

NPI's Rapid Performance Assessment

Powered by Polis TrustStat™

Prepared for the Knoxville Police Department

April 2026



NATIONAL POLICING INSTITUTE
Pursuing Excellence Through Science and Innovation

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EXECUTIVE SUMMARY

The Rapid Performance Assessment (RPA) measures how police-community interactions are going by analyzing body camera footage. Using Polis’s TrustStat™ software, we score every interaction on three dimensions: the overall quality of the interaction, officer trust-building behaviors, and community member cooperation. For a detailed explanation of how scores are calculated, see *How to Read the Scores* on page 9. A complete glossary of behavioral terms is provided in the *Methods and Definitions* section.

The Big Picture

We analyzed 6,988 body camera interactions from the Knoxville Police Department and scored each one on overall performance. Here is what we found:

The bottom line: Based on our review of 6,988 interactions in 2025, the Knoxville Police Department exhibited very high performance in its contacts with the public. Of the 6,988 interactions we reviewed, 93% were rated positive, meaning most people who interacted with the Knoxville Police Department in 2025 experienced high-quality, professional interactions.

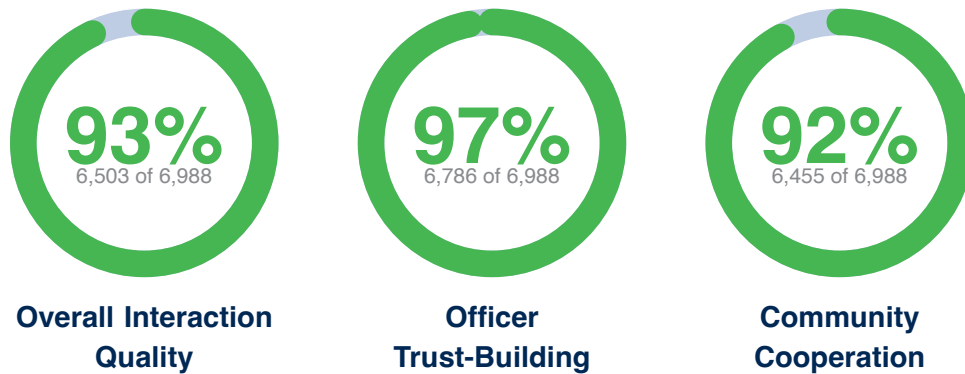
The department’s biggest strength is officers who deescalate or calm situations. When officers demonstrated this behavior in interactions, trust scores increased by approximately 8.9 points.

Our analysis revealed that the area where improvement could improve the department’s score most is de-escalating situations where community members argue or challenge with officers early in the interaction. These interactions may also be opportunities for the community to work with the department to co-create solutions that build trust and cooperation.

What We Looked At

Interactions analyzed	6,988
Total footage analyzed	2103.3 hours
Districts covered	3
Typical interaction length	12 min
Interaction date range	Calendar Year 2025
Date of review	April 2026

Department Scorecard



Percentage of **6,988** interactions rated positive or above

■ Positive ■ Needs attention

What Does This Mean?

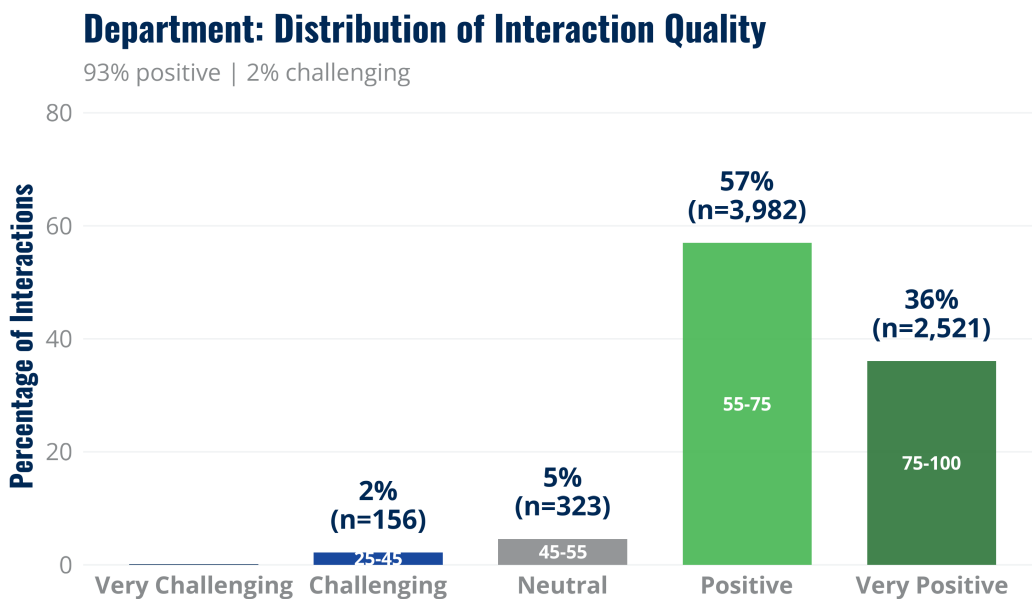
Each circle shows what percentage of the department’s 6,988 interactions were rated positive. The green fill shows the proportion with no issues; grey shading shows the proportion of interactions rated neutral or less than positive.

Overall Interaction Quality (93%) is the score representing the percent of interactions that were rated as positive after analyzing the nature of the issue (call or incident), and the officer’s and community member’s behaviors during the interaction. **Officer Actions** (97%) measures whether officers communicated well, listened, and showed respect during the encounter. **Community Member Actions** (92%) measures whether the community member was cooperative, communicative, and showed respect during the encounter.

The bottom line: the overwhelming majority of interactions are high-performing. The roughly 7% that were neutral or challenging represent the department’s opportunity for improvement, and the rest of this report digs into exactly what is happening in those encounters and what can be done about it from an agency and community perspective. For details on how scores are calculated, see *How to Read the Scores* on page 9 and the *Methods and Definitions* section at the end of this report.

At a Glance: How Are Interactions Distributed?

The bar chart below shows the distribution of interaction quality across five dimensions from very challenging (poor quality interaction) to very positive (high quality interaction).



What's Working

When officers do these things, interactions go better. These are the habits worth reinforcing and spreading:

1. **Deescalate or Calm** -When officers do this, trust scores jump by approximately 8.9 points. Officers already do this in 10% of interactions, so there is a foundation to build on.
2. **Turning Towards** -When officers do this, trust scores jump by approximately 6.8 points. Officers already do this in 31% of interactions, so there is a foundation to build on.
3. **Reflect or Listen** -When officers do this, trust scores jump by nearly 5.5 points. Officers already do this in 18% of interactions, so there is a foundation to build on.

Definitions

Deescalate or Calm: Officer actions that reduce tension in an interaction, such as lowering their voice, using calming language, giving the person space, or redirecting the conversation away from conflict.

Turning Towards: Acknowledging and engaging with the other person by responding with interest, attention, or empathy. Based on Dr. John Gottman's research on relationship dynamics (see page 10 for full explanation).

Reflect or Listen: Officer actions that demonstrate active listening, such as paraphrasing what the person said, acknowledging their feelings, or asking clarifying questions that show genuine attention.

Where Things Get Difficult

When community members do these things at the start of an interaction, the entire encounter tends to decline. Recognizing these signals early gives officers a chance to de-escalate before things get worse:

1. **Argue or Challenge** -When this happens, cooperation drops by approximately 28.0 points. This comes up in approximately 4% of interactions.
2. **Turning Against** -When this happens, cooperation drops by approximately 27.0 points. This comes up in approximately 5% of interactions.
3. **Refuse to Cooperate** -When this happens, cooperation drops by nearly 18.5 points. This comes up in approximately 2% of interactions.

