

# TulStat – 911 PSC

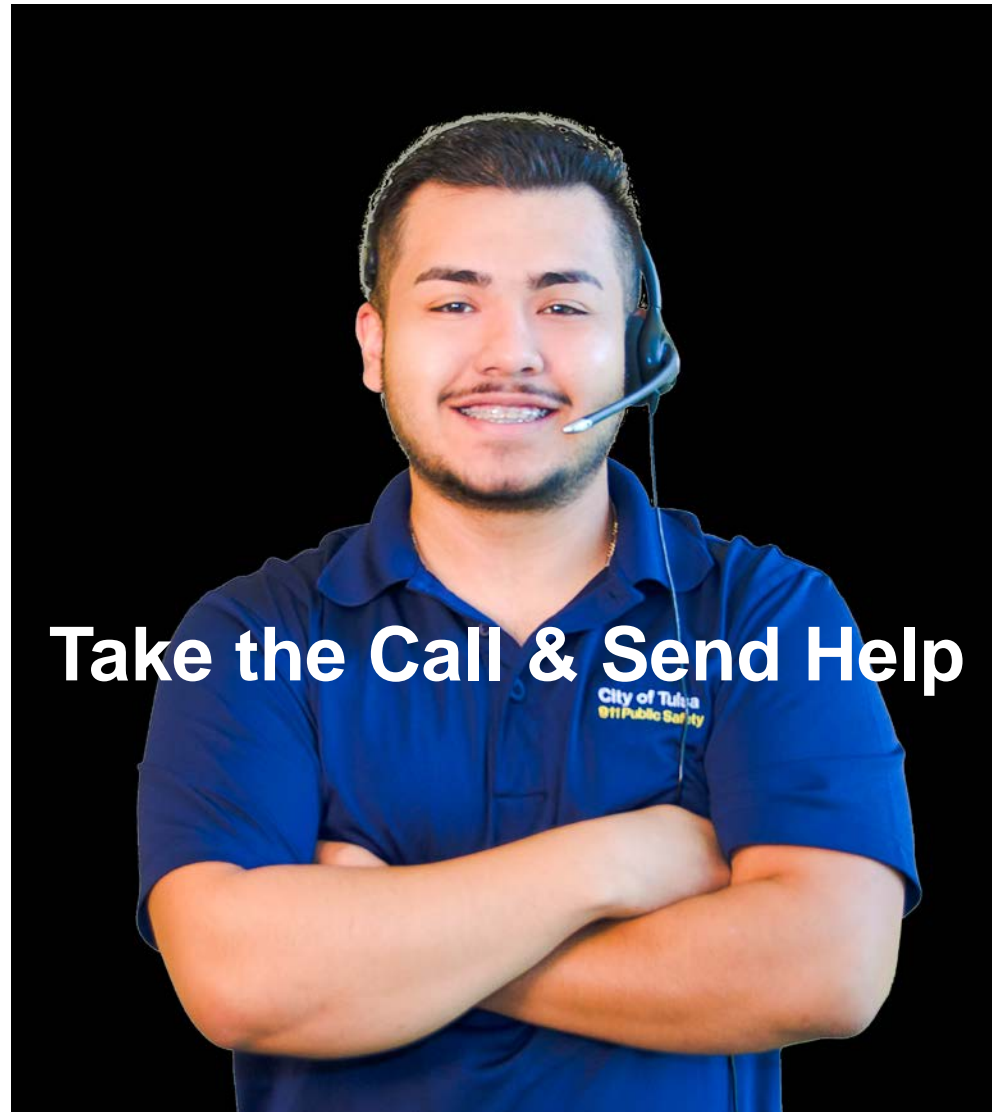
The City Experience  
Inside City Hall

April 17, 2017



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# 911 PSC Mission Statement



# “Take the Call” Requirements

- Adequate # of trained call-takers
- Data analytics
- Connectivity to nearby 911 centers
- 911 phone system
- CAD system
- Recording system



# “Send Help” Requirements

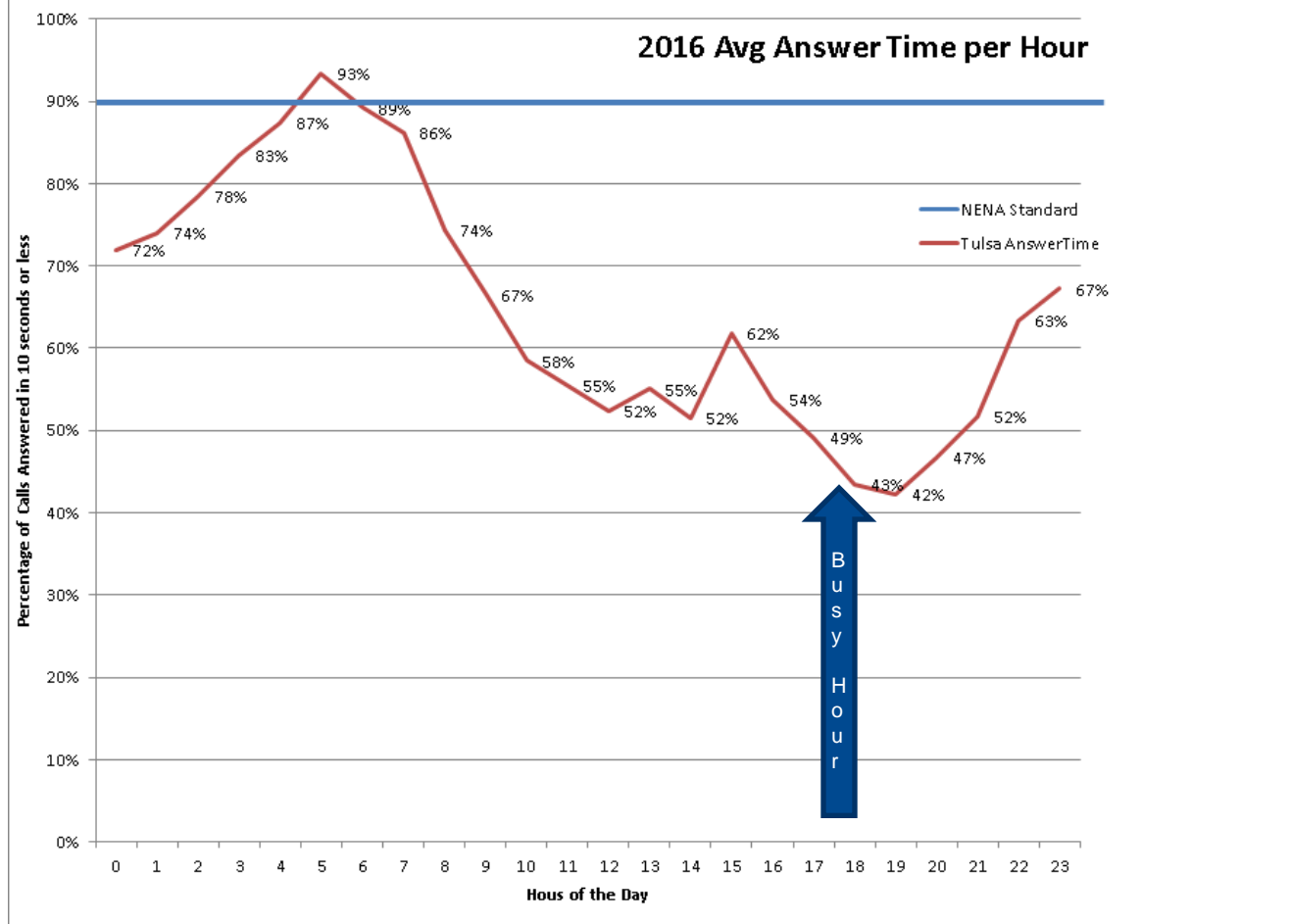
- Adequate # of trained dispatchers
- Data analytics
- CAD system
- Connectivity for joint response
- Radio system
- Recording system



# Problem Areas/Strategies

- Answering 911 calls quickly (KPI 3.1.1)
  - Adequate staffing
  - Technology improvements to call flow
  - Training for call control & call-backs reduction
  - Educated public
- Analyzing performance
  - Data analytics tools
  - Data analytics support team
- Funding for 911 services
  - Consolidate resources within NE region & State level
  - Self-supporting - 911 phone fees, public safety sales taxes, contracts w/jurisdictions, ad valorem taxes (public safety districts)
- Focusing on core services
  - ASAP dispatch for intrusion alarm calls
  - Technology solutions for self-help on some non-emergency calls





## Status



Answering Calls Quickly

Problem Area

## What it means

KPI 3.1.1 Objective – Achieve NENA standard.

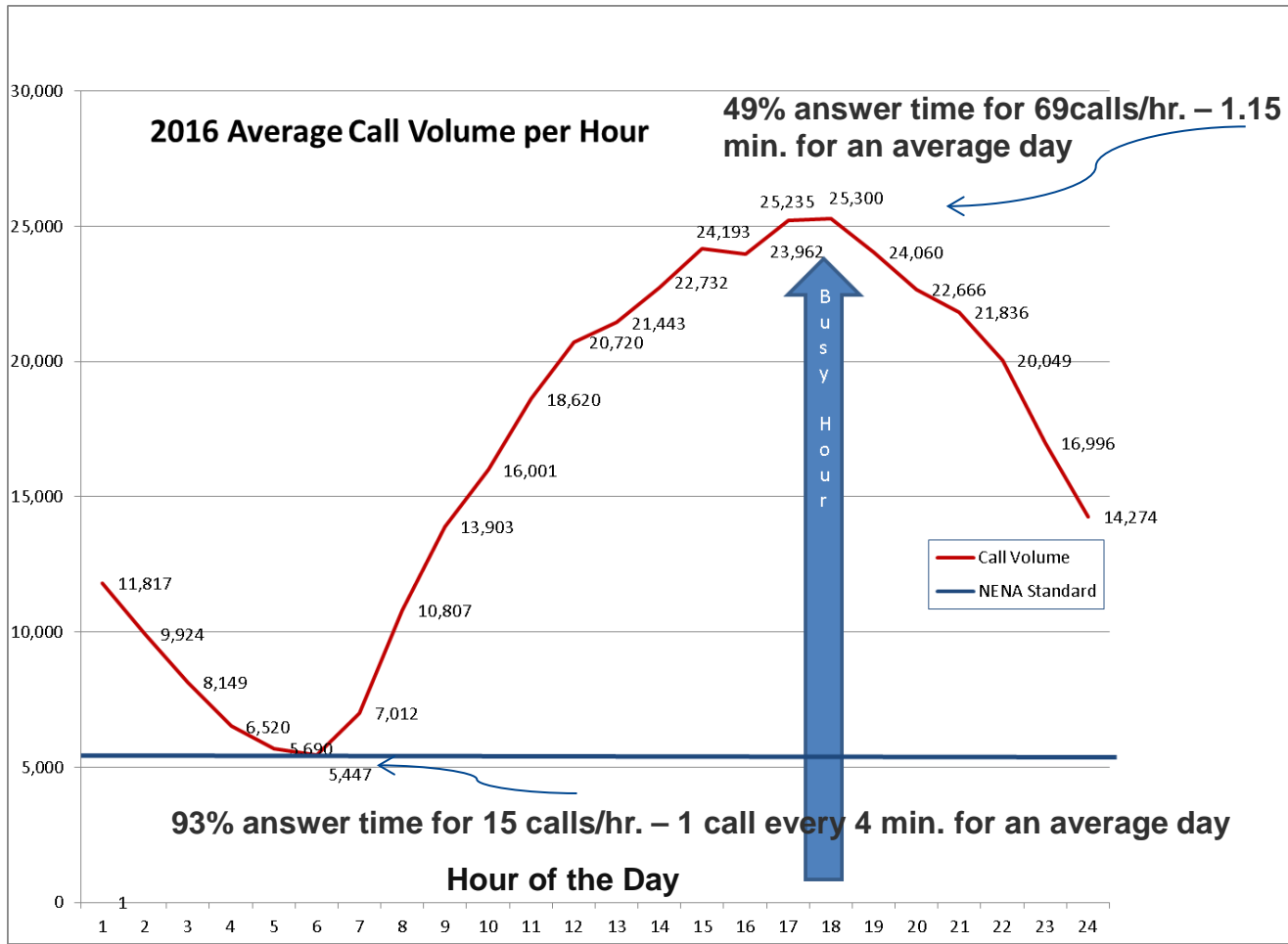
NENA Call Answering Standard is “90% of all 9-1-1 calls arriving at the Public Safety Answering Point shall be answered within 10 seconds during the busy hour (the hour each day with the greatest call volume).”

Mayor/Council Goals

- The City Experience
- Violent Crime
- Traffic Fatalities



Number of Calls per Year



Status



Answering Calls Quickly

Problem Area

What it means

§63-2864 – The OK 911 Mgmt. Authority has the power to “direct the Oklahoma Tax Commission to escrow all or any portion of funds collected pursuant to OK 911 Management Authority Act attributable to a public agency, if the public agency fails to meet NENA standards limited to call-taking or and caller-location technology or comply with an improvement plan to meet such standards as directed by the Authority

Mayor/Council Goals

- The City Experience
- Violent Crime
- Traffic Fatalities



# Power of Staffing for Answer Time

## Power of One More Average Speed of Answer

57 Calls/1/2 hr.		163 Calls/1/2 hr.		346 Calls/1/2 hr.	
Agents	ASA	Agents	ASA	Agents	ASA
10	30 sec.	25	30 sec.	50	30 sec.
9	80 sec.	24	58 sec.	49	50 sec.

## Level of Service for Staff Numbers (346 calls/1/2 hr.)

Agents	ASA
54	6 sec.
53	8 sec.
52	12 sec.
51	19 sec.
50	30 sec.
49	50 sec.
48	91 sec.
47	236 sec.



Answering Calls Quickly

Problem Area

### What it means

KPI Objective – Meet NENA standard for call answer times by sufficient staffing numbers. APCO Project RETAINS – “The addition of a single employee can make a huge difference in employee stress and the quality of service provided to the public. Large center managers reported an average of nine vacancies.

