom. So it's, it's. That, but the fact that he did all these iterations and explained it, it was, he was actually accurate in what he was saying, but it was comical to see this like bald white guy that just looks like he's from the burbs explain it.

Mandy: Right. Yeah. I mean, and that, that became the thing is like, I. I end up down the road doing hundreds of phones for, for cases like that. And so a lot of times when I testify, I end up reading their text messages out loud [00:48:00] and it is always funny to me.

And I always feel like the more monotone I can do it, like the better, the better it comes across because it's just so dumb. But that case was intimidating, you know three, three juveniles arrested, all gang related. Thought they were hitting a gang house, and it was actually a house next door, so they just miss, miss shot that one, but the rest of the gang kids showed up for the prelim and it's a little bit intimidating sitting up there.

Jason: Yeah, yeah, now, when you're testifying, oh, you said it was a preliminary hearing. So does that mean there was no cross? There's a cross examining. Okay. Okay. I was going to

Mandy: say. I remember cross on that case. So maybe I, I just don't know if it was during the prelim or during the actual trial on that one, but you certainly remember the attorney because like everyone has the defense attorney that they just can't stand and this was the one.

Right. So I remember it vividly, but

Jason: so what was it, what was the attorney trying to get

Mandy: you on?[00:49:00] On this one, it was whether or not the phone was a GSM phone. And I think, I think the reason for it was they were trying to establish whether or not if the SIM card was in it, whether or not it was giving accurate like.

Geolocation for the photos and stuff, which in the end, it ended up being like a completely not important fact to the case and, and, and didn't come up again. But I was actually impressed at how much research they had done to get to asking that

Jason: question. Yeah, because, I mean, you get to the certain point where it's just data coming back on the phone.

So, unless you're going to question the accuracy. Of the phone itself. That's basically really all you can talk about. And I mean, other than to say that that phone wasn't on the person for a period of time. Right? Usually, usually investigators established that. I'm like, okay, was this phone was this phone with you the whole time?

Yes. No. And [00:50:00] then, okay, if it was, then we're, we can track you here. Type thing, so it just becomes that's really all they could question is maybe there was something wrong with the phone. Yeah,

Mandy: and I, I feel like, I mean, maybe I don't say it a lot, but I feel like some of the newer analysts in our office would say, say it all the time.

Like, only put in your report what you can testify to and it shouldn't be facts. Right? Like, it shouldn't be something. That a defense attorney should, because you shouldn't be putting, I feel like, or it seemed like the phone was here. No, was the phone there? Or was the phone not there? Like that's, yeah, I think it's like those subtle things when you write it.

And, and so usually by the time it gets to testifying, I'm more worried just about like covering everything or answering in a weird way. But I'm usually not as worried about the actual evidence that we're presenting on because either it is or it isn't. So that's. That's what I like about being an analyst.

It's not about what I asked them in the interview, and did I [00:51:00] persuade them? It's Here's, here's the data, and this is what it's saying, and I can't say whether or not they have the phone. I'm just saying this is where the phone was. So,

Jason: yeah, that's still back to your point about being an awful case.

I mean, they, so they just three, three teenagers shoot up the house and got the wrong house and lean, leave their, their big gulps in the front

Mandy: yard. Yeah, I mean, it was close by, like, it wasn't even the front yard. I want to say it was like on the same block and, and the, we had one witness that said they saw three males and that was it, that's all we had.

So, yeah, it was a, it was a good case. And the reason I. Like remember it mostly because it was a lot of teamwork. I thought it was awesome to have more than one analyst and like just that energy of like feeding off of each other. And he let me look at this. And yeah, it was, it was a good solid case.

Start start to finish and it was fun.

Jason: Yeah. All right. So good. Good deal. As I mentioned in your [00:52:00] intro in 2019, Yeah. You think about leaving the department and the chief or whoever, your boss says, Hey, could you do this job from home type of thing? So you, you transitioned to working from home prior to the

Mandy: pandemic.

Yeah, that's right. My husband ended up transferring again. And once again, it was like, Oh, well, I still. I still don't make as much as you. So yeah. So, I mean, I went in and said, like, I'm going to have to resign. And they were like, well, put that on the shelf and like, let's see if we can do this. And at the time, like you said, pre pandemic, that was still kind of like crazy to think about.