Which Calls Are Toughest?

Not all calls are created equal. Our analysis found that the toughest calls typically involve people in emotional distress, substance use situations, or interpersonal conflicts, while service-oriented calls tend to go more smoothly. Understanding which call types are most challenging helps the department prepare officers with the right skills. See Section 2 for detailed call type analysis.

Tense Moments

Not every interaction is smooth. Some moments get heated with raised voices, visible frustration, refusal to cooperate. We measured how often these tense moments happen and who they come from:

RAPID PERFORMANCE ASSESSMENT

- **From community members:** Tense moments in 8.4% of the footage
- **From officers:** Tense moments in 5.8% of the footage
- **What this means:** Tension comes from both sides in roughly similar amounts, which is typical in challenging encounters.

What We Recommend

Based on what the data shows, here are the most important things the department can do to improve:

1. **Reinforce what is already working department-wide:** Officers across the department are performing at a high level, with 93% of interactions rated positive and consistent results across all three districts. Sergeants can reinforce trust-building behaviors, especially de-escalation, turning towards, and reflective listening, through roll call briefings and peer recognition so these habits continue to spread.
2. **Prepare officers for challenging encounters:** Provide a de-escalation training refresher using scenario-based exercises drawn from actual body camera footage. Focus on recognizing early signs of resistance (arguing, challenging) and practicing tactical communication responses that prevent escalation.
3. **Analyze call types driving difficulty:** Determine whether lower scores are driven by specific call types, times of day, or geographic areas, and tailor interventions accordingly.
4. **Keep measuring:** Track these scores over time so the department can see what is improving and what still needs work.

The rest of this report digs into the details: district-by-district breakdowns, the specific charts behind these findings, and the full methodology used for this analysis.

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SECTION 1: INTRODUCTION

What is a Rapid Performance Assessment?

How officers and community members interact with each other is critical. The Rapid Performance Assessment (RPA) is a way to measure how those interactions are going, not by reading complaint files or counting arrests, but by watching what actually happens on body camera video.

Using Polis’s TrustStat™ software, we reviewed a sample of body camera videos and scored every interaction on three things:

- **How did the overall interaction go?** (Overall Interaction Quality)
- **How did the officer handle it?** (the Trust Score)
- **How cooperative was the community member?** (the Compliance Score)

The graphic below shows how these three pieces fit together:



Important: This report is a coaching tool, not an audit system. The goal is to help the department get better at the interactions that matter most, the ones where trust is built or lost. It is not designed to single out or punish individual officers.

Three Questions This Report Answers

We reviewed **6,988** interactions across **3** districts. This report answers three straightforward questions:

1. **Are most interactions going well or poorly?** We sort every interaction into “positive,” “routine,” or “challenging” so you can see the overall picture at a glance.
2. **What makes the difference?** We pinpoint the specific officer behaviors that lead to better outcomes and the early warning signs that predict trouble.
3. **Which districts need the most help?** We compare districts side by side so leadership knows where to focus resources.

How to Read the Scores

Every score in this report uses a simple 0-100 scale. Think of **50 as the middle** -a routine, professional interaction where nothing special happened, good or bad.

Overall Interaction Quality -“How did the interaction go overall?”

This is the big-picture grade for each interaction. It looks at everything -the situation, how the officer handled it, and how the community member responded. **Above 50 = things went well. Below 50 = heightened difficulty for the officer.**

Trust Score -“How did the officer do?”

Did the officer listen, explain what was happening, and treat the person with respect? **Higher = more trust-building. Lower = room to improve.**

Compliance Score -“How cooperative was the community member?”

Was the person cooperative, argumentative, or somewhere in between? **This is not a judgment of the person** -it helps officers understand what they are walking into.

Range: 0-100 50 = neutral baseline.

A Note on “Turning Towards” and “Turning Against”

Throughout this report, you will see two terms that may be unfamiliar: **Turning Towards** and **Turning Against**. These come from the research of psychologist Dr. John Gottman, who studied what makes relationships succeed or fail.¹

Gottman found that in any interaction, one person makes a *bid for connection* -a question, a comment, a gesture, or even a look that says “I want to engage with you.” The other person then responds in one of three ways:

- **Turning Towards** -Acknowledging and engaging with the other person. Responding with interest, attention, or empathy. In policing, this looks like an officer who listens, answers questions, explains what is happening, or a community member who cooperates and communicates openly. Gottman’s research found that in successful relationships, people turn towards each other **86%** of the time.
- **Turning Against** -Actively rejecting or responding negatively to the other person’s attempt to engage. In policing, this looks like hostility, dismissiveness, arguing, or refusal to communicate from either side. It is the most damaging response because it signals that the relationship is not worth the effort.

Why this matters for policing: Gottman developed these concepts for personal relationships, but the same dynamics play out in every police-community encounter. Each interaction is a series of bids and responses. When officers turn towards community members by listening, explaining, and showing respect, trust builds. When either side turns against the other, the interaction deteriorates quickly. This report measures how often these dynamics occur across thousands of real encounters.

¹Gottman, J. M. (2011). *The Science of Trust: Emotional Attunement for Couples*. New York: W. W. Norton & Company.

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SECTION 2: AGENCY-LEVEL ANALYSIS

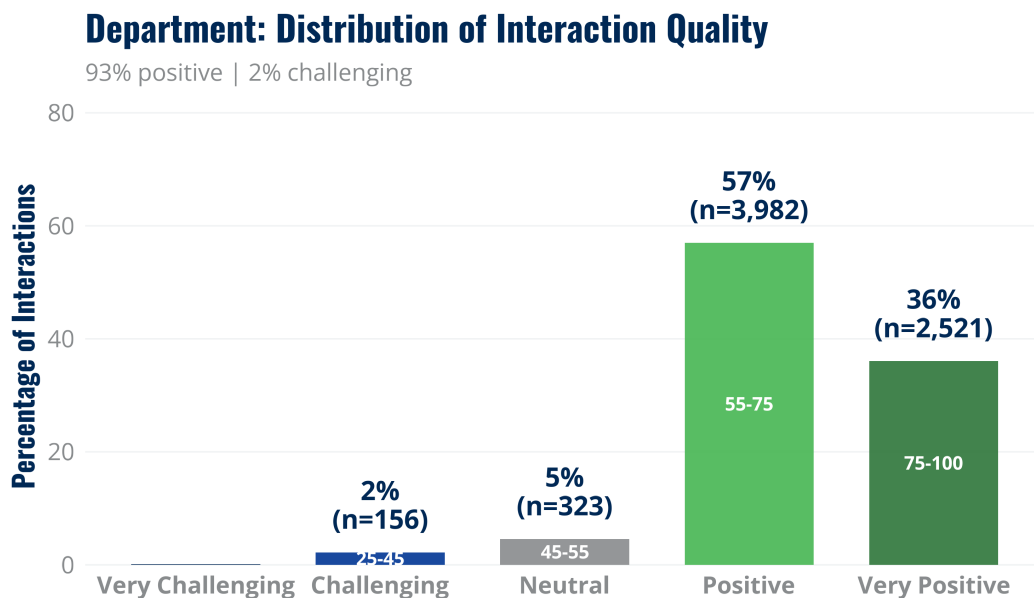
What We Reviewed

Here is the scope of what we looked at. Each “interaction” is one body camera video of an officer talking to a community member. More videos and more hours mean we can be more confident in the results.