Mayor/Council Goals

Inside City Hall

Positive Morale

Training





# APCO Staffing Workbook

Staffing Requirements for 911 PSC					
Current Authorized Positions	Current Working Positions	Current Untrained Positions	Current Vacant Positions	Needed Staffing	Positions to Add
80	60	6	14	100	20

FTEs for Coverage Positions						
Coverage Positions	Hrs in a Year	Hrs Needing Coverage	Net Available Work Hrs.	Base Staff	Turnover Adjustmt	Dispatch Staff Needed
10	8,736	87,360	1,680	52	1.15	60

FTEs for Volume Positions									
Total Call Volume	Avg. Process Time (min.)	Hrly. Process Capability	Workload (call hrs.)	Net Available Work Hrs.	Agent Occupancy	True Availability (hrs)	Base Staff	Turnover Adjustmt	Call-taker Staff Needed
850,000	3.3	18	47,222	1,680	0.80	1,344	35.0	1.15	40



Answering Calls Quickly

Problem Area

## What it means

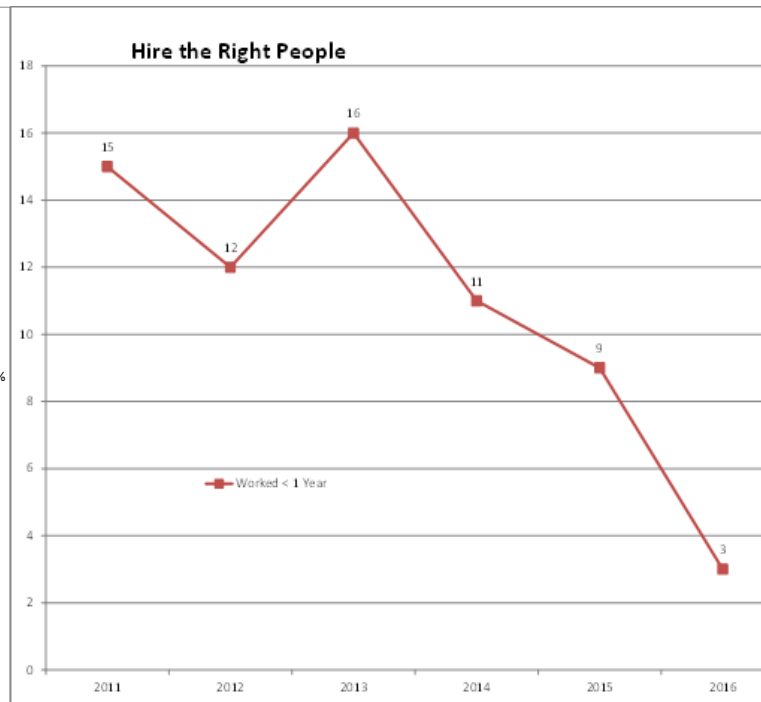
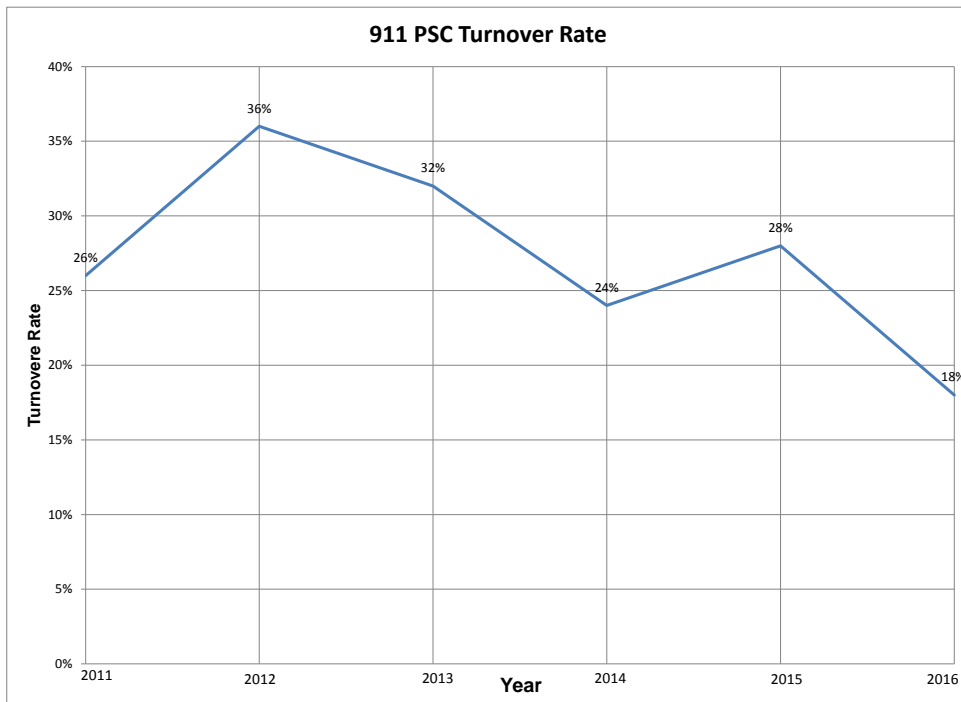
KPI Objective – Meet NENA standard for call answer times by sufficient staffing numbers. APCO Project Retains Workbook provides estimates for the number of staff needed to achieve desirable quality indicators of answer time, abandon call rate, employee satisfaction and retention.

Mayor/Council Goals

- Inside City Hall
- Positive Morale
- Training



# APCO Project RETAINS



Answering Calls Quickly

Problem Area

## What it means

KPI Objective – Hire Right & Retain to Train  
 APCO Project RETAIN found turnover rate for average PSAP is 17% and the best predictor for high retention is having all authorized positions filled and being fully staffed. About 40 percent of the large center managers indicated they “over hire” to accommodate routine turnover

Mayor/Council Goals

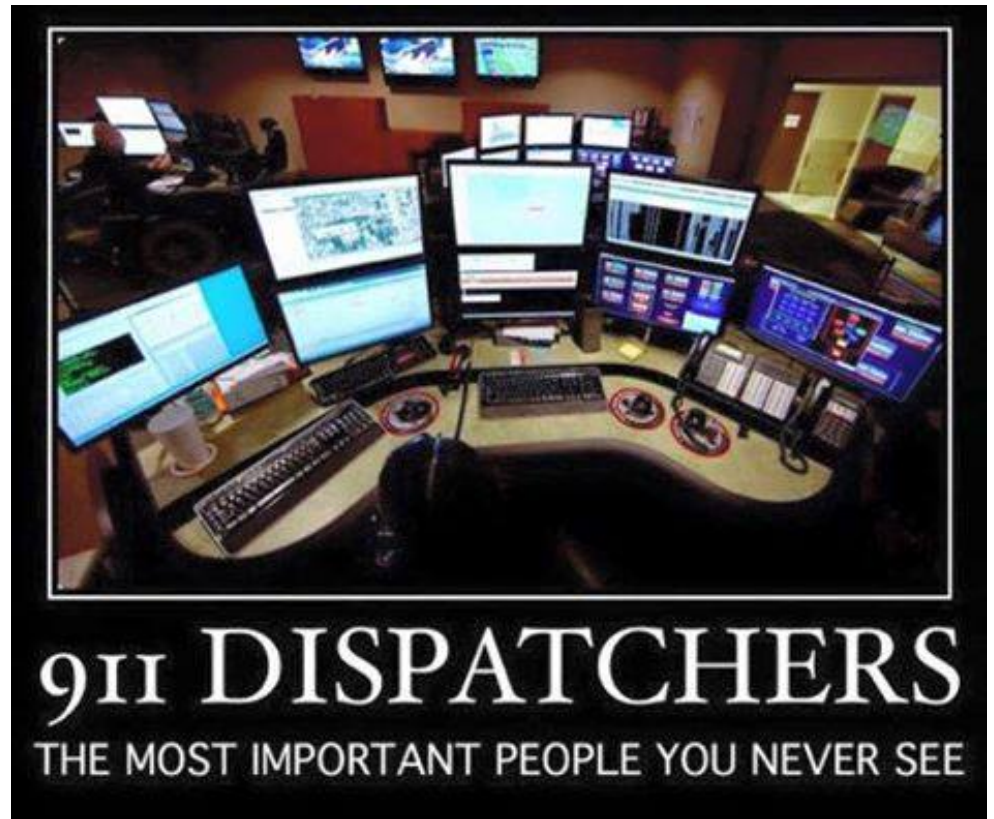
- Inside City Hall
- Positive Morale
- Training



# Conclusion

To improve outcomes for citizens, responders, and employees, 911 PSC priority needs are:

- **Additional employees**
- **Data analytics tools**
- **Revenue enhancement**



# TulStat - Police

The City Experience  
Well-Being

April 17, 2017

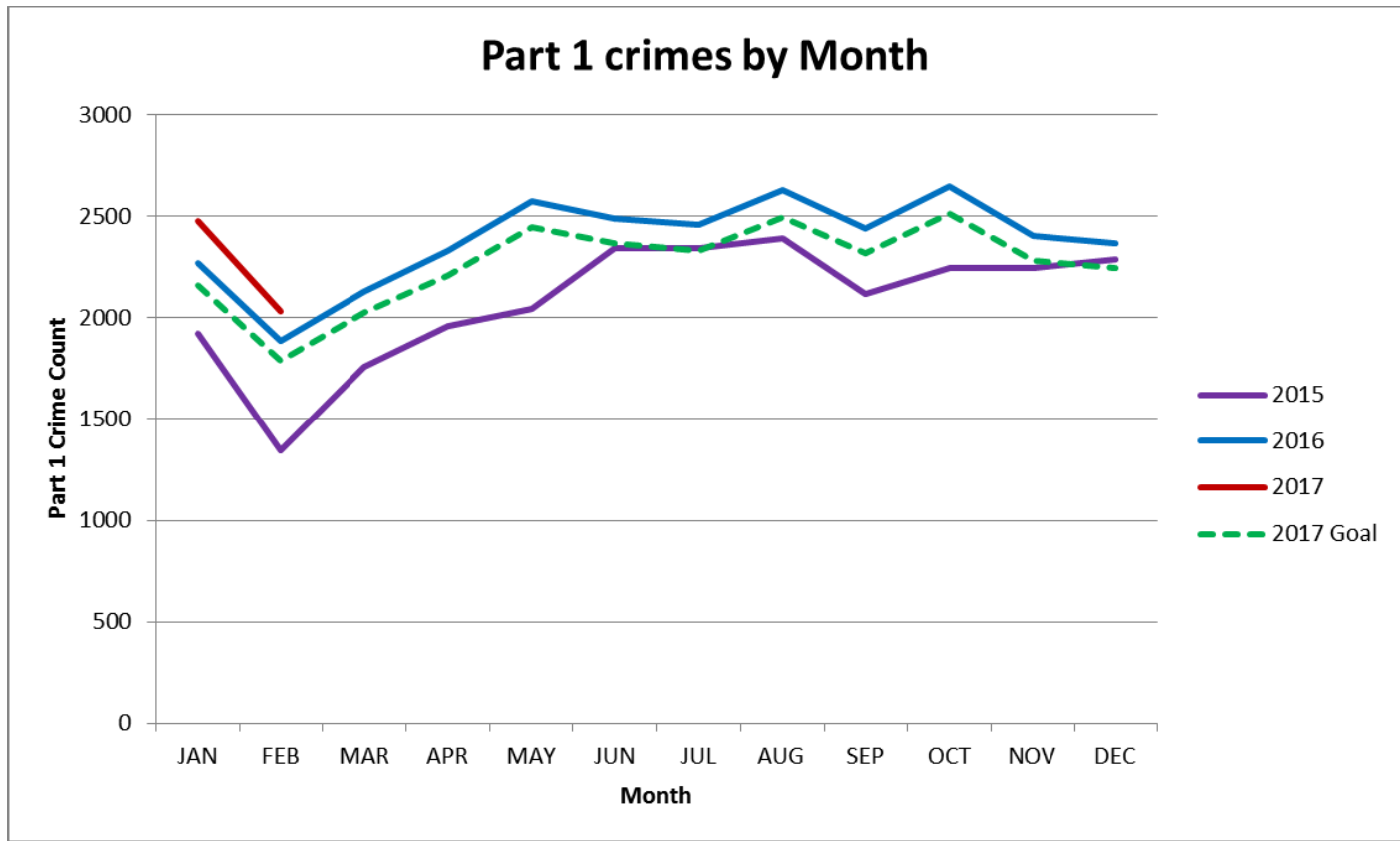


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## Data Sources

- This data and this presentation is subject to limitations caused by the lack of robust business intelligence capabilities and the lack of appropriate reporting modules in our dispatching software and our records management system.
- These limitations will in some cases impede our ability to extract and use this data in ways that would optimize resource deployment to address issues
- These limitations will in some cases also impede our ability to clearly analyze and report the results of operational efforts