So I'm really grateful that they were willing to give it a shot. And it's It's worked so far. So

Jason: yeah, I did. How did you get past like all the just the logistics of computer and security and VPN and and [00:53:00] all of that? Did they assign you a laptop? Did you have a special log in? How did all that work?

Mandy: Yeah, so I do have a special laptop, but it's my actual computer is in Ogden and it's, it's I believe in, in it, if we're being honest and I remote into that computer. So everything I do is remotored into a computer that I don't really see but it works great. And security wise, I mean, I think that's.

I'm VPNed in, we've got 10 layers of authentication going on. But yeah, it's worked. The, the biggest hardship for me is I don't get to physically download phones anymore. I still review them all the time, but I do miss some of the hands on stuff. The very few hands on stuff that analysts do.

That's one of them I miss.

Jason: Yeah, man. And I think it's, it's fascinating too, because at the time I started working from home in 2018 and so [00:54:00] there was this like. Oh, this is a privilege that you get to work from home and I almost felt a little guilty to be honest with you at this time.

Like, it's like, okay, I get to work from home and I, I really want this to work out. So I'm on like my best behavior. That's my feeling. , it was like really difficult in the beginning. Because people would be at a conference room, there would be like, Oh, call Jason in and I'm like on the phone.

So I turn into like what's his name from Charlie's angels where I'm just like that speaker on the desk and I have like, but I'm not leading the meeting and I'm trying to figure out when to talk. And it's just a, it's just a mess. It was so weird in the beginning. Eventually, even before the pandemic, everybody just went to zoom and they were like in their cubicles and they were like just talking on the phone and then like at that point in time, it freed me [00:55:00] from being able to work with, with the team.

And then of course we had the pandemic and now everybody's on my team's working from home, but. I don't know how you look back there at this time, pre pandemic, how you felt about being, working from

Mandy: home. Yeah. I mean, I think for me, I was very concerned that it was going to be a privilege that we try this experiment and we're not going to do it.

So in some ways, I probably overkilled and I probably still do like overcompensate for the fact that I'm here. Especially like I always say around holidays to like I'm at home and I can turn the computer. I can just pop into my office and turn the computer on and look that up for someone.

I'm not going to have someone else be bothered at home. Who's going to possibly have to go into to work and deal with that. So which now most of them take the computers home anyways, but at the very beginning. Yeah. It was a convenience thing. If a homicide happened, it was the one they call right away because I would roll out of bed and [00:56:00] just, okay.

All right. I'm up and working. So yeah, it's like, you have to prove to them that you're not sitting at home, like, on the couch eating ice cream. So,

Jason: no, no, I don't mean. You know it is a double edged sword right so i mean yeah they can call you at any time but i also ask for flexibility so if i need to you know cut out early one day i can make it up on the weekend very easily because all i have to do is is doing it so there's as long as there's flexibility in that i don't i don't mind doing stuff on a whim right or after hours right yeah all right.

Yeah, deal. . All right, let's talk about long term cases then and complex cases, because I think you've gotten into your career of just not not being the analysts. Or keeping the data organized, keeping all the notes organized, and so I just wanted to have a [00:57:00] little bit of conversation about maybe some tips and tricks advice that you have for maybe newer analysts just starting out and just keeping it all together as you're working these.

Cases that are months, maybe even years. Yeah.

Mandy: I mean, I think the, the thing that I've learned probably by failure a few times. It's like, you have to document everything and and if, if you don't want it in a formal report initially, you, you should have a word document with. That report going. So you're not going to remember next week.

And maybe it's just me getting older, but I, I had one recently where it was like six days and I forgot to write my report and I could not, it took me hours to remember what it was I had done so I was feeling like, wow, I can't believe I didn't write that down, but especially like, as you go on, like recently I've been getting involved in some cold cases.

Okay. And just the [00:58:00] lack of organization the whole way through and as cases sit for 10 or more years, you need to know what was done. You need to be able to go back in there and have some sort of clear and concise record. And so yeah, document everything. That would be my. My first, my first piece of advice even if it's dumb, like if you checked the cameras like there's some cameras in the area.

I, I would rather that that's documented. Then, like, I didn't write anything down because we didn't find anything. Well, then someone else 5 years from now is going to go back and check that camera footage. Right? So,

Jason: yeah. Yeah. I, I've recently, I, Just suggested on some of the groups that I'm working with is just let's just record this call, right?