Metric	Value
Total Interactions Analyzed	6,988
Total Districts	3
Total Body Camera Hours	2103.3 hours
Median Interaction Duration	12 min

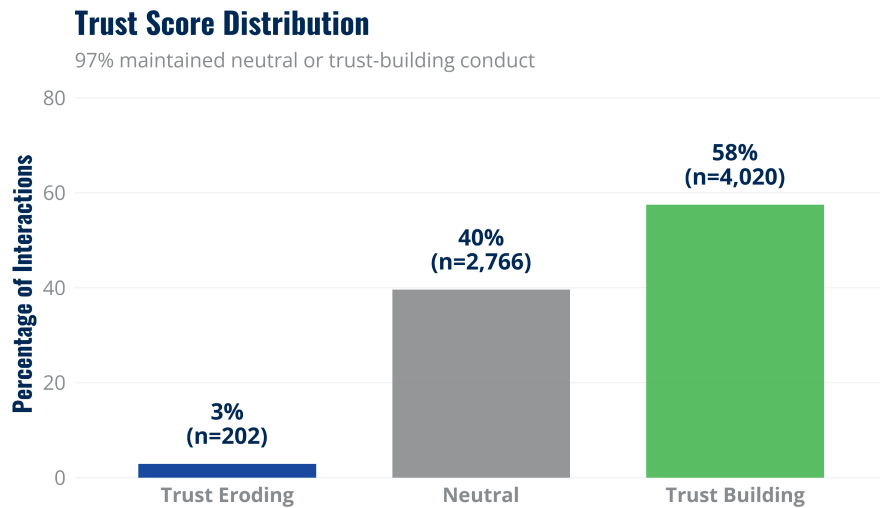
How Are Interactions Going?

This chart is the simplest way to see how the department is doing. Each interaction is sorted by quality from very challenging to very positive. The bigger the green bars, the better.



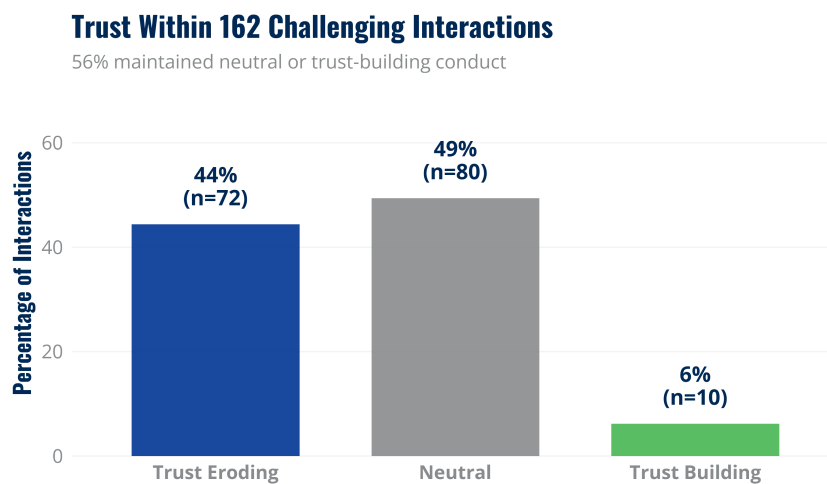
How Are Officers Doing? (Trust Scores)

This chart shows how often officers are actively building trust, things like listening, explaining what they are doing, and showing empathy. Research shows that people judge the police more on *how* they were treated than on the outcome of the encounter.



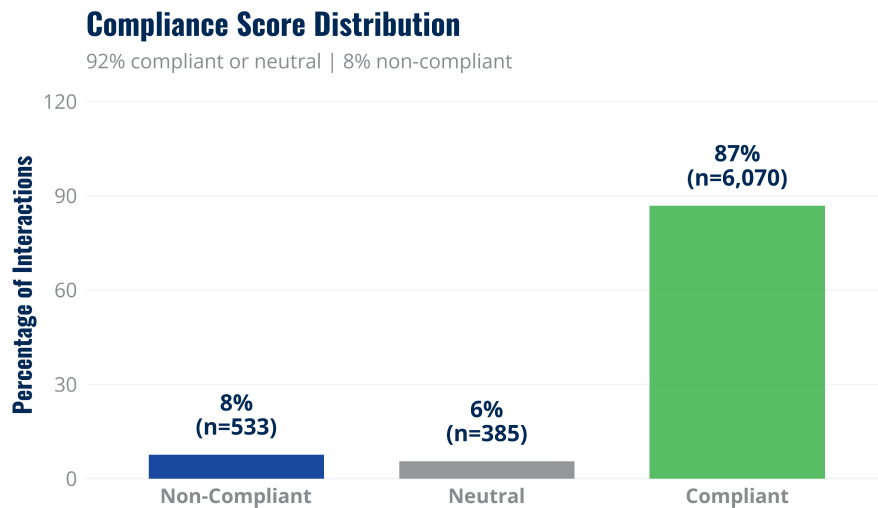
Trust Within Challenging Interactions

How did officers perform on trust-building during the encounters that were most difficult?



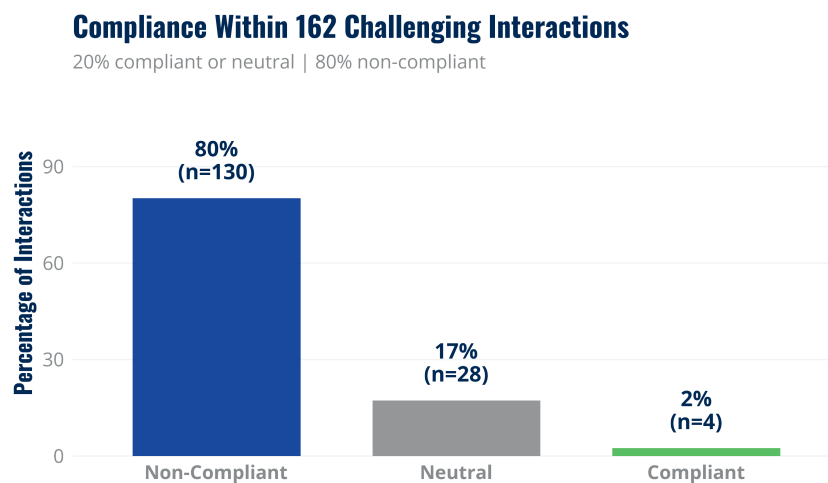
How Cooperative Are Community Members? (Compliance Scores)

This chart shows how community members responded during interactions. Were they cooperative, neutral, or resistant? Officers cannot control how people behave, but understanding these patterns helps them prepare for difficult encounters and respond more effectively.



Compliance Within Challenging Interactions

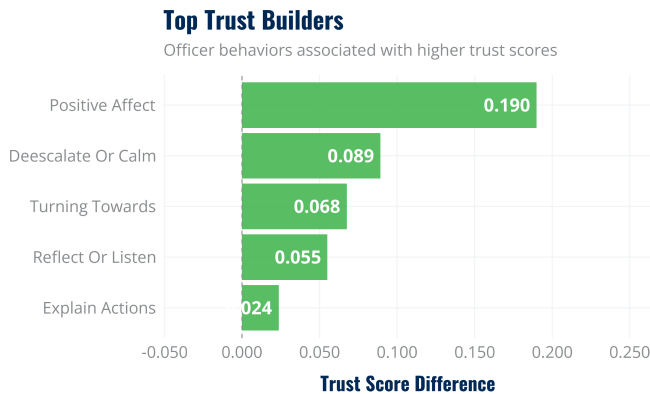
How did community members respond during the toughest encounters?



What Makes the Difference?

Out of all the things officers and community members do during an interaction, some matter more than others. The charts below show the specific behaviors that have the biggest impact, the things worth training on, and the warning signs worth watching for.