### Status



### What it means

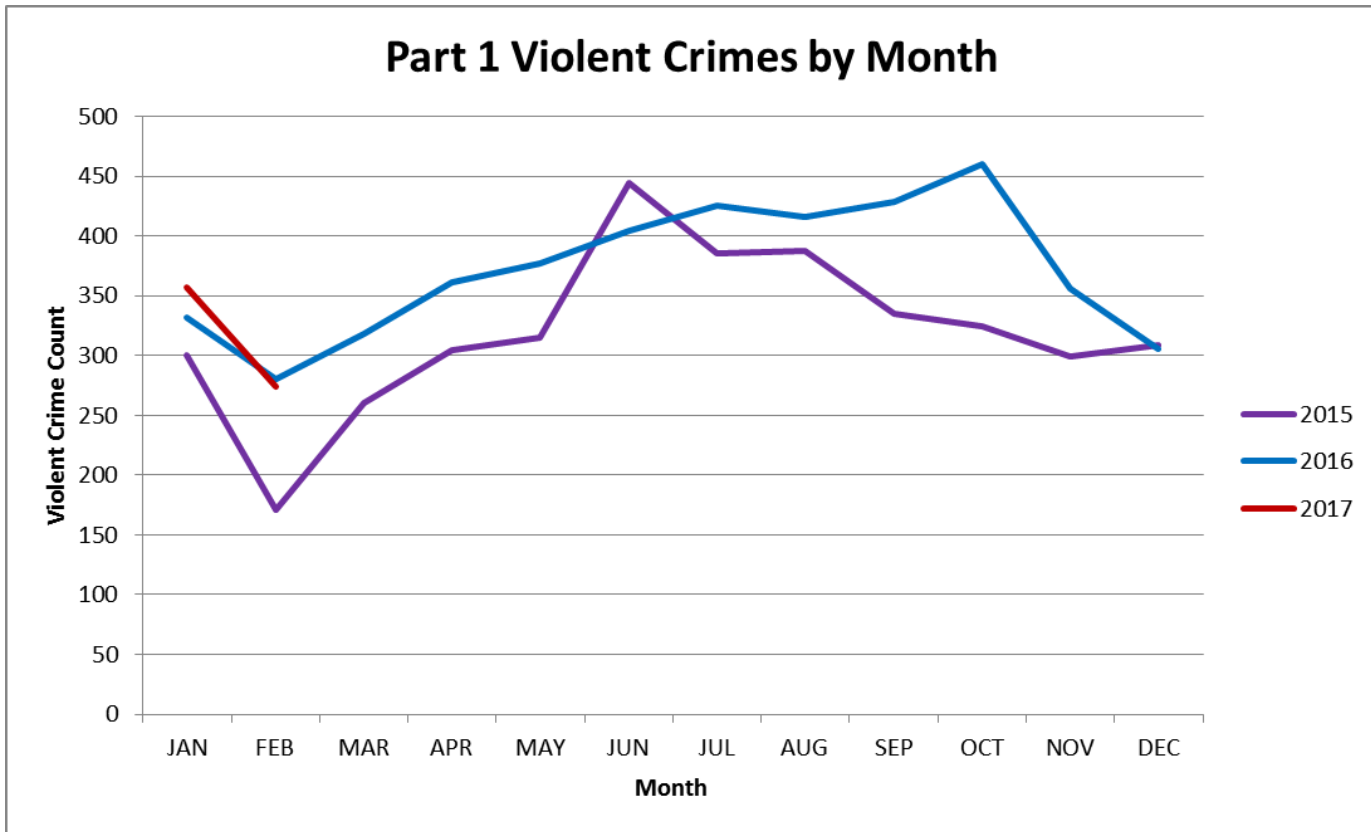
Part 1 crimes are Homicide, Rape, Robbery, Aggravated Assault, Burglary, Larceny, and Auto Theft. Key Performance Indicator (KPI) One is a 5% decrease in Part 1 crimes over the previous year. Part 1 crime counts are above last year's level, which are in turn higher than the previous year's level. We are currently experiencing an increase of 8.3% over 2016. The next slide shows a breakdown of violent crime.

Mayor/Council Goals

The City Experience

Violent Crime





### Status



### What it means

Part 1 Violent crime is a subset of Part 1 crimes and includes Homicide, Rape, Robbery, and Aggravated Assault. 2016 levels were generally higher than 2015. In February 2017 levels went below the 2016 count by 2.1% The next slide focuses on firearm related crimes.

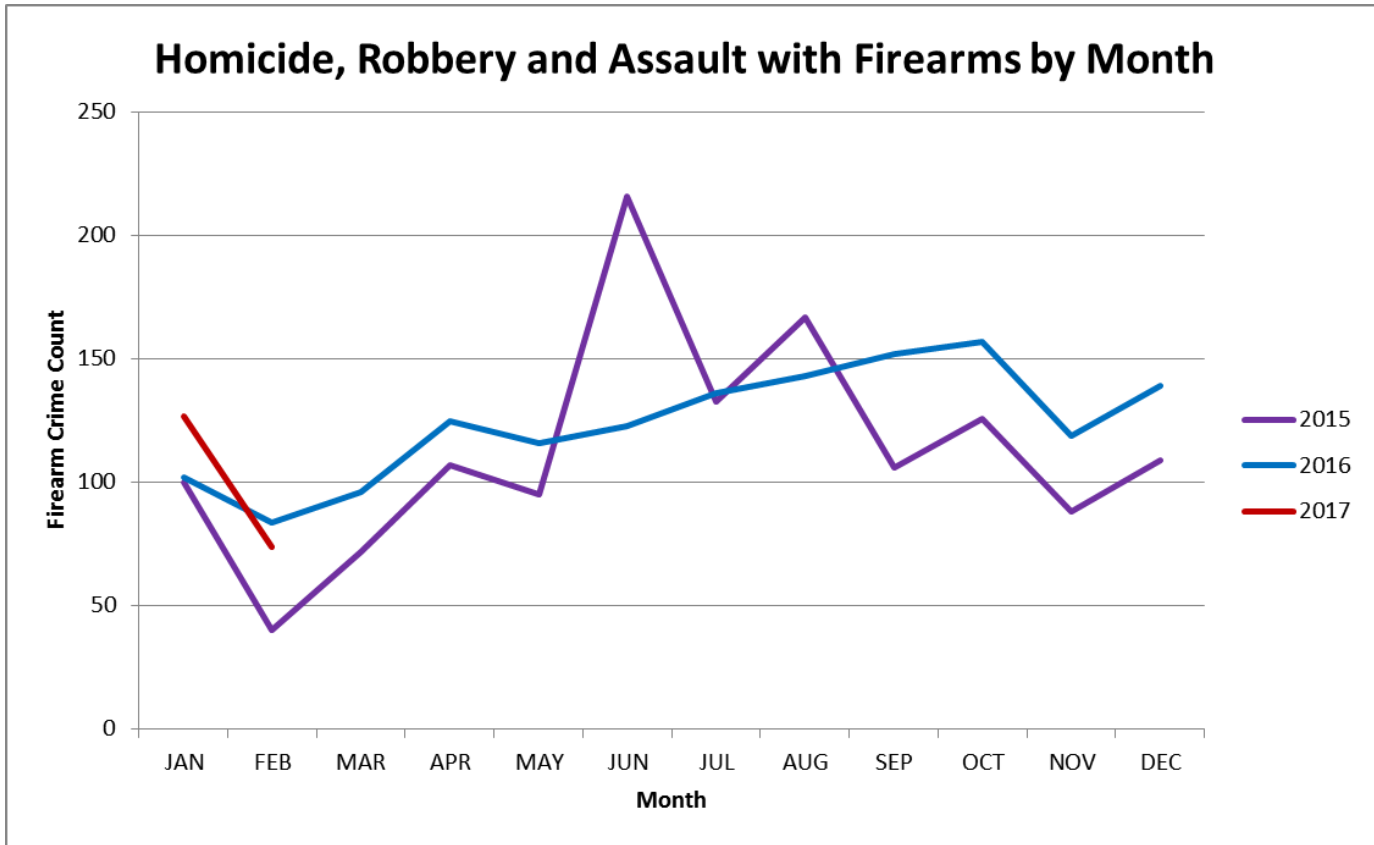
Mayor/Council Goals

The City Experience

Violent Crime



## Homicide, Robbery and Assault with Firearms by Month



### Status



### What it means

Similar to all violent crimes, firearm crime in 2016 for most of the year was above 2015 levels. In 2017, firearm crime started high but dropped 11.9% in February compared to 2016. Officers have deployed roughly 42 trauma kits since June of 2014, most of them on violent crime victims, which profoundly improved a person's chance of survival.

Mayor/Council Goals

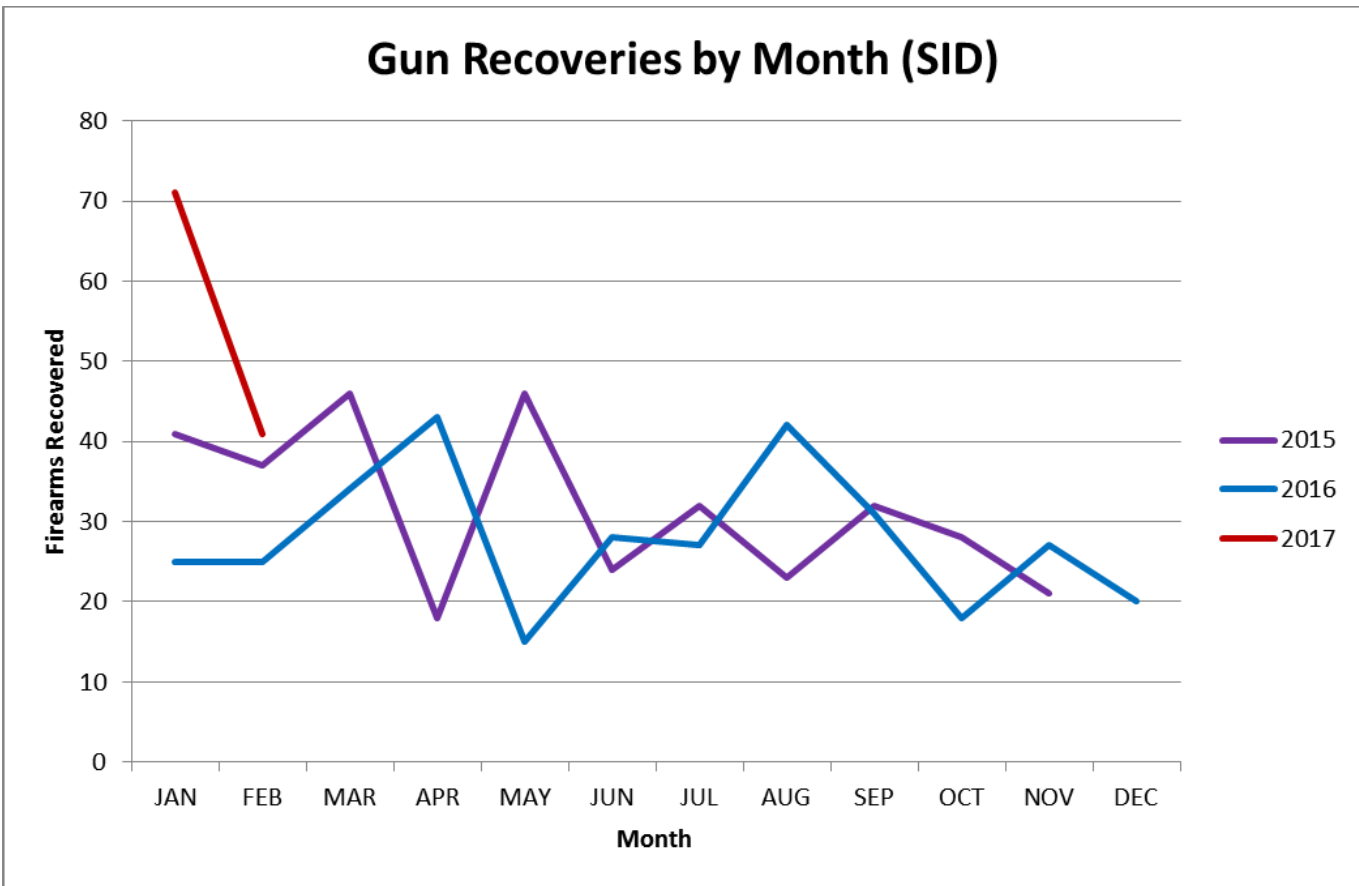
The City Experience

Violent Crime





## Gun Recoveries by Month (SID)



### Status



### What it means

These are the number of guns recovered by our Special Investigations Division (SID). Gun recoveries are up for 2017 over previous years. January 2017 was a highly successful month due to several incidents in which multiple guns were seized in each incident.

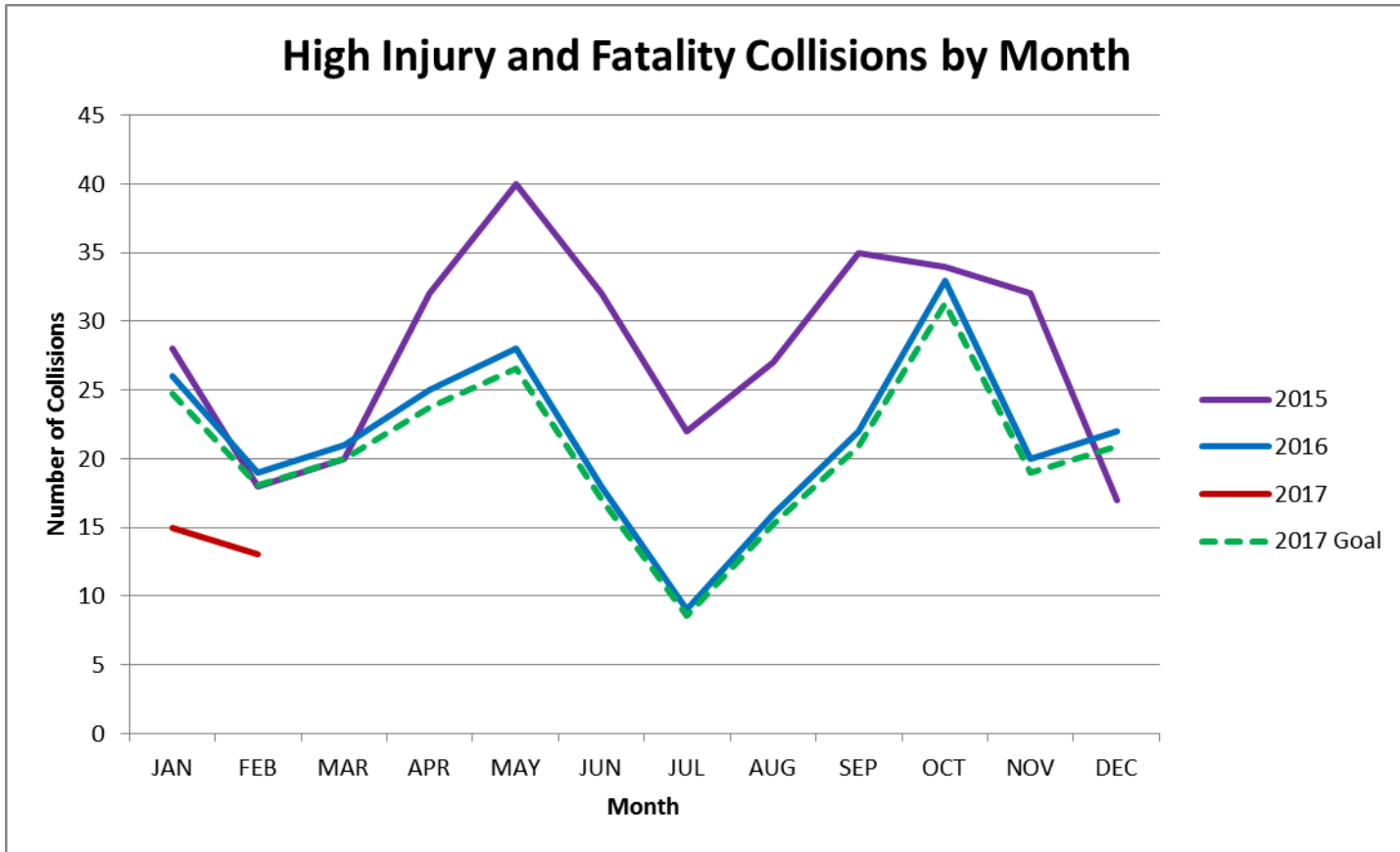
Mayor/Council Goals

The City Experience

Violent Crime



## High Injury and Fatality Collisions by Month



### Status



### What it means

Key Performance Indicator Two is a 5% decrease in high injury/fatality collisions over the previous year. Most of 2016 was lower than 2015, and 2017 is even lower. The first two months of 2017 are 36.9% lower than 2016.