Yeah, in teams and in other platforms. Now, not only do they record it, but they will do the voice to text. So then you got the dictation there. [00:59:00] And so now I don't have to necessarily about worrying about taking. Two detailed of notes. I can have the conversation and then I can come back and I can now search that dictation.

If I'm thinking about a particular detail that I that I can't remember and it's it's there. Yeah,

Mandy: that's great. That's a great piece of advice. Definitely. Yeah, and meetings no one wants to take notes and meetings anymore. So, yeah, like you said to record it and be able to search it is huge.

For sure. So yeah, like documenting that's, that's my big one that I've noticed. And, and then, like, thinking about things and I think most analysts do, but in a chronological sort of way, or, like, tell the story don't. Zigzag all over the place like then I did this and then over here.

I'm like tell tell the story So it makes some sort of logical sense to someone who? Maybe doesn't know all the facts of the case. [01:00:00] So that's that's my other

Jason: Now, do you keep a physical folder of the cases that you work?

Mandy: A physical one, like printed out?

Jason: Yeah, like it is you talked about in the very beginning about the, the case folders that you, that you used to read.

I mean, I guess I'm talking about that, or is everything, everything electronic? You just have a folder? You have a series of folders out on a network drive somewhere.

Mandy: Yeah, now everything is is digital. In fact, even with the cold cases, we were just going through that last week, and it was driving me crazy because they weren't organized because what's happened over some of these cases are 30 or more years old.

So we have now switched RMS systems 10 times, right? So. Of course, I get up my handy dandy spreadsheet last week because I need to know the case number in every single one of those systems and make sure we have all of the pieces of evidence that we ever like, like, you go into one of [01:01:00] the data conversion programs to get the old case or the microfiche and you want to make sure that you have all the handwritten notes.

And at this point, just trying to digitize that stuff so that we can say, Okay. When it was in VersaTerm, it was this case number, and now it's this number, and it used to be this number, and I just, there has to be a record, and I just don't want to lose any of the stuff that has been done, or that needs to be done, so, that's.

Yeah,

Jason: it is, it is fascinating, you just have to have some kind of coordination. Right. Whatever document that you use, right? If you, you used Excel, a lot of people use Excel. Sometimes some, some people will do access. It's just, it's just the ability to organize all the, the pieces of evidence or files that you're working on.

And especially on It's these cases where you're getting cell records, multiple files for just one phone. And [01:02:00] that's one phone of 10, 15, 20 different phones that you have. And that and that's just phones, let alone you have different reports from interviews or different, just all the other pieces of evidence that you're going to have at your disposal.

Like it is, it is a lot. Do you, do you, you mentioned like it wasn't in the order, do you guys have a standard in terms of how, when you just go into one of these cases, how it's supposed to be laid out in terms of the folders and subfolders?

Mandy: I wish, I mean, like, I don't know how familiar you are with like RMS systems.

I mean, I guess I've seen like a million now and it's pretty much always the same. It's like whatever officer gets in there first. He writes the first report and sometimes it's the guy who like, or gal, sorry who like got there first and then they were the log. So they were like, I stood at the door [01:03:00] and wrote down everyone that came in and out.

And you're like, how is this the first narrative on this case? But no. And I mean, since everything is digital now, you don't move it around. Like you kind of just. Like there is no hard copy, right? Like, I don't think any of our detectives have a hard cut. Well, I shouldn't say that some of them do, but for the most part, there's no folder kind of hanging out there, which is interesting.

Cause when I was an investigator of securities, I always had a, like an actual file and that wasn't that many years ago, cause I liked, you gotta have all the paperwork and the bank records and yeah,

Jason: I don't know. It is interesting too. Well, you, since you're in that. Real time crime center situation too.

You mentioned RMS and I'm, I'm guessing not everybody has the same RMS, so you're dealing with the files in various formats.

Mandy: Yeah, yeah, definitely. And yeah, I mean, just, I just keep thinking. I think that's because I just did some cold case stuff last week, but. And you think about how [01:04:00] everything's evolved from, like, everyone printed out everything.

Like, that's how a murder book used to be. Like, I think about the D. C. homicide ones. Those were all laid out. There was a protocol, right? There was an order to them. And on the left side were the the M. E. documents, and then on the right side were your case notes. And so you knew what you were getting into when you opened those folders, those books.