Trust-Building Behaviors



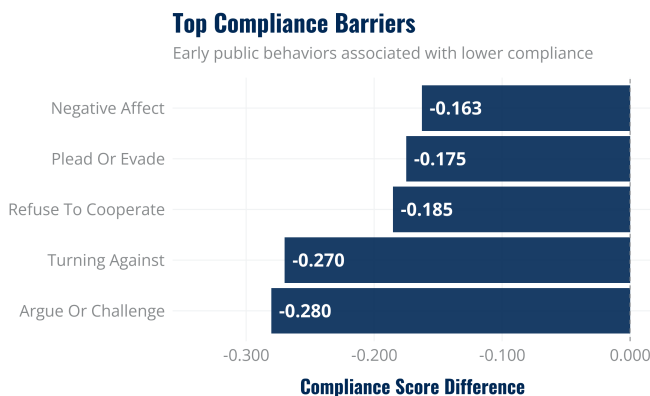
Key Takeaways

Top trust-building behaviors:

- **Positive Affect:** +19.0 pts
- **Turning Towards:** +6.8 pts
- **Reflect Or Listen:** +5.5 pts

These behaviors show the strongest positive effects on trust. Focus training on demonstrating positive affect, and de-escalation techniques.

Compliance Barriers



Key Takeaways

Early warning signs:

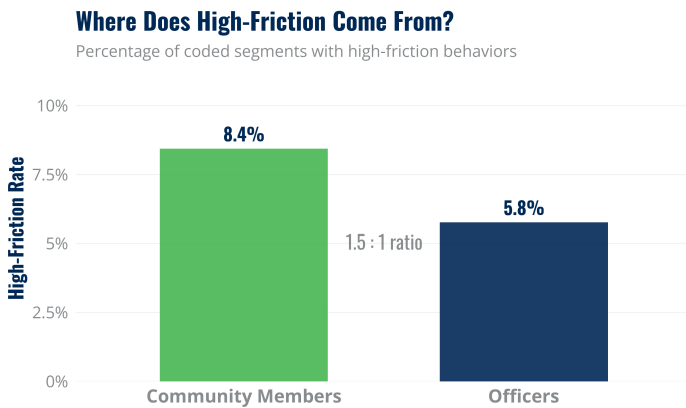
- **Argue Or Challenge:** -28.0 pts
- **Turning Against:** -27.0 pts
- **Refuse To Cooperate:** -18.5 pts

These early behaviors predict lower compliance. Train officers to recognize and respond to these signals with de-escalation techniques.

When Things Get Tense

Some moments during an interaction get heated, raised voices, visible frustration, confrontation. We tracked how often these tense moments happen and whether they come from the officer, the community member, or both.

Who Is the Tension Coming From?



Key Takeaways

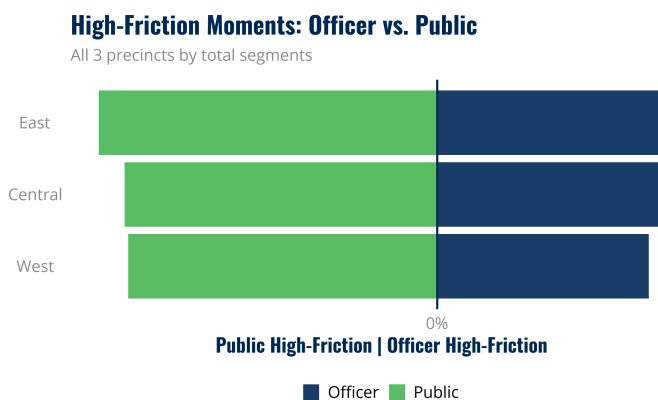
Community friction rate: 8.4%

Officer friction rate: 5.8%

Ratio: 1.5:1 ratio

High-friction moments are natural in challenging interactions. A balanced ratio suggests both parties contribute to tension, while skewed ratios may indicate opportunities for de-escalation training.

District-Level Friction Comparison



Key Takeaways

Districts with highest friction:

- **East:** 14.8

- **Central:** 14.0

- **West:** 13.7

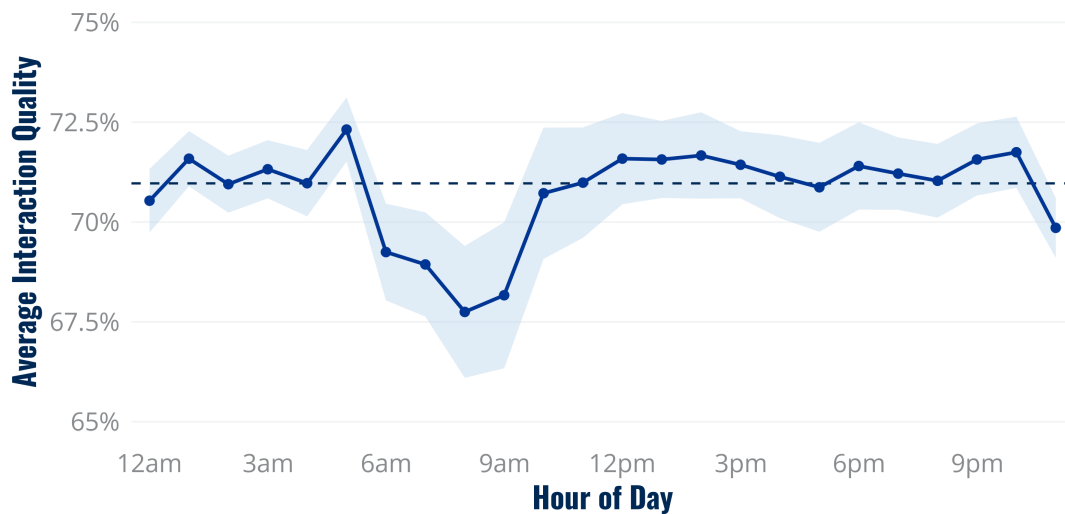
Districts with elevated friction may face more challenging call mixes or benefit from targeted de-escalation support. Consider context when interpreting these patterns.

Does Time of Day Matter?

Officers respond to calls around the clock, but not every hour is the same. Late-night encounters may involve different situations than midday ones. The chart below shows how interaction quality varies by hour of the day, so leadership can see whether certain shifts face consistently tougher conditions.

Average Interaction Quality by Time of Day

By hour of day | Higher = smoother interactions | Dashed line = department average



Key Takeaways

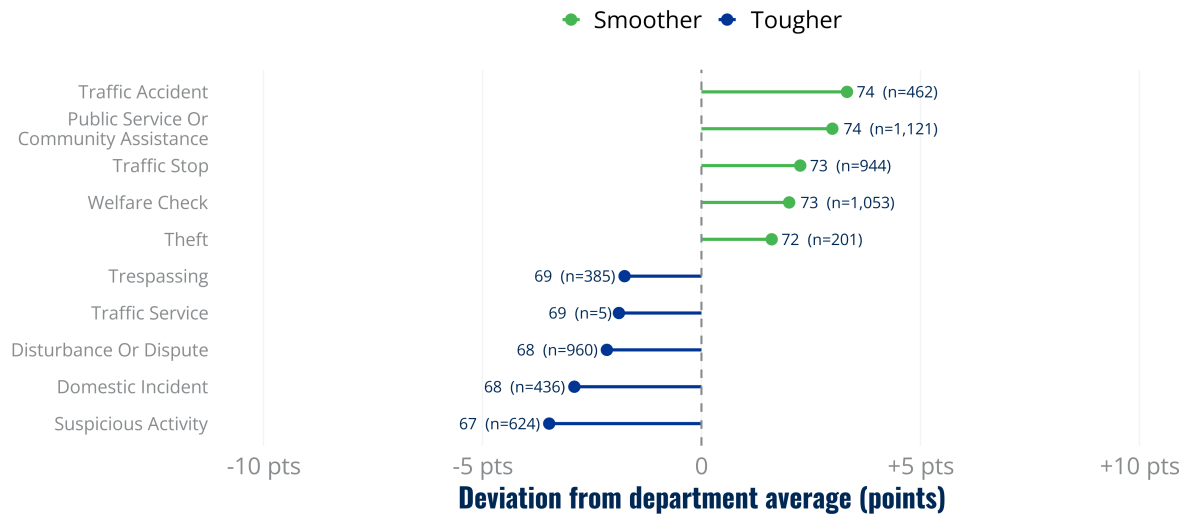
- Hours where the line dips below the department average may represent shifts that face harder calls or fewer resources.
- Hours with wider confidence bands have fewer interactions, meaning the scores are less certain.
- If certain time blocks consistently score lower, targeted training or staffing adjustments may help.