Detailed traffic statistics for 2016 are on the next slide.

Mayor/Council Goals

The City Experience

Traffic Fatalities



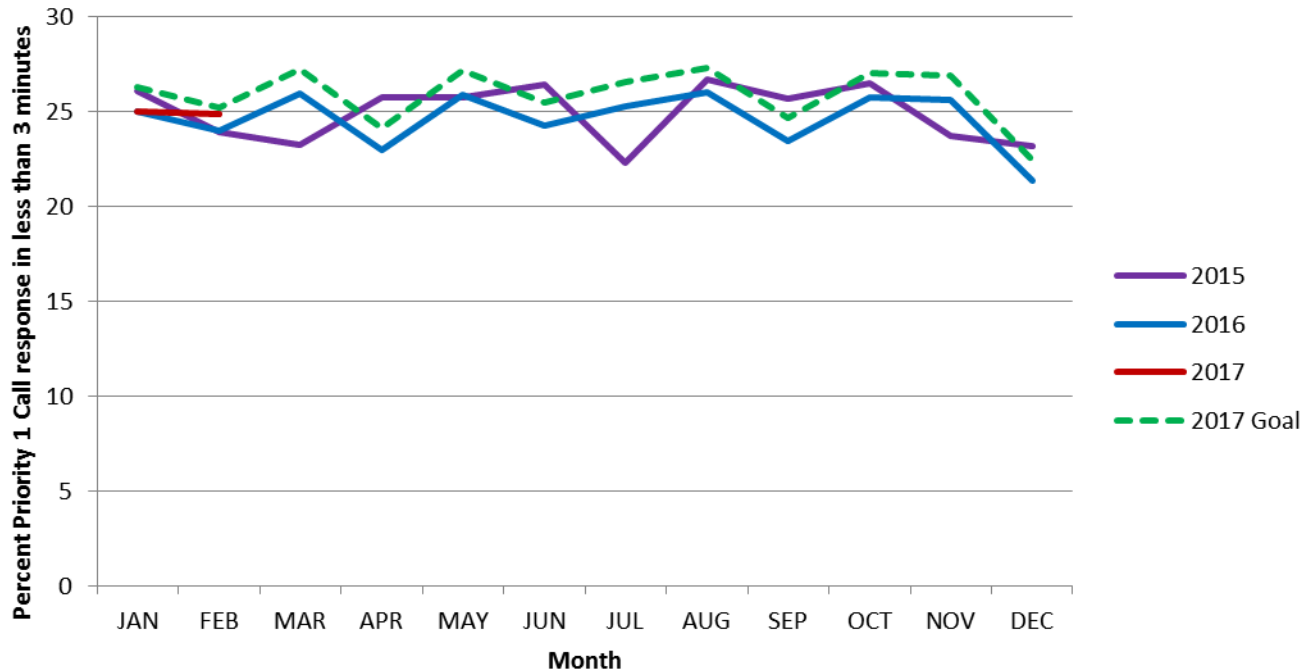
# Traffic Safety

## (Calendar Year 2016)

- Collision calls for service: 17,080
  - 7.9% of all citizen-generated calls
  - 32,002 total units responded
- Time spent on collisions: 36,951 hours
  - 9.8% of all recorded officer time
- Traffic Citations issued: 59,727



## Percent of Priority 1 Call response time in less than 3 minutes (Officer Response Time)



### Status



### What it means

KPI Three is a 5% increase in priority 1 calls responded to in 3 minutes or less over the previous year. 2015 to 2016 saw a 1.4% decrease. So far this year we are averaging a 1.77% increase. Officer manpower levels affect this KPI.

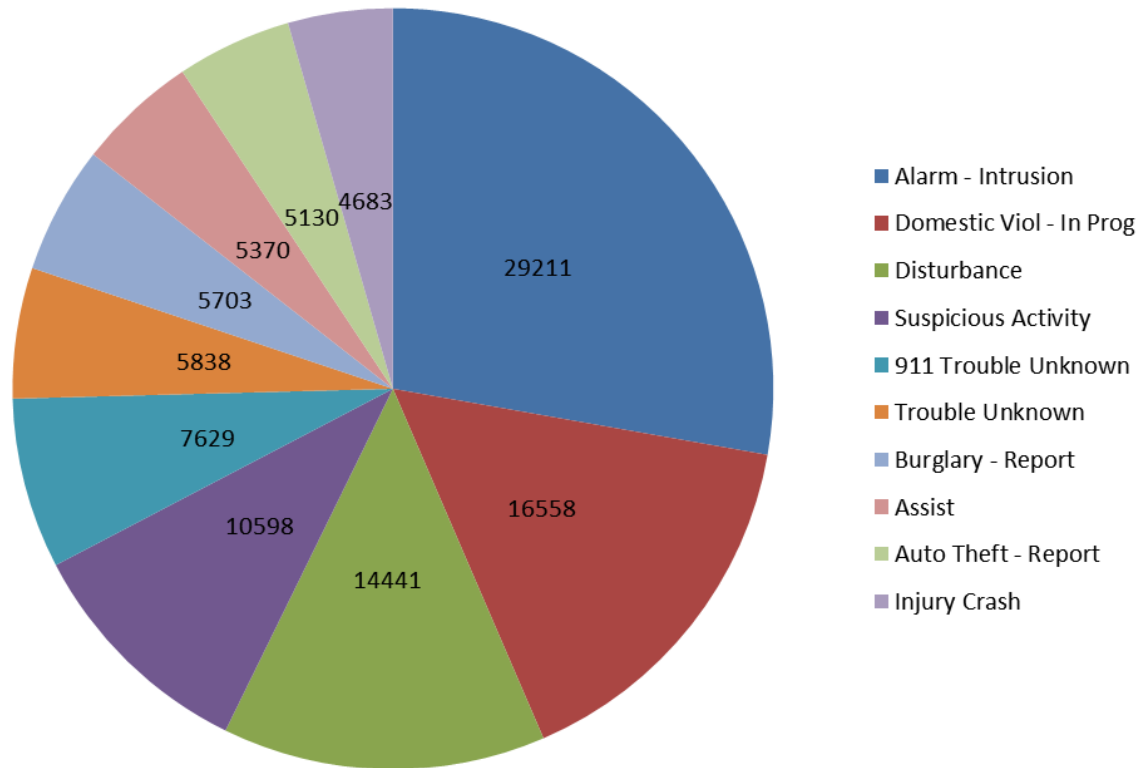
Mayor/Council Goals

The City Experience

Violent Crime



## 2016 Top 10 Citizen Generated Call Types



### What it means

TPD had 217,438 citizen generated calls in 2016, not counting self-initiated activity and non-dispatched calls. The top 10 call types (out of 183) are listed above in rank order and account for 48% of all citizen calls.



# Community Policing



- 61<sup>st</sup> and Peoria Community Demographics
- TPD's Community Resource Officer

Mayor/Council Goals

The City Experience

Violent Crime

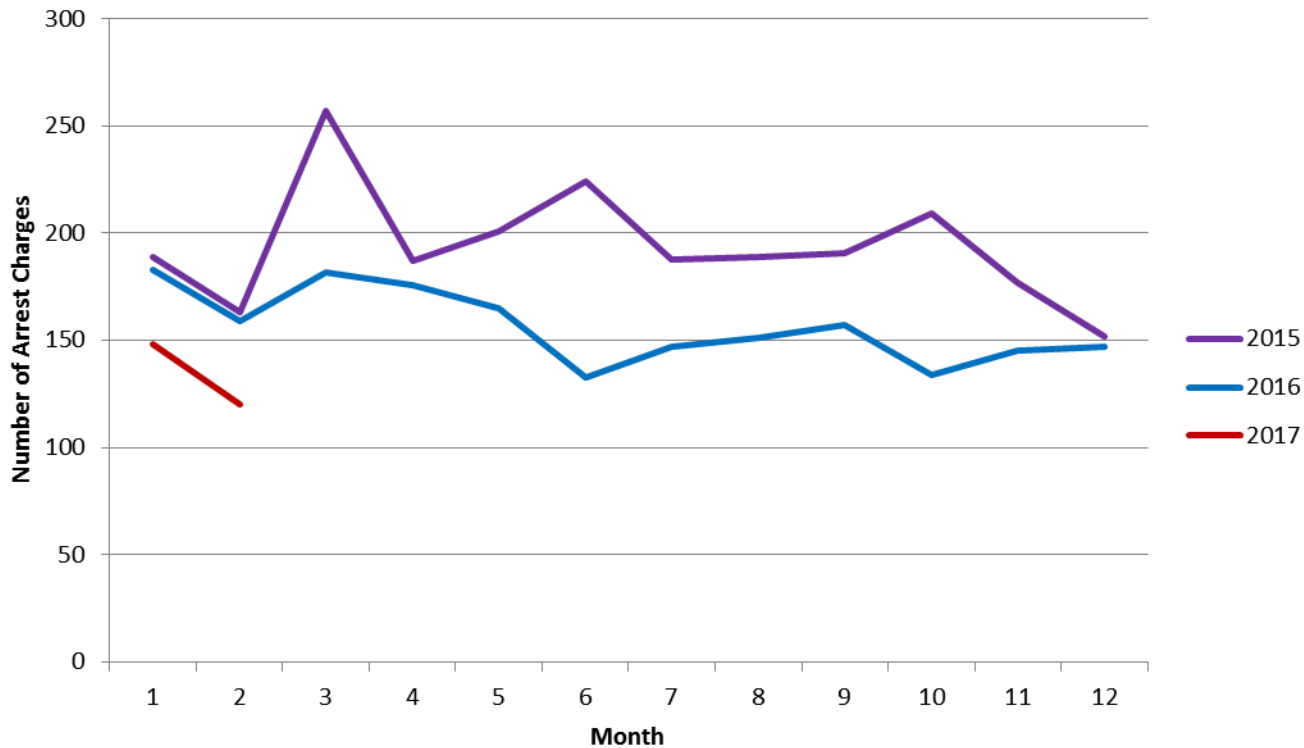


# Community Policing

- New position makes use of a sergeant to engage the community in social media and public forums
- New civilian employee to assist
- Create a 10-code for community engagement activities
- Example: PSA's regarding leaving keys in the car to reduce a rising auto theft rate (Stolen cars with keys in the ignition was 14% in 2016 and is currently 20% in 2017)



## Public Intoxication Arrests Per Month



### What it means

Public Intoxication (PI) arrests are on the decline. An internal 2015 study (Using a small random sample) of time spent by officers on PI arrests showed the time taken on all PI arrests is roughly equivalent to 14 full time officers. A public inebriate alternative to jail would free officer time for other more important needs. Funding for this alternative is currently unavailable (Approx. 225K) and this project is currently on hold.



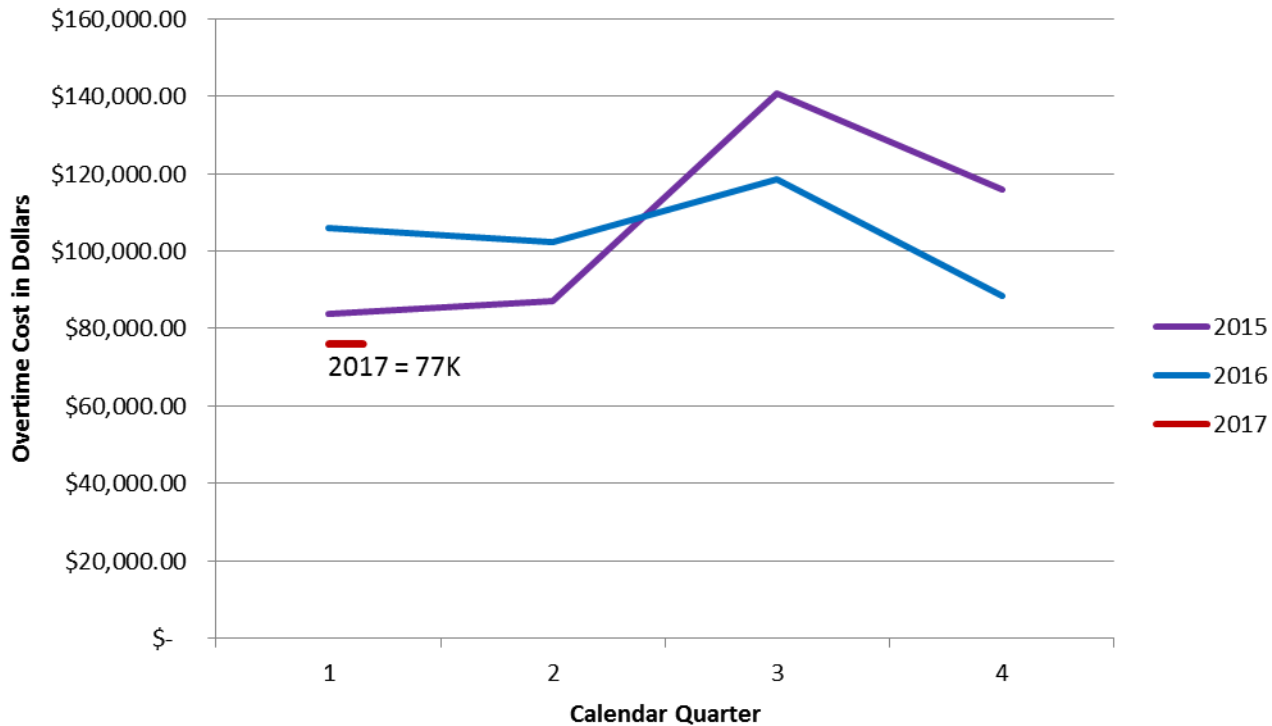


# Mental Health

- Crisis Intervention Team (CIT)
- Assisted Outpatient Treatment (AOT)
- Community Response Team (CRT)
- Roughly 28 uses of naloxone since June 2014
- Three slides follow showing cost savings
  - Mental Health Transport Costs
  - OSU transports going down
  - St. Francis transports going down



## Mental Health Transport Overtime Cost (Quarterly Average)



### Status



### What it means

Mental health transports are when officers transport a person in need of mental health treatment to a treatment facility. We are lowering our overtime costs by completing regional transports on duty. We anticipate a reduction near \$100,000 for all of 2017.

