DATE:        April 13, 2017

TO:          G.T. Bynum, Mayor
             Jack Blair, Chief of Staff
             TulStat Invited Attendees

FROM:        James Wagner, Office of Performance Strategy and Innovation

SUBJECT:     TulStat – 911, Police, & Municipal Court

On Monday, April 17th, the Office of Performance Strategy and Innovation will host a TulStat meeting with 911, Police, and Municipal Court to discuss performance metrics. The purpose of this meeting is to share how data informs operations and discuss strategies that move toward desired outcomes. Data will be presented by department leadership and discussed with the Mayor’s Office, the Office of Performance Strategy and Innovation, and internal-serving department leadership.

Meeting Time and Location: OTC, 10 North, Monday, April 17, 2017, 12:30-2:00 p.m.

Invited Attendees:
G.T. Bynum, Mayor               Mark Hogan, Asset Management
Jack Blair, Chief of Staff      Erica Felix-Warwick, HR
Amy Brown, Deputy Chief of StaffMike Kier, Finance
James Wagner, OPSI               Michael Radoff, Customer Care
Robyn Undieme, OPSI             Kim MacLeod, Communications
Penny Macias, OPSI               Michael Dellinger, IT
                                   David O’Meilia, City Attorney
                                   Cathy Criswell, City Auditor

Meeting Agenda
1. Discuss outcomes and purpose (OPSI)
2. Citywide Goals
3. What story is the data is telling us? (911, Police, Municipal Court)
4. Discussion - Strategies (ALL)
5. Follow-up Plan (OPSI)
Outcomes and Purpose

- Accurate and timely intelligence shared by all
- Effective tactics and strategies
- Rapid deployment of resources
- Follow-up and assessment

Presentation -

Terry O'Malley, 911
Chief Jordan, TPD
Kelly Brader, Municipal Court

Below is a list of data that will be presented:

OVERALL PERFORMANCE METRICS

<table>
<thead>
<tr>
<th>Status</th>
<th>Metric</th>
<th>Relevance</th>
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<tbody>
<tr>
<td></td>
<td>911 Average Answer Times</td>
<td>Ability to answer calls within 10 seconds or less</td>
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<tr>
<td></td>
<td>911 Call Volume</td>
<td># of calls coming in by hour of day</td>
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<td></td>
<td>911 Staffing Power</td>
<td># of agents and ability to decrease average answer times</td>
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<td></td>
<td>911 Staffing Retention</td>
<td>Ability to hire and retain employees impacts call answer times</td>
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<tr>
<td></td>
<td>TPD Part 1 Crime Counts</td>
<td>Homicide, Rape, Robbery, Agg Assault, Burglary, Larceny &amp; Auto Theft</td>
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<tr>
<td></td>
<td>TPD Part 1 Violent Crimes by Month</td>
<td>Crime counts by month of year</td>
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<td></td>
<td>Gun Recoveries</td>
<td># of firearms recovered by month of year</td>
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<td></td>
<td>Collisions</td>
<td># of high injury &amp; fatality collisions by month of year</td>
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<td></td>
<td>TPD Call Response Times</td>
<td>% of Time able to respond to Priority 1 calls in 3 minutes or less</td>
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<td></td>
<td>Community Policing</td>
<td>Progress at 61st &amp; Peoria area and implementation of Commission recommendations</td>
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<tr>
<td></td>
<td>Public Intoxication Arrests</td>
<td>Significant officer time spent on these arrests alone which could be reduced with public inebriate alternative</td>
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<tr>
<td></td>
<td>Mental Health Transports</td>
<td>Costs associated with officers having to transport persons in need of mental health treatment to an</td>
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Support Department Metrics: These metrics were provided by the support department attending TulStat. The purpose of the metrics inclusion is to show a fuller picture of the demands on city-wide resources to fulfill the obligations of the presenting department. In addition to the full time staff within presenting departments, there are a number of work groups that ensure success towards city-wide goals is realistic. If the metrics presented do not add value or there are additional metrics that are requested these can be modified for future meetings to best provide an overall picture of our operational performance.

Discussion - Strategies

Follow-Up Plan