Which Types of Calls Are Toughest?

Not all calls are created equal. A theft report can be very different from a domestic disturbance. The chart below shows which types of calls are most likely to be difficult and which tend to go smoothly. This helps the department know where to focus specialized training.

Which Call Types Are Toughest?

Average interaction quality vs. department average | Dept. Avg (71)



Key Takeaways

- Some call types are consistently harder than others, which is normal and expected.
- The toughest calls usually involve people in emotional distress, substance use situations, or interpersonal conflicts.
- The smoothest interactions tend to happen on service-oriented calls where people are happy to see the officer.
- Knowing which calls are hardest helps the department prepare officers with the right skills before they walk into those situations.

Recommendations

The following recommendations are based on a synthesis of the behavioral patterns identified in this assessment and established principles of evidence-based policing. Regardless of the specific baseline scores, the path to organizational excellence in community interactions involves a transition from procedural compliance to relational legitimacy. The goal of these strategic actions is to institutionalize high-trust behaviors while proactively identifying and mitigating the precursors to high-friction encounters. By treating body-worn camera (BWC) data as a tool for operational intelligence rather than disciplinary oversight, agencies can foster a culture of professional growth and community-centric service.



Recommendation 1: 96% of Interactions Above Baseline, 36% in Top Quartile**What This Means:**

This metric provides a high-level view of departmental performance. With 96% of interactions above the neutral baseline, the department demonstrates consistently positive interactions across most encounters. The 36% scoring in the top quartile ($\geq 75\%$) represent exemplary interactions that demonstrate what's possible when officers and community members engage constructively.

Why It Matters:

Improving this distribution means more community members leave police encounters feeling respected and understood, which builds long-term trust and cooperation. Even small shifts upward, such as moving interactions from the 50-60% range to 60-70%, compound over time as positive community perceptions spread through social networks.

Recommended Actions:

- Focus training resources on the behaviors identified in Finding 2, which have proven effects on trust.
- Use the distribution plot to track progress month-over-month, targeting a 5-10 percentage point increase in interactions above 60% over the next 6 months.
- Reinforce officers and teams whose interactions model this behavior, identifying and sharing their practices.

Timeline:

Ongoing monitoring monthly; expect measurable improvement within 3-6 months

Responsible:

Training Division, Command Staff, District Leadership

Success Metrics:

- Increase percentage of interactions rated above neutral by 5-10 percentage points over the next review period
- Increase percentage of interactions in the top quartile (scored 75% or higher) by 3-5 percentage points
- Reduce percentage of interactions rated below 40% to less than 5% of all interactions

Recommendation 2: Positive Affect Builds Trust

What This Means:

This finding identifies a specific, actionable officer behavior that significantly improves trust outcomes. When officers display positive affect, trust scores increase by 19.0 percentage points on average. This effect is statistically robust and represents one of the strongest behavioral predictors of positive interactions in our analysis.

Why It Matters:

Positive affect refers to an officer displaying warmth, friendliness, and approachability during an interaction, including a pleasant tone of voice, genuine interest in the person's situation, and an open demeanor. It is the outward expression of positive emotions that signals to the community member that the officer is engaged and receptive rather than cold or indifferent. Trust is the foundation of effective policing, and positive affect is one of the most direct ways to build it. When community members trust officers, they are more likely to cooperate, provide information, and view police presence as legitimate. Small increases in trust during individual interactions accumulate into broader community confidence over time.

Recommended Actions:

- Develop scenario-based training modules that demonstrate when and how to positive affect effectively.
- Incorporate this behavior into field training officer (FTO) evaluation criteria and coaching conversations.
- Use body camera review sessions to highlight positive examples where this behavior led to successful outcomes.

Timeline:

90 days for training development; 6 months for department-wide implementation

Responsible:

Training Division, FTO Coordinators, Shift Supervisors

Success Metrics:

- Increase overall trust scores by 2-3 percentage points department-wide
- Positive qualitative feedback from community members in surveys/focus groups

Recommendation 3: Early Argue Or Challenge Predicts Lower Compliance

What This Means:

This finding identifies an early warning sign that predicts difficult interactions. When community members argue or challenge within the first 2 minutes, compliance scores drop by 28.0 percentage points throughout the encounter. This suggests these behaviors either reflect underlying tension or actively escalate the situation.

Why It Matters:

The first moments of an interaction set the trajectory for everything that follows. Officers who can recognize and effectively respond to early signs of resistance or distress can prevent escalation, increase safety, reduce use of force, and achieve better outcomes for everyone involved.

Recommended Actions:

- Train officers on de-escalation techniques specifically tailored to situations where community members argue or challenge early in the interaction.
- Develop tactical communication strategies that acknowledge the person's concerns while maintaining officer safety and control.
- Review body camera footage showing successful responses to early resistance, identifying common patterns and techniques that thwart or reverse escalation.
- Create supervisor coaching protocols for discussing these challenging interactions during debriefs. Emphasize recognizing early signs of resistance and applying de-escalation strategies effectively.

Timeline:

60 days for de-escalation training module development; ongoing coaching implementation

Responsible:

Training Division, Crisis Intervention Team, Field Services Leadership

Success Metrics:

- Increase compliance scores by 3-5 percentage points in interactions with early resistance
- Decrease escalation incidents and use-of-force events in these situations

Recommendation 4: Turning Towards Also Shows Strong Effects

What This Means:

This finding identifies a specific, actionable officer behavior that significantly improves trust outcomes. When officers display turning towards, trust scores increase by 6.8 percentage points on average. This effect is statistically robust and represents one of the strongest behavioral predictors of positive interactions in our analysis.

Why It Matters:

Turning towards is a concept from the research of psychologist Dr. John Gottman, who found that the way people respond to bids for connection determines the quality of their relationships. In policing, turning towards means acknowledging and engaging with the community member, responding with interest, attention, or empathy rather than dismissing or ignoring their concerns. Gottman's research found that in successful relationships, people turn towards each other 86% of the time. Trust is the foundation of effective policing, and turning towards is one of the most direct ways to build it. When community members trust officers, they are more likely to cooperate, provide information, and view police presence as legitimate. Small increases in trust during individual interactions accumulate into broader community confidence over time.

Recommended Actions:

- Develop scenario-based training modules that demonstrate when and how to turning towards effectively.
- Incorporate this behavior into field training officer (FTO) evaluation criteria and coaching conversations.
- Use body camera review sessions to highlight positive examples where this behavior led to successful outcomes.

