CITY OF Tulsa
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Office of the Mayor
MEMORANDUM
Office of Performance Strategy and Innovation

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
Jack Blair, Chief of Staff
Amy Brown, Deputy Chief of Staff
James Wagner, OPSI
Robyn Undieme, OPSI
Penny Macias, OPSI
Mark Hogan, Asset Management
Erica Felix-Warwick, HR
Mike Kier, Finance
Michael Radoff, Customer Care
Kim MacLeod, Communications
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)

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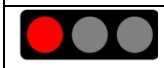
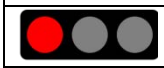
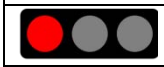
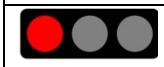
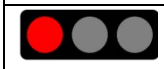
Outcomes and Purpose

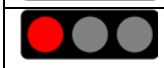
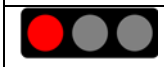
- Accurate and timely intelligence shared by all
- Effective tactics and strategies
- Rapid deployment of resources
- Follow-up and assessment

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

Status	Metric	Relevance
	911 Average Answer Times	Ability to answer calls within 10 seconds or less
	911 Call Volume	# of calls coming in by hour of day
	911 Staffing Power	# of agents and ability to decrease average answer times
	911 Staffing Retention	Ability to hire and retain employees impacts call answer times
	TPD Part 1 Crime Counts	Homicide, Rape, Robbery, Agg Assault, Burglary, Larceny & Auto Theft
	TPD Part 1 Violent Crimes by Month	Crime counts by month of year
	Gun Recoveries	# of firearms recovered by month of year
	Collisions	# of high injury & fatality collisions by month of year
	TPD Call Response Times	% of Time able to respond to Priority 1 calls in 3 minutes or less
	Community Policing	Progress at 61st & Peoria area and implementation of Commission recommendations
	Public Intoxication Arrests	Significant officer time spent on these arrests alone which could be reduced with public inebriate alternative
	Mental Health Transports	Costs associated with officers having to transport persons in need of mental health treatment to an

		appropriate facility
	Predicted Manpower Levels	Estimated officer counts based upon attrition rates and including 90 new officers per year (3 academies/yr with 30 recruits in each academy)
	Warrant Types	Counts of warrant types issued by year
	Fines Issued vs Paid	# of fines issued by year compared to # of fines collected
	Larceny Cases	# of larcenies and type of cases is creating significant workload on court system
	Speeding Tickets Issued	Counts of speeding ticket by type of violation
	Speeding Fines Collected	Ratio of issued to paid fines for speeding

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