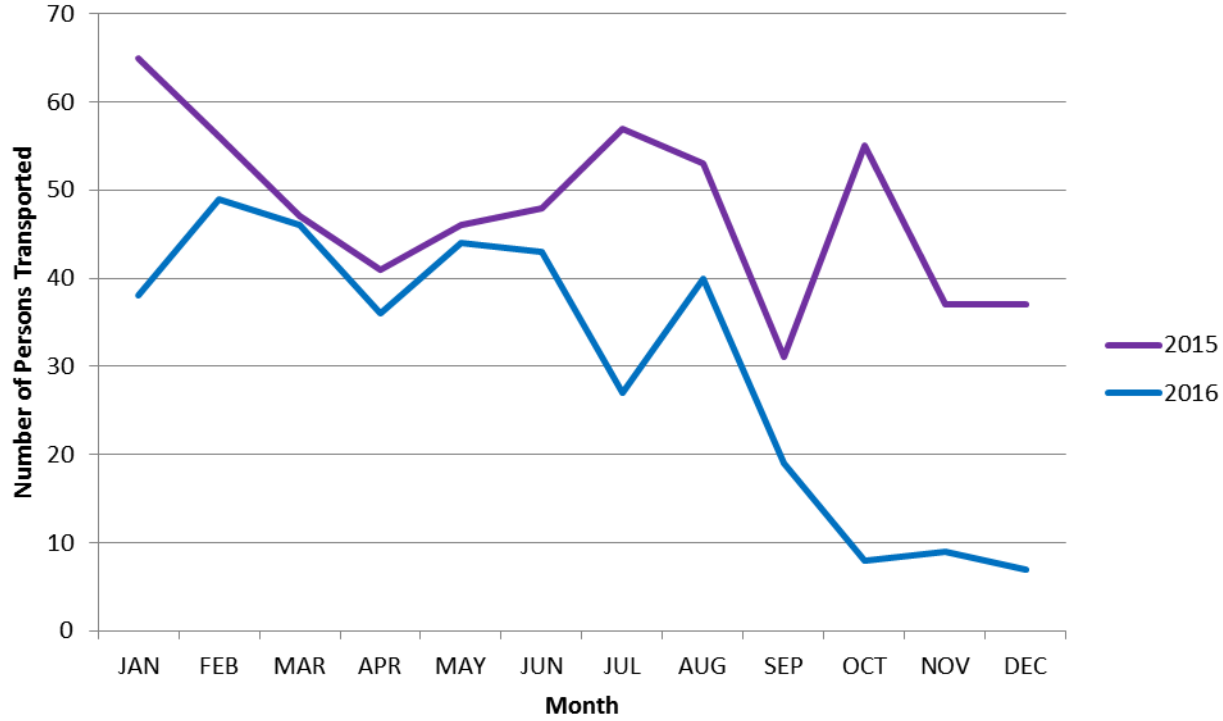
Mayor/Council Goals

Well-Being

Mental Health



## Monthly Mental Health Transports from OSU



### Status



### What it means

These are persons in need of mental health treatment transported by police from OSU medical to a treatment facility. They are down significantly due to a change in our policy/paperwork requirements. We are making conscious decisions that save us time and money while building partnerships.

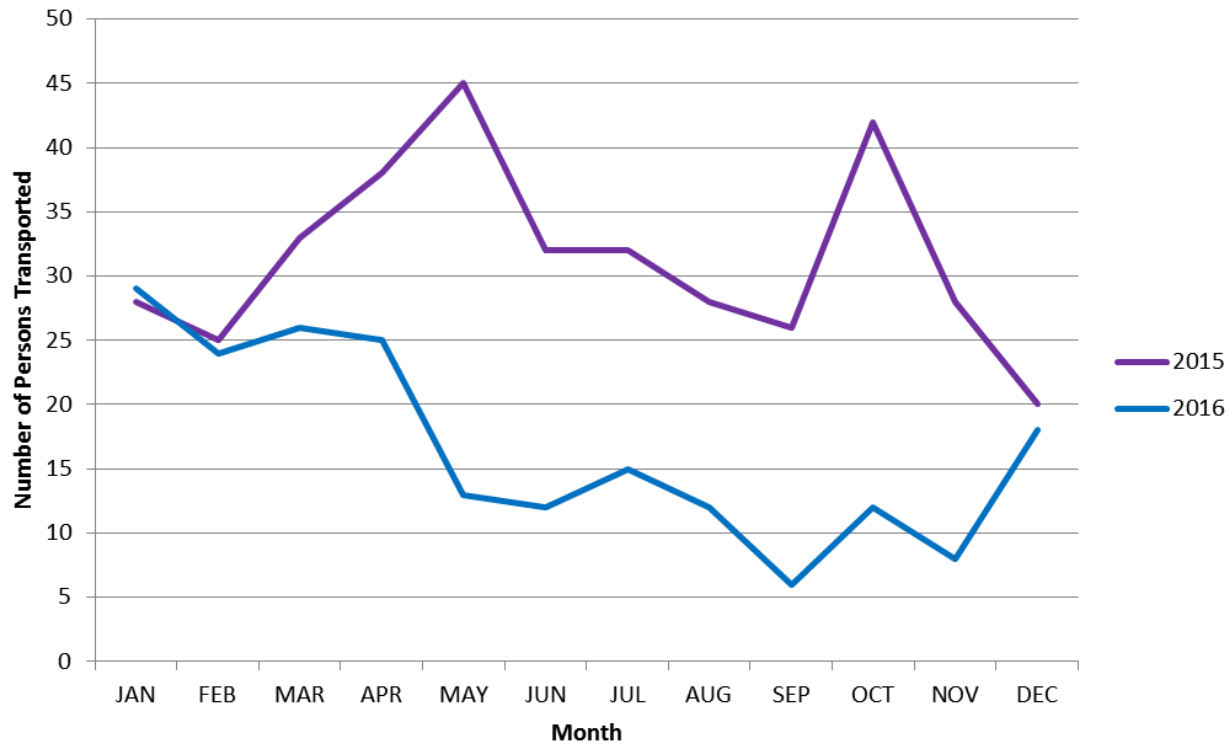
Mayor/Council Goals

Well-Being

Mental Health



## Monthly Mental Health Transports from St. Francis



### Status



### What it means

These are persons in need of mental health treatment transported by police from St. Francis to a treatment facility. They are down significantly due to a voluntary partnership between TPD and St. Francis to utilize a private transport company in certain cases. This saves significant officer time and costs.

Mayor/Council Goals

Well-Being

Mental Health



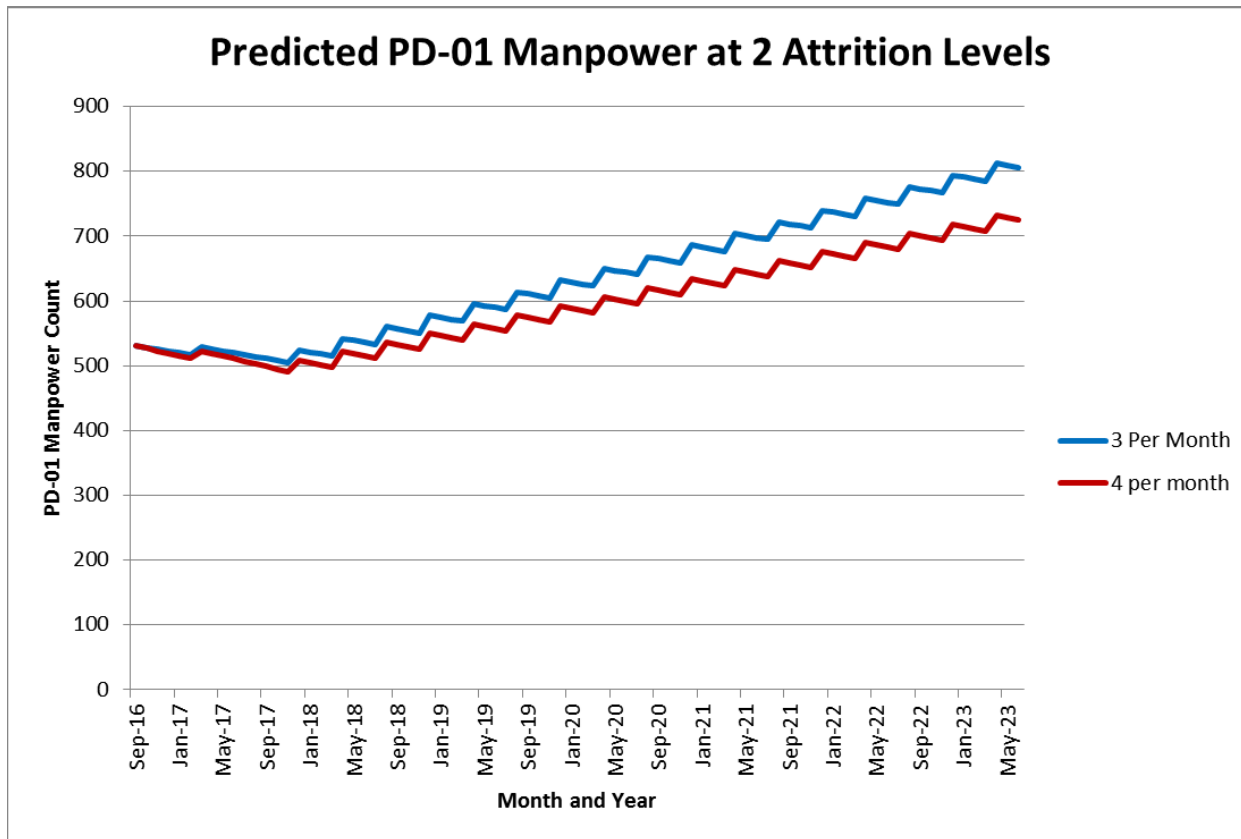


## Status



### What it means

PD-01 (Officer rank and not counting officers in training) manpower is predicted to be at a low of 491 in November 2017. Our long term attrition rate is near 3/month, however the last 12 months it is near 4/month. With those attrition rates, the predicted future PD-01 manpower is shown above. This prediction includes three 30-person academies per year.



Mayor/Council Goals

The City Experience

Violent Crime

# Tulsa Municipal Court



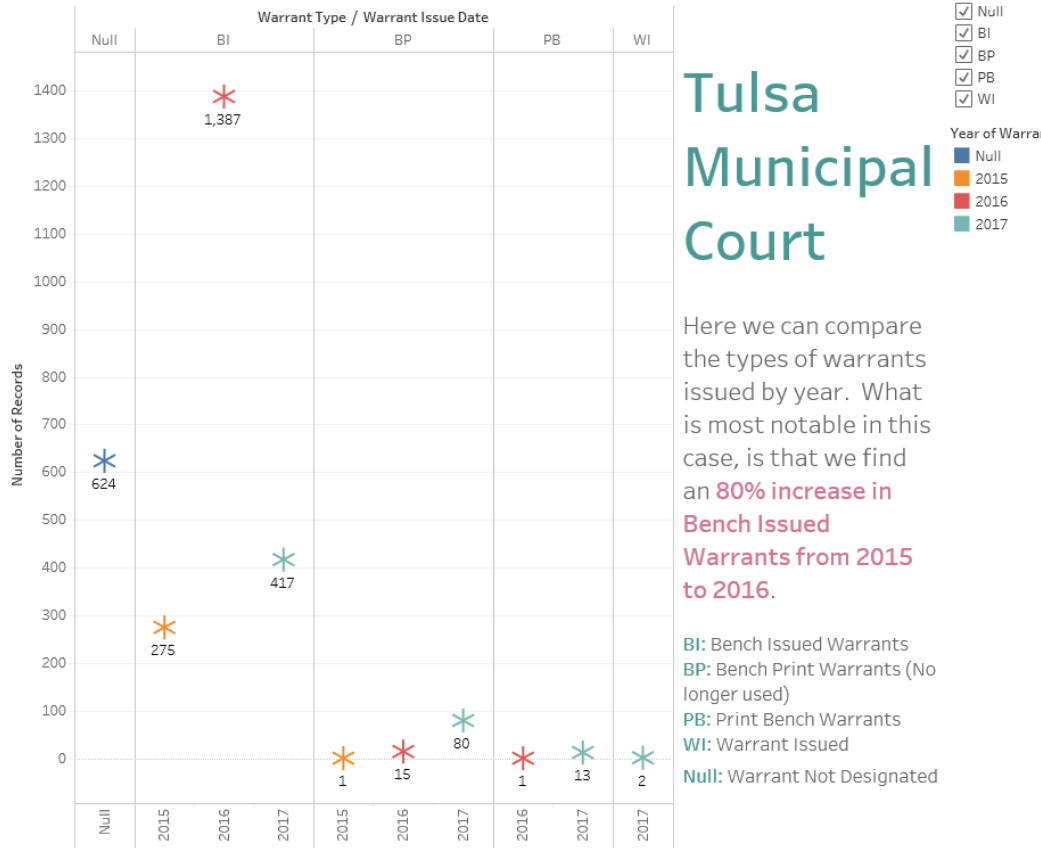
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## Warrant Type by Year



# Tulsa Municipal Court

Here we can compare the types of warrants issued by year. What is most notable in this case, is that we find an **80% increase in Bench Issued Warrants from 2015 to 2016.**

**BI:** Bench Issued Warrants  
**BP:** Bench Print Warrants (No longer used)  
**PB:** Print Bench Warrants  
**WI:** Warrant Issued  
**Null:** Warrant Not Designated

- Warrant Type
- (All)
  - Null
  - BI
  - BP
  - PB
  - WI

- Year of Warrant Issue D...
- Null
  - 2015
  - 2016
  - 2017

## Status

## What it means

We see an increase of individuals failing to appear in court or failing to pay their fines and costs. We need to evaluate ways to improve or promote people coming to court.