Timeline:

90 days for training development; 6 months for department-wide implementation

Responsible:

Training Division, FTO Coordinators, Shift Supervisors

Success Metrics:

- Increase overall trust scores by 2-3 percentage points department-wide
- Positive qualitative feedback from community members in surveys/focus groups

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SECTION 3: DISTRICT-BY-DISTRICT BREAKDOWN

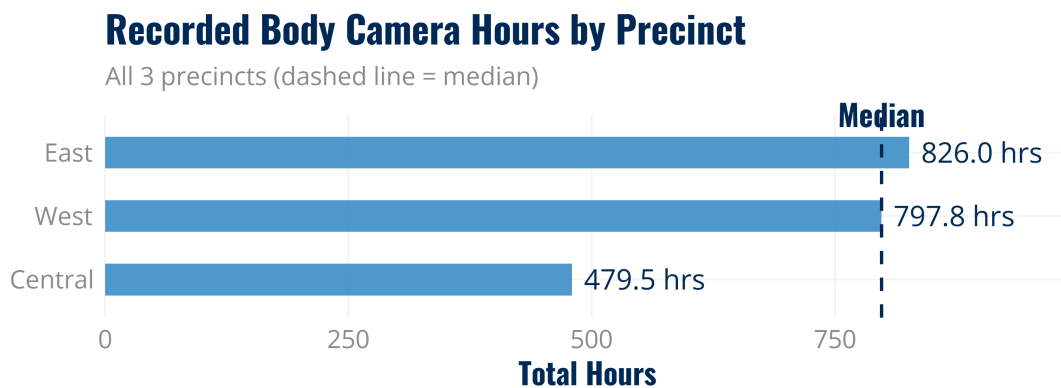
How Do Districts Compare?

The table below shows how each district is performing at a glance. The scores are the same 0-100 scale described earlier. Look for which districts are above or below the department average; that tells you where things are going well and where extra attention might help.

District	Videos	Hours	Trust	Compliance	Int. Quality
East	2,703	826.0	83	85	70
West	2,607	797.8	85	88	72
Central	1,678	479.5	83	86	70

How Much Footage Did We Review Per District?

The more footage we have, the more confident we can be in the results. Districts with more hours have more reliable scores.



Individual District Pages

The following pages break down each district individually. For each one, you will see:

1. How many videos we reviewed and how much footage that represents
2. How the interactions are distributed (positive, routine, or challenging)
3. Which officer behaviors make the biggest difference in that district
4. Which community behaviors signal a difficult encounter ahead



Central

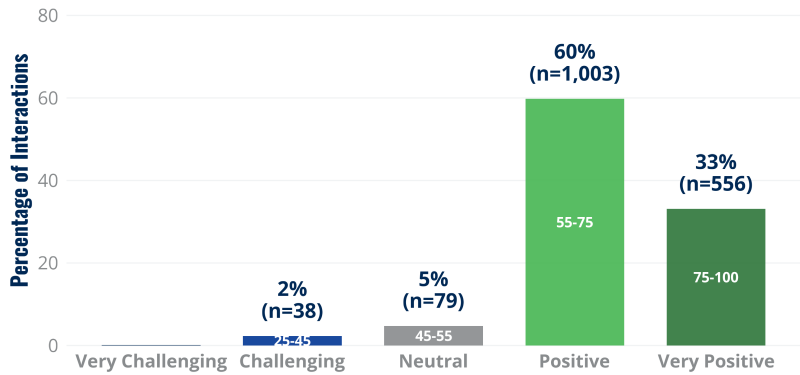
Coverage Metrics

Metric	Value
Interactions	1,678
Camera Hours	479.5
Median Duration	17.3 minutes

Distribution of Interaction Quality

Central: Distribution of Interaction Quality

93% positive | 2% challenging



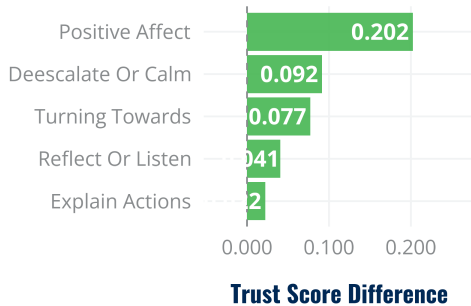
What Behaviors Drive Outcomes?

Understanding which behaviors impact trust and compliance helps target training efforts.

Trust-Building Behaviors

Top Trust Builders

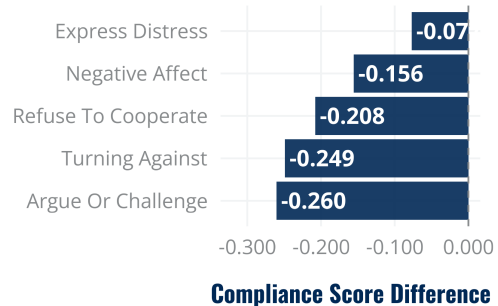
Officer behaviors associated with higher



Compliance Barriers

Top Compliance Barriers

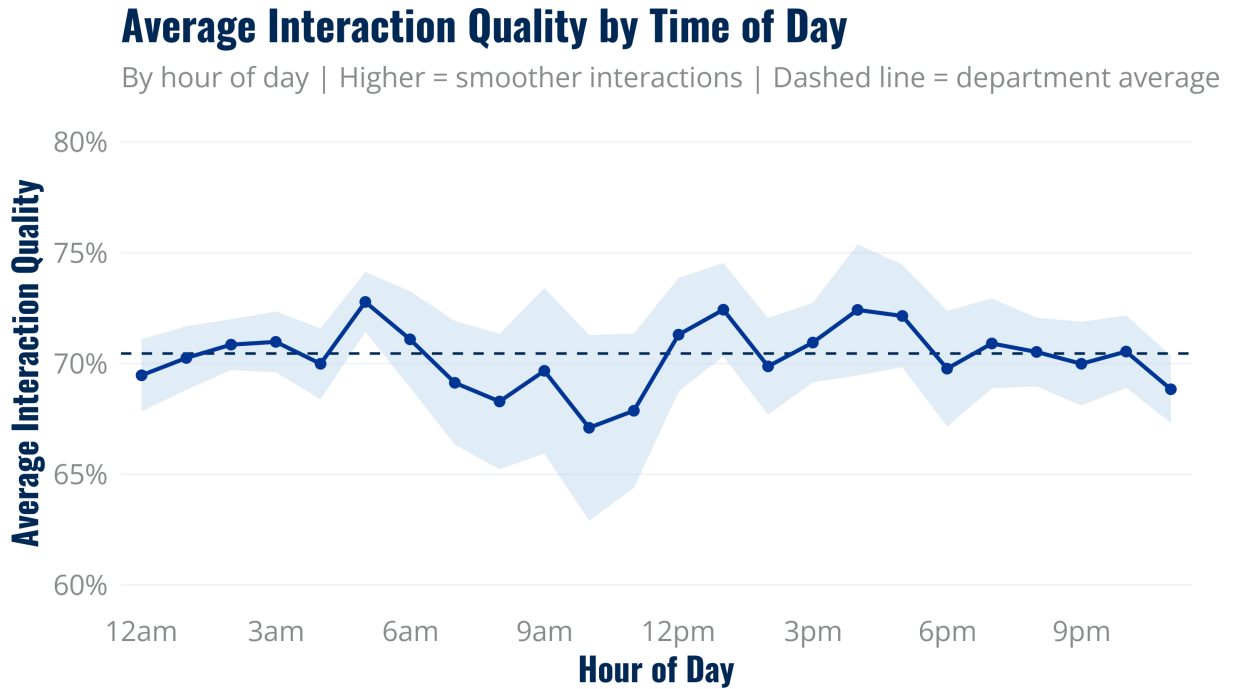
Early public behaviors associated with



Interaction Quality by Time of Day

RAPID PERFORMANCE ASSESSMENT

Does this district face tougher interactions at certain hours? Dips below the average line suggest times that may benefit from extra support or preparation.