And like yesterday, I got an email with some cold case stuff or last week and one of the email attachments was like, can you print this and and then there's

some like their little subject said, I don't know, Excel programs. So I had to like, chuckle because I'm like, Oh, no, what is this? And so I open it up and it's a tower dump.

And I'm thinking who. Who was going to print out a tower dump like that's like reams and reams of paper. Right? So it's just funny to me how we've come from from that. Like, let's just print out this tower down to,

Jason: They needed new wallpapers. So they just, [01:05:00] yeah, I mean, man.

Mandy: Can you imagine trying to go through a tower dump, like print it out?

Oh no,

Jason: yeah. I, I, I, but I, I want it on the the dot matrix printer that was the green and white stripes. I hope I'm not. Thank you. I was really risking it. Like, maybe you had no idea what I'm talking about. So I'm glad you're with me on that, because that was a risk on my part that maybe I was showing my age, but yes.

Mandy: No, yeah, that would be, that would be even better. The way to analyze this data is to print it out.

Jason: Yeah, yeah. Oh, geez. Yeah. All right. Well, let's take some calls as we finish up this interview. We're gonna hear what some advice is from our callers at Don't Be That Analyst. So first on the line is Christopher. Christopher, what's your Don't Be That Analyst? My don't be that analyst would be ,

Mandy: don't be putting the z scores on the map, and don't be putting crime counts on your choropleth maps. Those would be my don't [01:06:00] be that analyst.

When you're exporting your ArcGIS work into Excel, take the time to change some of

Jason: those headers.

Mandy: Obviously, Esri has limitations on how many letters you can put on the top of your column, but again,

Jason: name those columns properly so people actually

Mandy: know it, because no one understands what murder one and murder

Jason: two and murder three are.

So make sure you properly label column sharing. Yeah, I guess you could also print out your GPS coordinates as well.

Mandy: So yeah, but like nothing's worse than a column that you have no idea what it means or represents. So yeah.

Jason: Yeah, I mean, it's just organization. It gets back to organization and trying to just not pass it on.

Without realizing what you're passing on type thing. Yeah. All right. Next on the line is randy randy What's your don't be that analyst don't be the analyst who tells us you are tremendously busy On multiple projects multiple deliverables are being And then, whenever that person ends up leaving and gets an internship elsewhere, and goes to [01:07:00] turn in those deliverables, they're all half baked and uncompleted.

That sounds pretty specific. Like, you weren't that intern,

Mandy: right? No, although I'm like, picturing it's like, you can tell that he's thinking of Kyle, right? Like, you

Jason: know? Yeah, yeah. So, it's, it's, that was a very specific, don't be that alias, that so, it's. So it is funny. You just meet those people that are embellishers, right?

Like they just embellish. It's just the nature of who they are. And sometimes you get embellishers that can talk the talk and walk the walk and. Everything's smooth, but every once in a while you'll get an embellisher that can just talk the talk and you can't really walk the walk kind of thing.

And so then they get into turning out to seeming like frauds to come back to your career. Sounds right. Yeah. All right. Next on the line is. Christine, Christine, what's [01:08:00] your don't be that analyst? Don't

Mandy: be the analyst that automatically says no. Just because, and maybe I don't really know if I know how to word this, but I think sometimes we either get intimidated by a request, or we just think something can't be done, but we should be the ones that try to think creatively, and see if we can help.

Solve the problem with a solution. Yes. Yes. Christine. That is my head peeve. I feel like you got to be the analyst that just says, yes, I'll figure it out. We'll figure it out. I mean, in the end, you can always go back and say, okay, we can get this, but we can't get that. Right? That's. I don't know. I'm with Christine

Jason: on that one.

All right, just, just to be the contrarian, I'm gonna be the bad cop here. And that, like, okay, there's, there's certain things that sometimes you just have to say no, right? If you have a ton on your plate, then yeah, you have to draw that boundary, and you have to say, like, hey, what directions you want me to go into?

Because I can't do [01:09:00] everything all the time. Right. I mean, so, I mean, I guess there's, there's a scenario where, yeah, I agree with both of you, but there's also a scenario where I can see like, okay, I can't, I, I, that's, that's out of my lane or that's not really what I'm here to do. I got other things that are piling up.