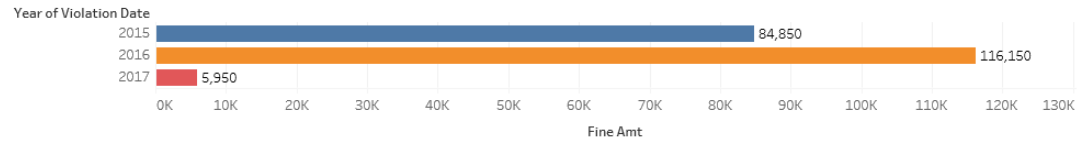
Mayor/Council Goals

The City Experience

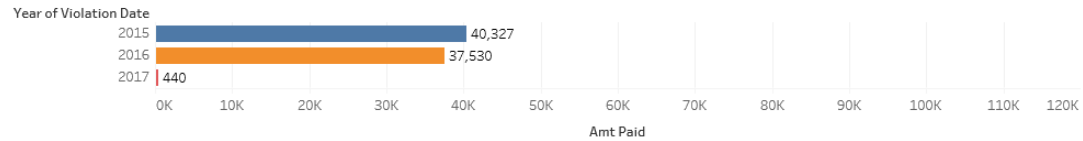
Reducing Crime



### Fines Issued by Year



### Fines Paid by Year



## Tulsa Municipal Court

The two graphs above display the amount of fines issued by year (top graph) and the amount paid (bottom graph), in Tulsa, OK. Collecting fines has been a challenging trend. We can see that with the following:

**2015: 48%** of fines were collected

**2016: 32%** of fines were collected

**2017: 7%** of fines have been collected thus far

### Status



### What it means

It appears the economy is bad and/or people are electing not to pay their fines.

Mayor/Council Goals

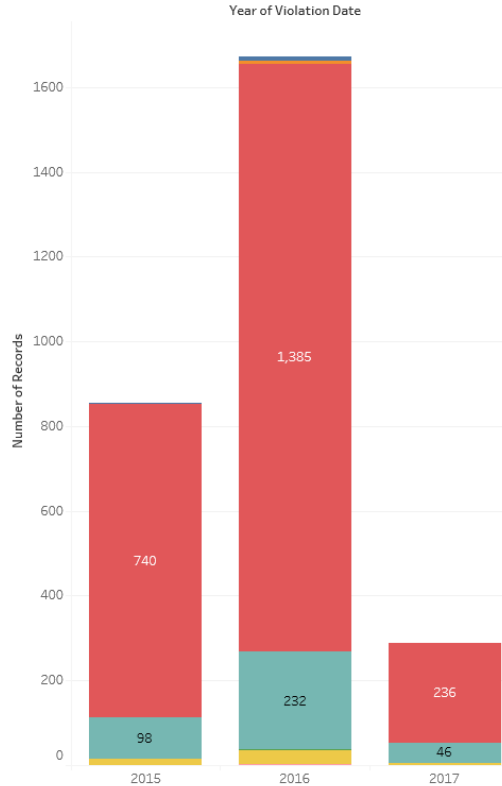
N/A

N/A





## Larcenies by Type and Year



# Tulsa Municipal Court

Overall, Tulsa experienced a **49% increase in larcenies** between 2015 and 2016. **The most common form of larceny occurs in retail stores.** To the right, you can filter the data based on the types of larceny violations and the year.

### Violation

- (All)
- LARCENY OF ELECTRIC-GAS-WATER
- LARCENY OF LOST PROPERTY
- LARCENY-MERCHANDISE-RETAILER
- LARCENY-RETAILER - 2nd OFFENSE
- PETIT LARCENY - PASSAGE TICKET
- PETIT LARCENY OF PERS/PROP
- PETIT LARCENY-SEVERED FIXTURE
- PETIT LARCENY/PROPERTY

### Year of Violation Date

- (All)
- 2015
- 2016
- 2017

### Violation

- LARCENY OF ELECTRIC-GAS-WATER
- LARCENY OF LOST PROPERTY
- LARCENY-MERCHANDISE-RETAILER
- LARCENY-RETAILER - 2nd OFFENSE
- PETIT LARCENY - PASSAGE TICKET
- PETIT LARCENY OF PERS/PROP
- PETIT LARCENY/PROPERTY
- PETIT LARCENY-SEVERED FIXTURE

## Status

## What it means

Larceny is an epidemic in Tulsa. We need to address this problem with real solutions, which may include the number of individuals sent to jail.

Mayor/Council Goals

The City Experience

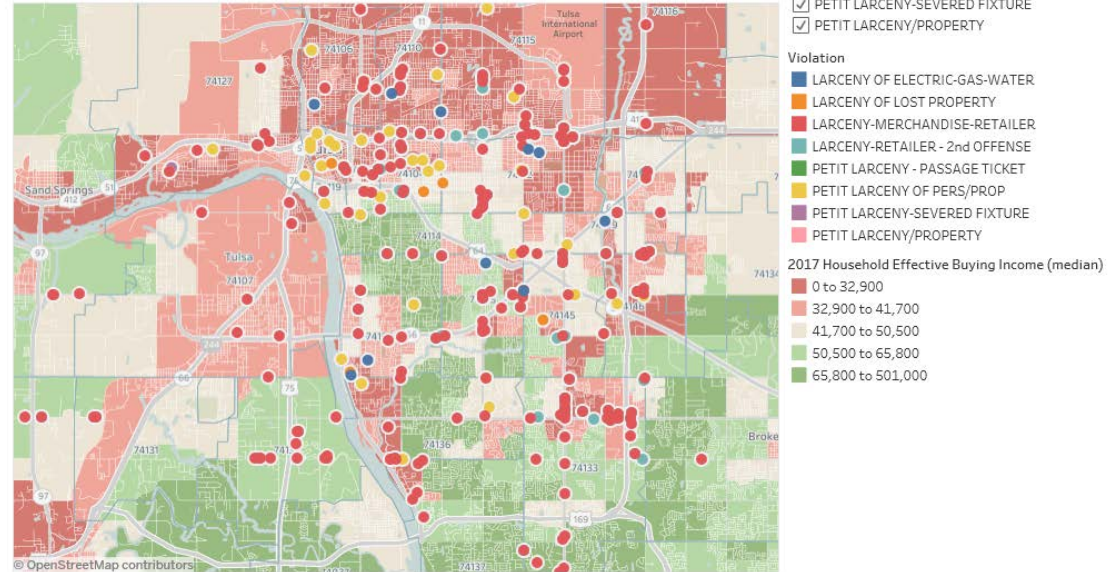
Reduce Crime



# Tulsa Municipal Court

This heat map allows you to filter the data by type of larceny violation and by year. The red and green background pull census data that shows median **2017 Household Effective Buying Income**. The redder the area, the less expendable income.

## Heat Map of Larcenies



## Status

## What it means

One could argue with the statistics these cases are concentrated in low income areas. However, a view of the map indicates that larceny cases are an epidemic for the entire city.

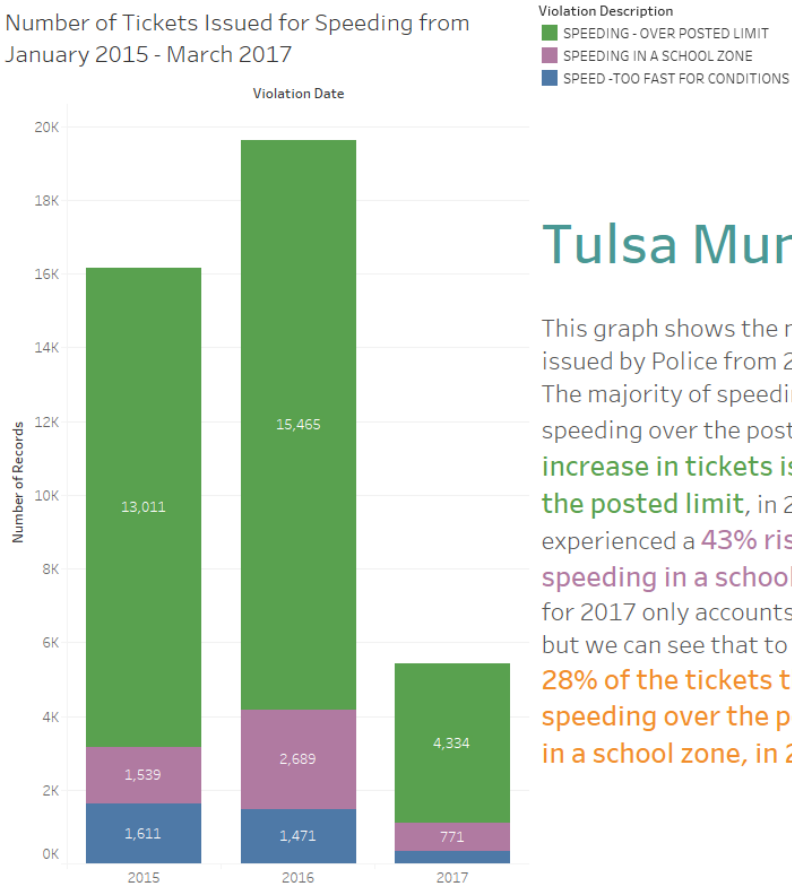
Mayor/Council Goals

The City Experience

Reduce Crime



Number of Tickets Issued for Speeding from January 2015 - March 2017



## Tulsa Municipal Court

This graph shows the number of Speeding Tickets issued by Police from 2015 through March 2017. The majority of speeding tickets issued are for speeding over the posted limit. Tulsa saw a **16% increase in tickets issued for speeding over the posted limit**, in 2016. Similarly, Tulsa experienced a **43% rise for tickets issued for speeding in a school zone**, in 2016. The data for 2017 only accounts for January through March but we can see that to date, we've accounted for **28% of the tickets that were issued for speeding over the posted limit and speeding in a school zone, in 2016**.

### Status



### What it means

Even with their limited traffic officers and high call volumes they are addressing speeding violations.

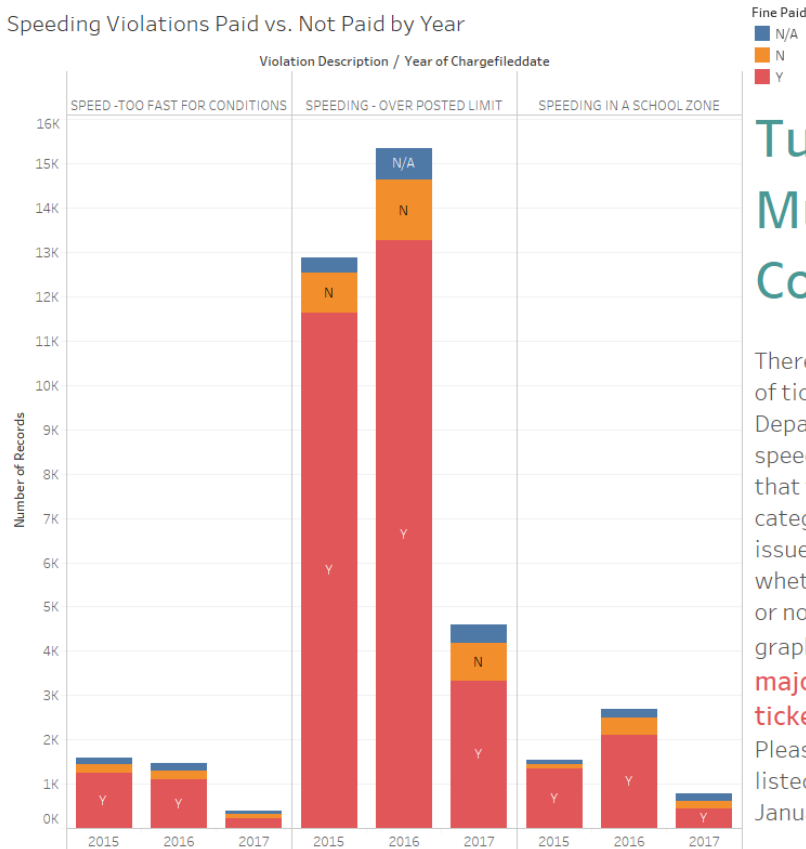
Mayor/Council Goals

The City Experience

Reduce Traffic Fatalities



## Speeding Violations Paid vs. Not Paid by Year



# Tulsa Municipal Court

There are several categories of tickets the Police Department can issue for a speeding violation. We find that these 3 are the categories most often issued. This graph charts whether those fines are paid or not. As is seen from this graph, **citizens do pay the majority of speeding tickets issued to them.** Please note that the data listed for 2017 only includes January through March.

### Status



### What it means

The individuals charged with speeding violations tend to pay their fines and take care of business.