East East

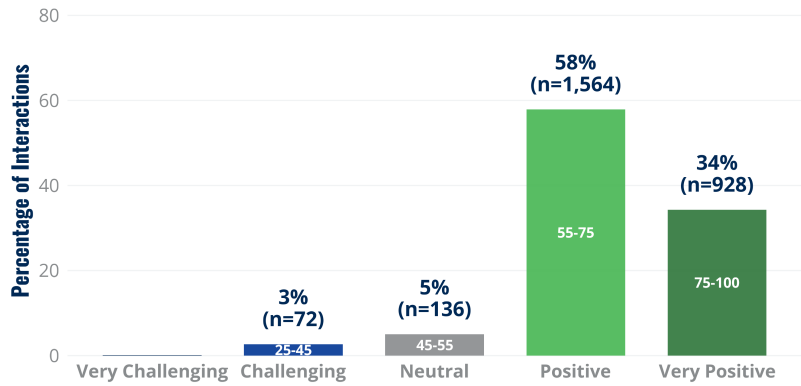
Coverage Metrics

Metric	Value
Interactions	2,703
Camera Hours	826.0
Median Duration	18.5 minutes

Distribution of Interaction Quality

East: Distribution of Interaction Quality

92% positive | 3% challenging



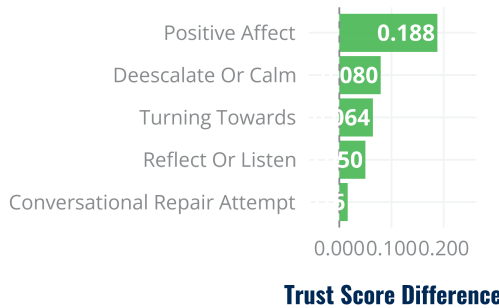
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Understanding which behaviors impact trust and compliance helps target training efforts.

Trust-Building Behaviors

Top Trust Builders

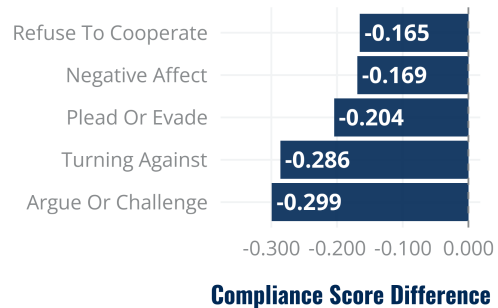
Officer behaviors associated



Compliance Barriers

Top Compliance Barriers

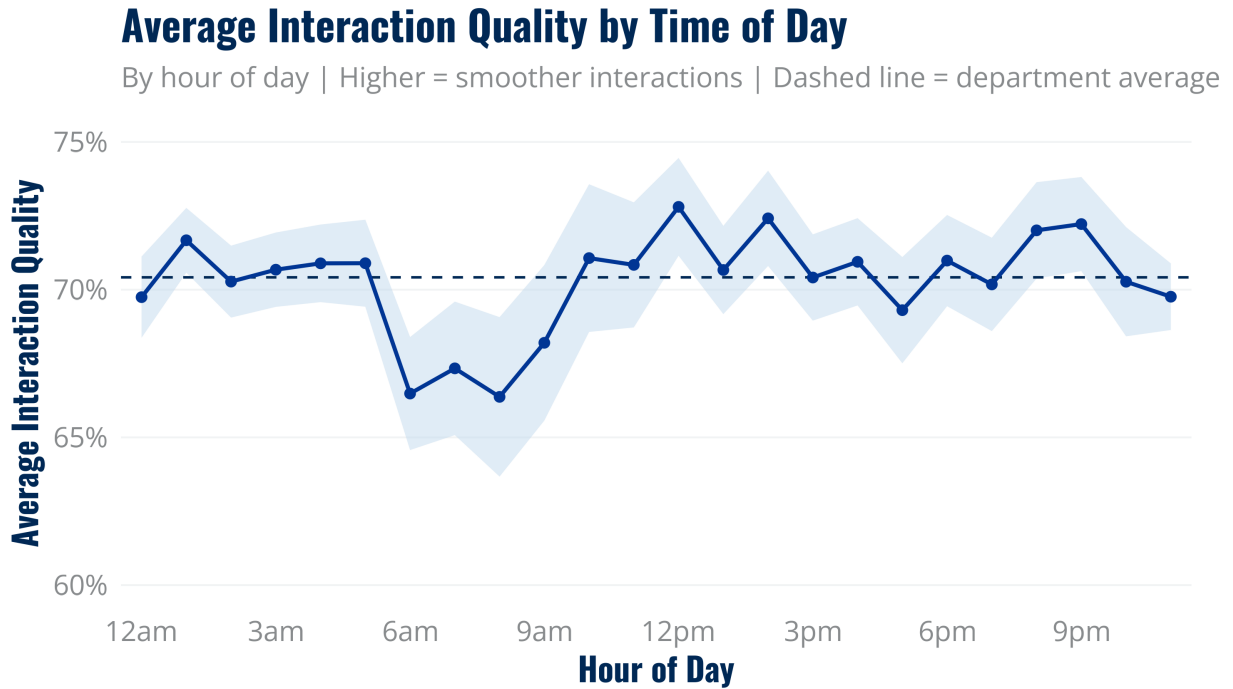
Early public behaviors associated with



Interaction Quality by Time of Day

RAPID PERFORMANCE ASSESSMENT

Does this district face tougher interactions at certain hours? Dips below the average line suggest times that may benefit from extra support or preparation.





West

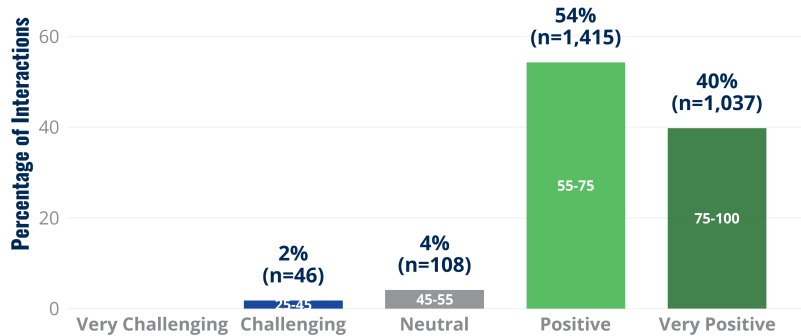
Coverage Metrics

Metric	Value
Interactions	2,607
Camera Hours	797.8
Median Duration	18.5 minutes

Distribution of Interaction Quality

West: Distribution of Interaction Quality

94% positive | 2% challenging



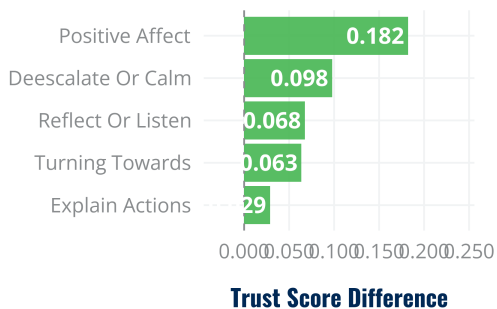
What Behaviors Drive Outcomes?

Understanding which behaviors impact trust and compliance helps target training efforts.