I really can't do what you're asking me to do.

Mandy: Boundaries are good. I got it.

Jason: I'm with you on that. Yeah. So I guess it just, it just depends. But hey, if you're drinking coffee, reading the paper and somebody asked you for something and you give them a three word answer and go back to your crossword puzzle.

Yeah, that's. Definitely, I don't be that analyst, right? So definitely there's, there's scenarios there where I'm like, okay, yeah, we are, we are there to help, but you do want to figure out the problem. And sometimes you might not know the answer right away. And it does take some effort to figure out what the best solution [01:10:00] is.

Right. So, all right. Next on the line is Richard. Richard, what's your don't be that analyst? Don't be that analyst that's in such a

Mandy: hurry that you sent out an email to everyone in the entire

Jason: department, but you have a significant error on the report. Then you try to recall that email. And you re send it again, only to discover, only to, you get a ton of feedback that there's another error on the report.

And you recall the email again. So, you need to take time to proof your work. Always, I always like to have a co worker or someone put an extra pair of eyes on the work and review it. Analysts must have the trait where they're, they have attention to detail. And they're accurate. All those types of traits will make you credible in the long run.

Yeah, I do like that. And it's, it's funny. I just recalled my first email like just last week. We have certain emails that we have to track as sensitive. If it has certain sensitive information on it, so there's a little [01:11:00] checkbox that you have to do, but sending out the email and I forgot to do that.

And so I figured out how to retract it and that way, so I caught my own mistake. And then it gives you a nice little report. Like, Hey, potentially, this person might have read it before you retracted it kind of thing. So but that's always embarrassing. Like, I can't imagine like, that's just like out on stage.

You're. Yeah. You're just messing up in front of everybody at a ComStat meeting, right? Like, you're just, you're hitting reply all, you send this email out, it's got mistakes on it, so you bring it back, and the second time still has errors on it. It would just be just a train

Mandy: wreck. Yeah, no one likes that.

Embarrassing all the way around, right?

Jason: Yeah, it is good advice to just make sure that you have everything in order before sending it out, especially if it's a , large email.

That of email addresses that you're sending it out to. So, all right, [01:12:00] finally on the line is Rachel. Rachel, what's your don't be that analyst?

Mandy: Don't be that analyst that doesn't format your report. Aesthetics matter. Especially when you're trying to get people to read your information, keep it simple, but keep it aesthetically pleasing.

Nothing is worse than, like, an over cluttered bulletin going out, or, like, a two page bullet, like, no one's going to make it, no one's going to make it to that second page, so yeah, definitely just clear, concise, not too much on the page.

Yeah,

Jason: it's I mean, cause you have, it's like speed dating, getting back to these emails. It's almost like speed dating. I mean, you have basically probably maybe a sentence catch their eye before they're probably skip moving on to the next email and. And I'm not, but there's boundaries, everything like, I'm not [01:13:00] saying you spend three hours trying to craft the perfect email and that you make sure that your work the document that you're doing your bulletin, maybe you don't don't spend days on it, trying to perfect.

Everything, but yeah, you should, you should set up a template. You should set up standards and concise and bullet points or however you want it. However, the standard is, but people know how to consume your, your information. All right, so that is don't be that analyst. If you have a don't be that analyst, and you want to share it with the show, email us at L.

E. A. podcasts. At gmail dot com. All right, Mandy, let's finish up with personal interests and you are a skier. And when I mean skier, you downhill skiing with snow. And so I just wanted to get your perspective on your love of skiing. [01:14:00] Well,

Mandy: I think if you live somewhere that's going to get cold and have snow, then if you're stuck in a desk, most of the week.

I just, I think it's great to, like, find a way to enjoy that outdoors. And it's just something my husband kind of pushed us all into it. But now, like, my whole family does it and we'll go out together and we have fun. And, and it's just nice to be able to get that same Fresh air, a little sunlight, exercise even though it's cold and gross outside.

So yeah, so we, we like to go skiing and do it as much as we can.

Jason: Yeah, so I, I don't know much about skiing, so I'm going to probably ask a newbie question here. How do you rate your skills? Like, is it one of those things that you, you can go down any hill on any resort? Obviously you're not on the kiddie slope type of thing, but what's the range there of what you'll take on?