Mayor/Council Goals

The City Experience

Decrease Traffic Fatalities



# TulStat

## Support Department Metrics

April 17, 2017

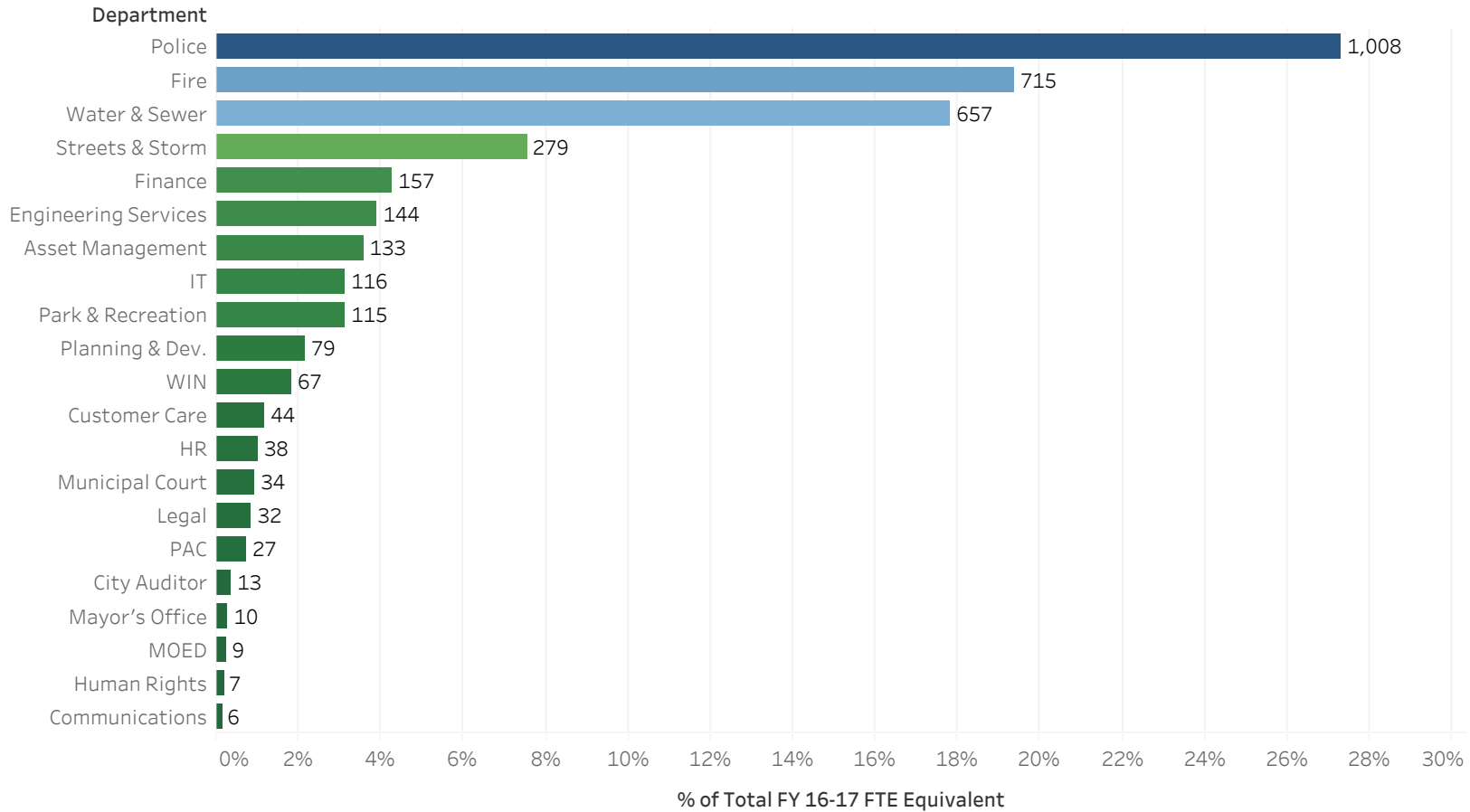


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# FTE Equivalents as % of entire workforce

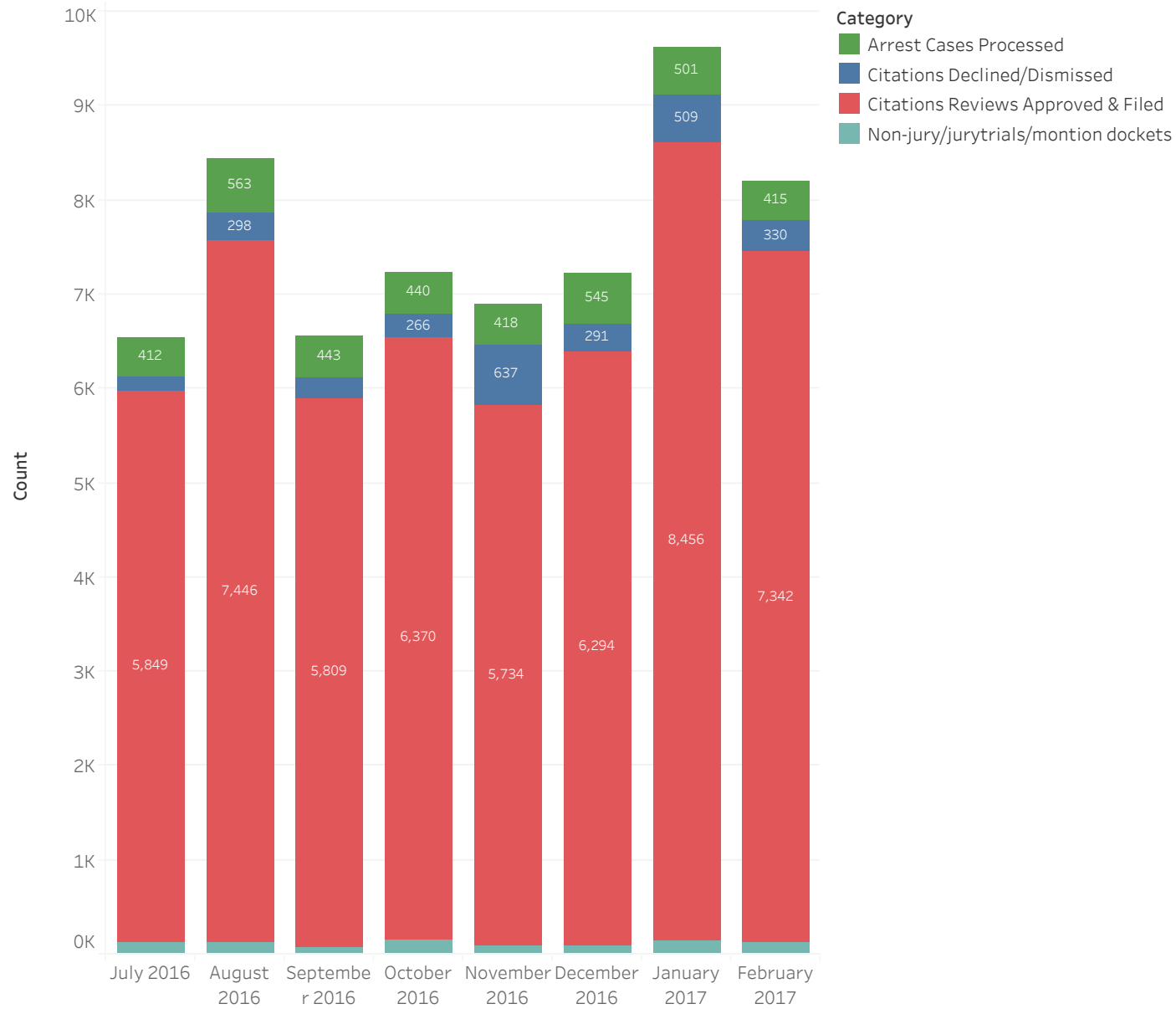
FY 16-17 Dept FTE

Equivalents as % of all FTEs



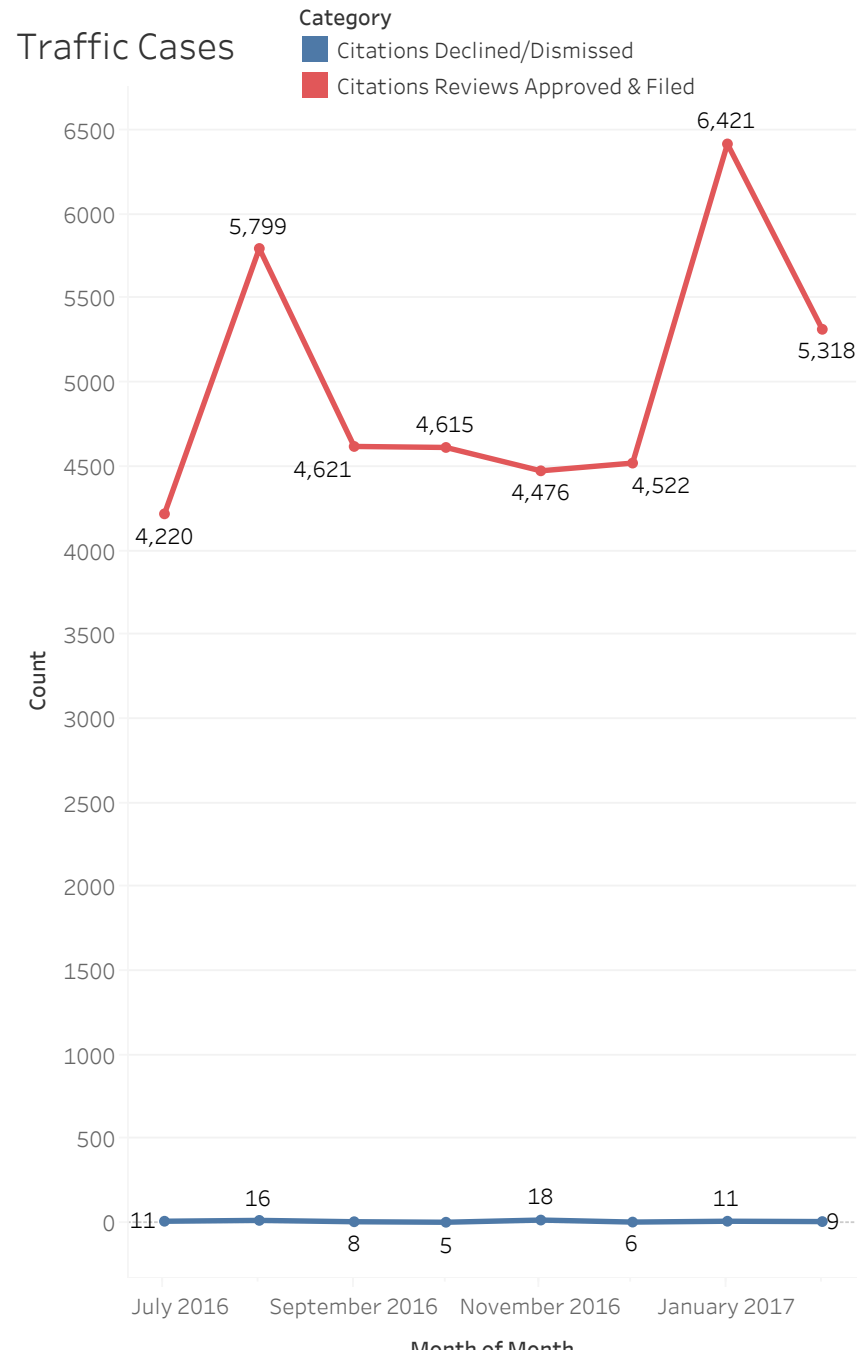
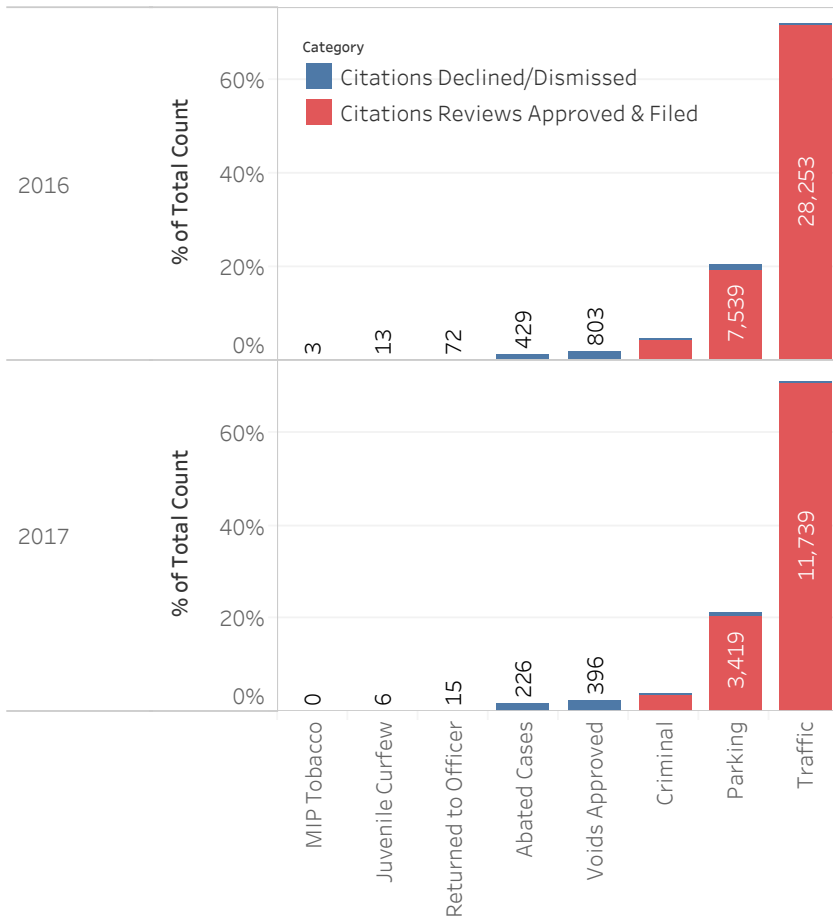
# Municipal Prosecutions July 2016-February 2017