Trust-Building Behaviors

Top Trust Builders

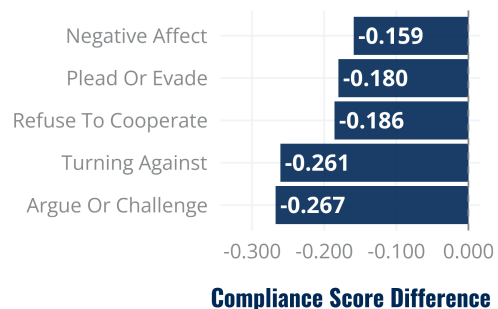
Officer behaviors associated with higher trust scores



Compliance Barriers

Top Compliance Barriers

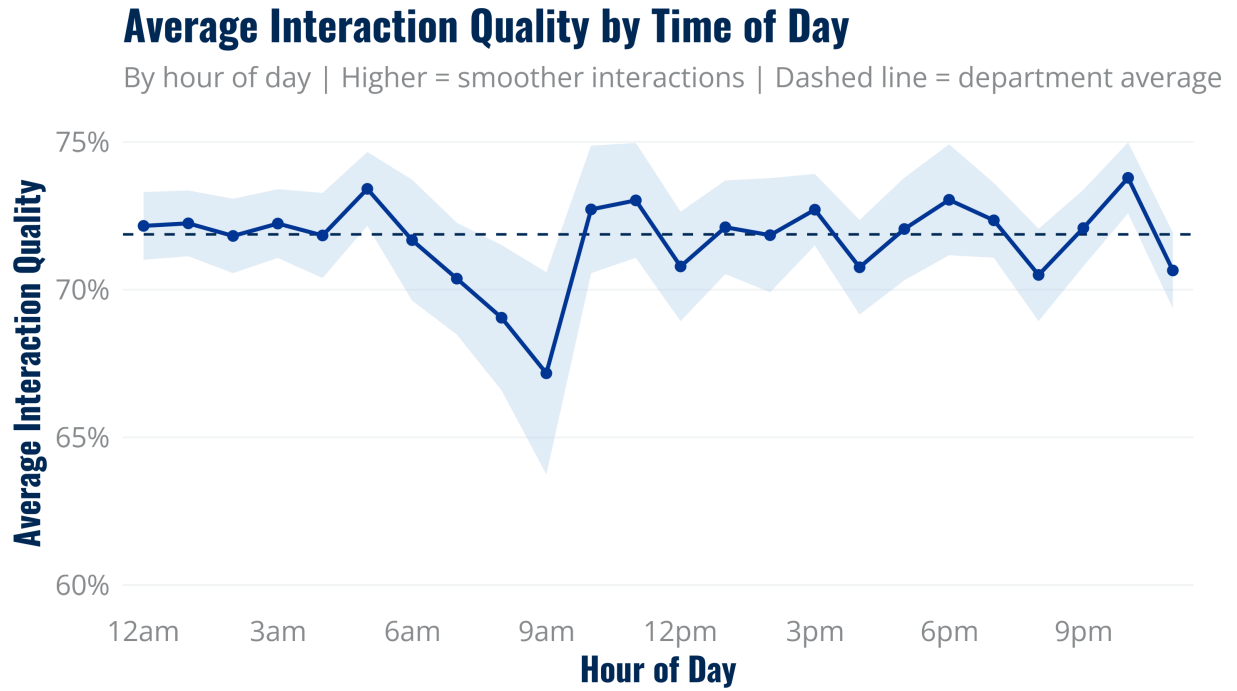
Early public behaviors associated with lower compliance scores



Interaction Quality by Time of Day

RAPID PERFORMANCE ASSESSMENT

Does this district face tougher interactions at certain hours? Dips below the average line suggest times that may benefit from extra support or preparation.



About This Report

National Policing Institute

The National Policing Institute (NPI) is a non-profit, non-partisan research organization dedicated to advancing excellence in policing through science and innovation. NPI conducts independent research, provides evidence-based technical assistance, and develops training resources to help law enforcement agencies improve public safety and community trust.

Founded in 1970, NPI builds on decades of policing research and partnerships with law enforcement agencies nationwide.

Learn more: <https://www.policinginstitute.org>

Polis Solutions

Polis develops cutting-edge technology solutions for law enforcement agencies to analyze body camera footage and identify behavioral patterns that drive community trust and public safety outcomes. The TrustStat platform combines artificial intelligence, behavioral science, and data analytics to provide actionable insights from video interactions.

TrustStat measures officer and community member behaviors during police-public encounters, quantifying trust-building actions and compliance patterns.

Learn more: <https://www.polis.ai>

Methodology

This report is based on analysis of body camera footage using the Polis TrustStat™ software. Behavioral codes are applied to interactions using a validated coding schema developed in partnership with policing researchers and practitioners. Trust and Compliance scores are calculated using signal aggregation methods and Bayesian shrinkage for statistical reliability. All analysis is conducted in accordance with research ethics standards, protecting the privacy and confidentiality of both officers and community members.

How to Cite This Report

Suggested Citation:

National Policing Institute & Polis Solutions. (2026).
TrustStat Rapid Assessment: Knoxville Police Department Body Camera Analysis.
Report generated April 03, 2026. Washington, DC: NPI.

Disclaimer

This report provides descriptive statistics and behavioral pattern analysis based on the body camera footage provided. Findings reflect the specific sample of interactions analyzed during Calendar Year 2025. Results should be interpreted in the context of local operational conditions, community demographics, and agency policies.

This analysis is intended to inform training, policy development, and operational improvements. It should not be used for individual officer performance evaluation without additional context and review.

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Methods and Definitions

Score Calculations

Trust, Compliance, and Interaction Quality scores are computed from behavioral codes applied to body camera footage by Polis Solutions' machine learning system.

Score Scale:

- The ML system generates raw scores on a **-1.0 to +1.0 scale**
- Scores are transformed for display: **Displayed % = (Raw Score + 1) / 2 × 100**
- This places scores on a **0% to 100% scale with 50% as the neutral baseline**

Interpreting Scores:

- 50% = Neutral baseline (raw score of 0.0)
- Above 50% = Positive behaviors (trust-building, cooperation)
- Below 50% = Negative behaviors (trust-eroding, resistance)

High-Friction Moments

High-friction moments are identified by behavioral codes indicating elevated tension:

- **Officer indicators:** Negative affect, hostile body language, confrontational dialogue
- **Community indicators:** Refusing to cooperate, threatening, expressions of distress, arguing

Threshold: Signal values below -0.5 on the coding scale are classified as high-friction.

Statistical Adjustments

Bayesian Shrinkage: For districts with limited data, scores are adjusted toward the department mean to prevent over-interpretation of small samples.

Formula: Adjusted Score = $w \times \text{Raw Score} + (1-w) \times \text{Department Mean}$

where $w = \text{Exposure Hours} / (\text{Exposure Hours} + 5)$

Ethical Use

This report is intended solely for quality improvement, training development, and operational learning. This report should **not** be used for individual officer discipline.

Data Handling and Privacy

Polis Solutions does not permanently retain, or store any body camera video footage as part of the TrustStat analysis process. All video processing occurs within the agency's secure environment, and only de-identified behavioral scores and aggregate data are used in report generation. No personally identifiable information about officers or community members is included in this report.

Artificial Intelligence and Ethics

The TrustStat platform uses artificial intelligence (AI) and machine learning to analyze body camera footage and generate behavioral scores. All AI models used in this analysis have been developed and validated in partnership with policing researchers and behavioral scientists. The AI system is designed to identify behavioral patterns, not to make judgments about individual officers or community members. Human review and oversight remain essential components of the analytical process. Polis Solutions is committed to the responsible and transparent use of AI in policing contexts, ensuring that algorithmic outputs are used to support, not replace, professional judgment and departmental decision-making.

Report Generated: April 03, 2026 at 01:07 PM

Analysis Version: 2.1 (NPI Structure - December 2025)

Polis relinquished access to all video footage used in this analysis on May 1, 2026.