Mandy: Well, and I think it's different. So, like, like each resort rates. Their runs [01:15:00] like they'll say this is a green room, which is like, Hey, this is this is on our easier side.

And then here's our blue. Like, that's middle of the road. And then we've got our black or diamonds. Those are those are going to be tougher. Like, not everyone should be doing these. But it varies from resort to resort. So, like you might go to like an East Coast type of place. North Carolina has some and and their green is going to be significantly different than like a green in like Wyoming or I would say in Utah.

I mean, green is still green, but it's. It's certainly a different level of green. So yeah, we, we typically do it all though. I'm not like my husband, like stay out of bounds skiing in the trees and in the fresh powder and nothing's groomed there's a difference between groomed runs and then powder runs.

And so yeah, I mean, we, we do a lot, my daughter and I usually stick to the groomed kind of more intermediate stuff and my husband and my son like to go a little crazy. So, Yeah. Now, how old are your [01:16:00] kids? They're 10 right now. Yeah. All right. So yeah, that's right.

Jason: You, you have, you have twins. Yeah.

You were telling me in the prep call though. I mean, when you guys go out, I mean, it's six or seven hours of going out. Yeah.

Mandy: Like we don't, we don't go for a couple hours. Like, I mean, I think it must just be like everything in my life is like intense, but yeah, if we're going to go, we're going to go and do it.

And yeah, I would say on average, like five, five to seven hours at a time. So, yeah,

Jason: and then the kids obviously enjoy it. They're in with you. Yeah.

Mandy: My daughter likes to complain about going, but then once we get there, she's good. And she's like one of the only ones that she's been teaching herself to snowboard a little bit too.

So she does both and my, yeah, my husband does snowboarding, but he doesn't, he would rather ski. So yeah. So she's usually by herself now.

Jason: Yeah. Yeah. Now, whether you're, you're not alone in like, trying to convince the kids to do something like [01:17:00] my kids, I guess they, they would choose to stay at home all day every day if I would let them.

And it's like, once we get there, they're having a great time. But the, the idea of going somewhere is like like pulling teeth sometimes. So. Yeah, yeah, yeah, I don't know. Maybe I was like that when I was a kid. I can't remember, but it is it is interesting. And I'm glad that they're like, it's one of those things that I'm glad they enjoy what you enjoy.

It makes it a lot easier. It's, it's always it's always a struggle if they're into something that you don't enjoy or vice versa to do these family events.

Mandy: Right. Yeah. Like just trying and I mean, to, to be honest about skiing, like usually I second guess myself because you, you get there and you've got to put on all that gear.

And usually, by the time I get the gear on, I'm ready to like, fall over because it's fairly offensive. Like, just getting the boots on is like an ordeal. [01:18:00] And so when the kids were really little, like getting their boots on. By the end of that, I was like, I'm done. I'm we're not doing this. But now they're much more self sufficient.

But still you get all your stuff on it. You're like, are we doing this? So this is a workout just getting to the hill. So,

Jason: yeah. Excellent. Now. So do you guys have a destination resort? That you're hoping to get to someday, like a, like a bucket list type thing.

Mandy: I don't, I guess I don't really have 1.

I know. I know my husband does and we usually get like an indie pass. So it's like a whole bunch of resorts. They're all independent, like smaller resorts. But they're. Worldwide, so, like, there's some on there in Japan that he has mentioned, and I wouldn't be surprised if he ventured overseas to go skiing at some point, for sure.

Jason: Nice. All right. Very good. All right. Well, our last segment to the show is words to the world. This is where you can promote [01:19:00] any idea that you wish. Mandy, what are your words to the world? My words

Mandy: to the world are to be a lifelong learner and just remember that the data we get, the information we get, it's not, like, ours to hoard and to keep.

And the more we can help each other and, and share our knowledge, I think the better we're all going to be. So that's, that's my

Jason: wisdom. Very good. Well, I leave every guest with, you've given me just enough to talk bad about you later, but I do appreciate you being on the show, Mandy. Thank you so much and you be safe.

Thanks. You too.

Mindy: Thank you for making it to the end of another episode of Analyst Talk with Jason Elder. You can show your support by sharing this and other episodes found on our website@www.dopodcasts.com. If you have a topic you would like us to cover or have a suggestion for our next guest, please send us an email at Elliotpodcast@gmail.com.

Till next time, analyst, keep talking.