Count of Prosecution Types by Month

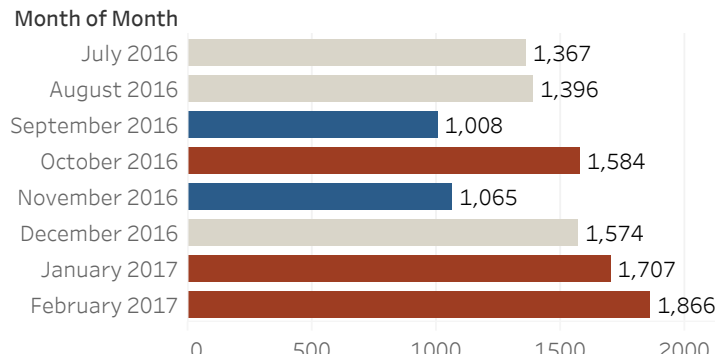


# Municipal Citations Broken Down by Type

## Citations By Year & Type



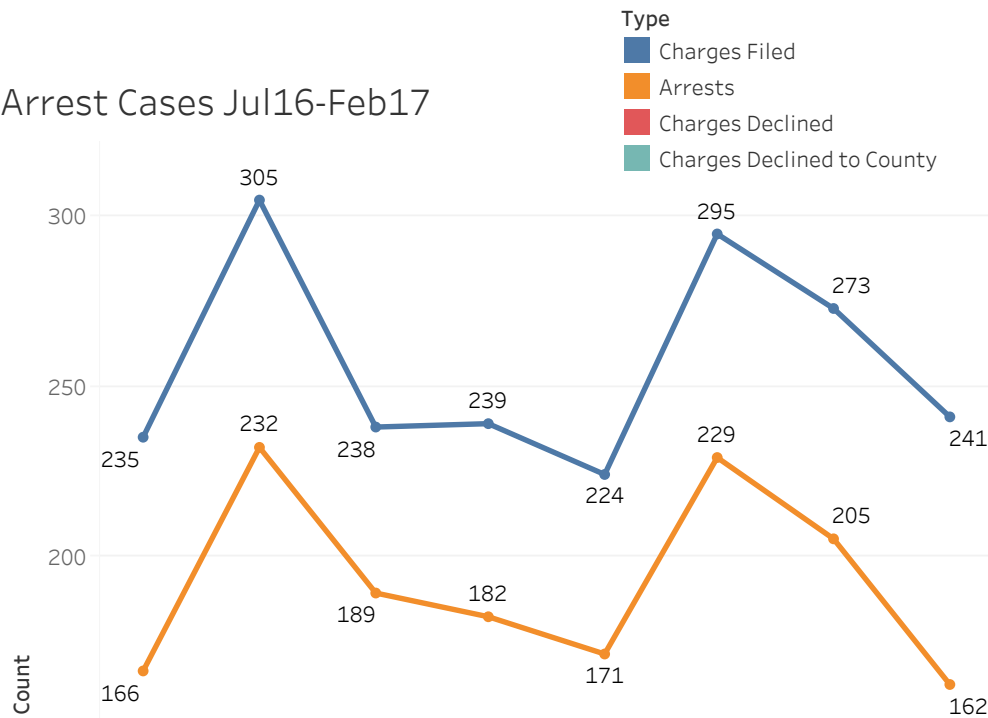
## Parking Cases



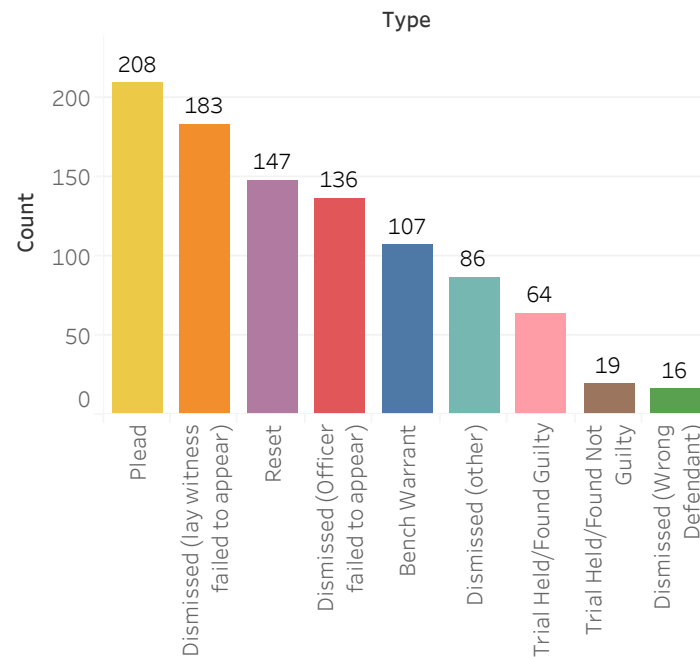


# Prosecution Outcomes

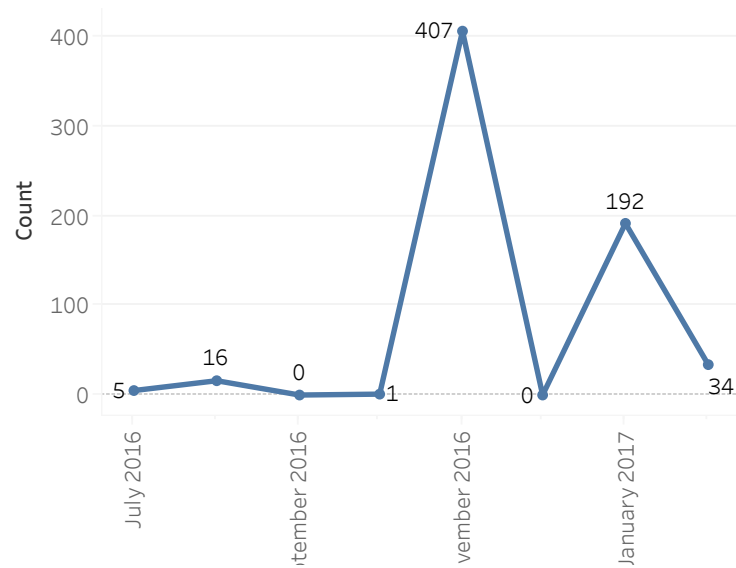
## Arrest Cases Jul16-Feb17



## Non-Jury/Jury Trials/Motion Dockets July 2016-Feb. 2017



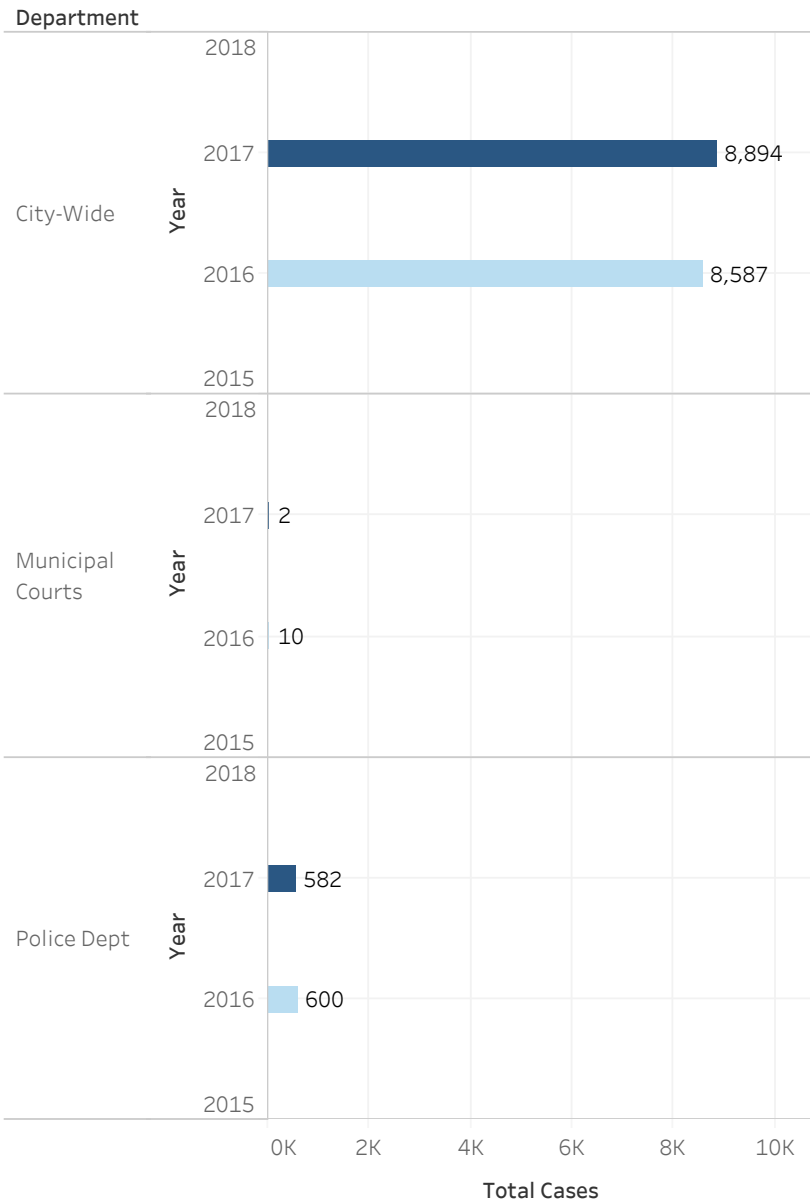
## Abated Cases



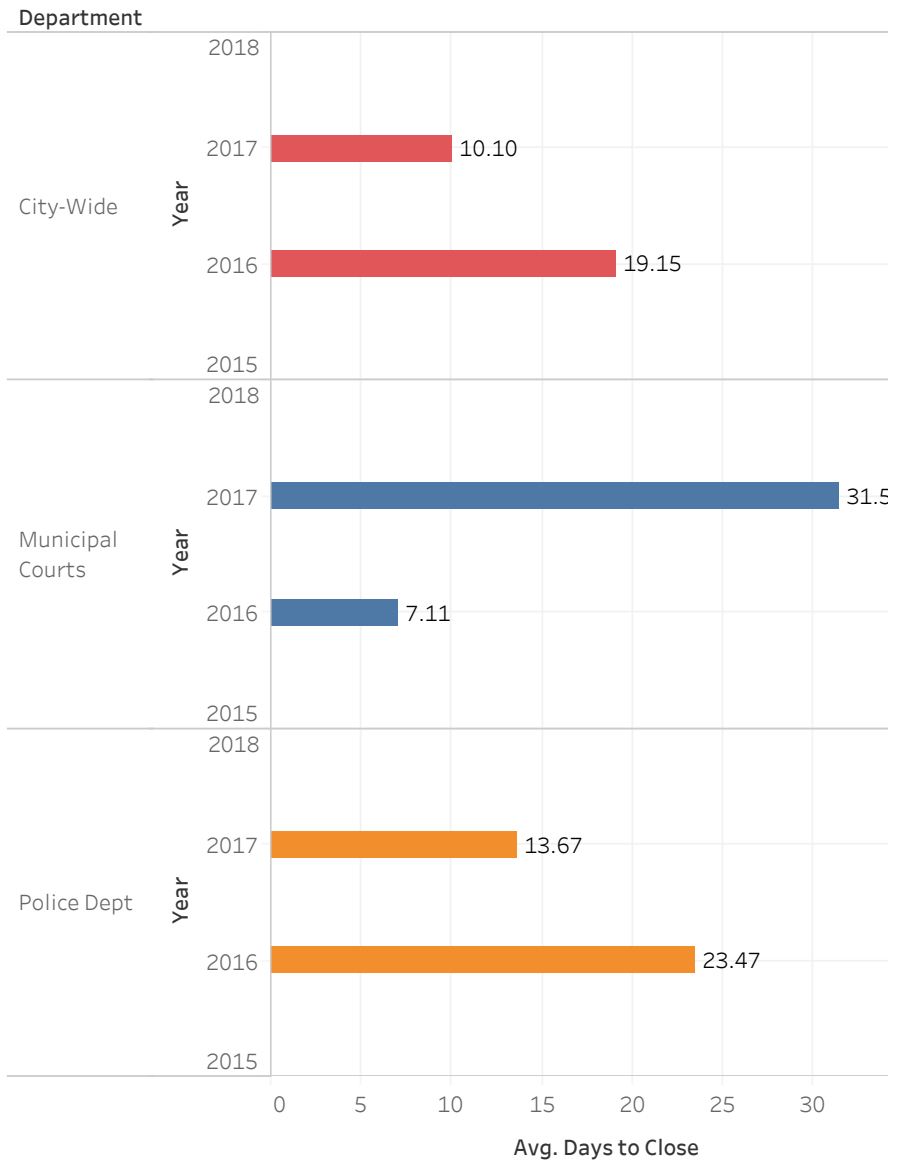
# Customer Care Metrics

## Citizen Calls to 311

### # of 311 Cases

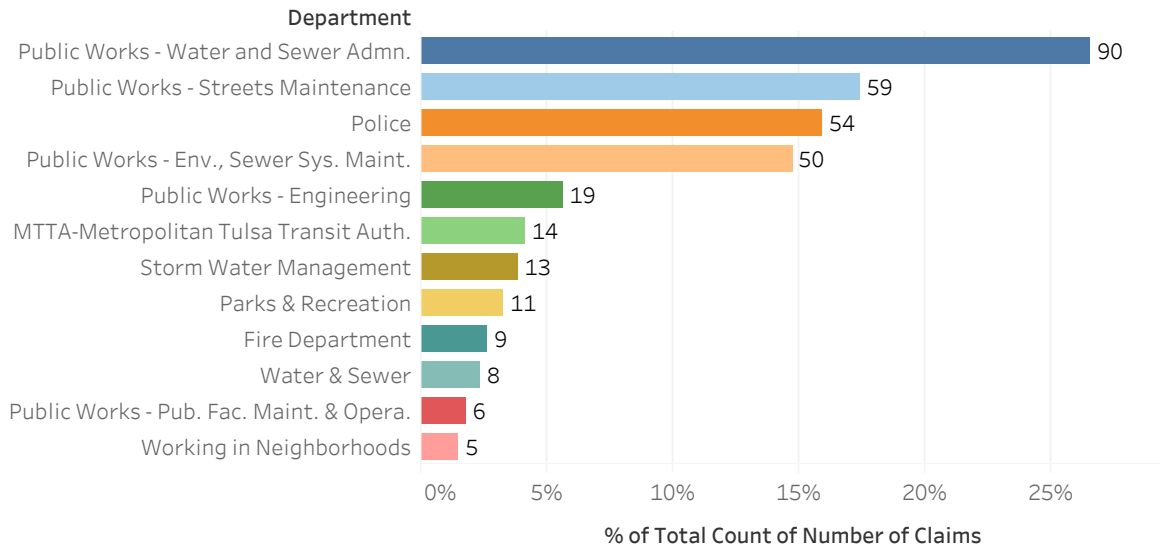


### Average Days to Close Ticket

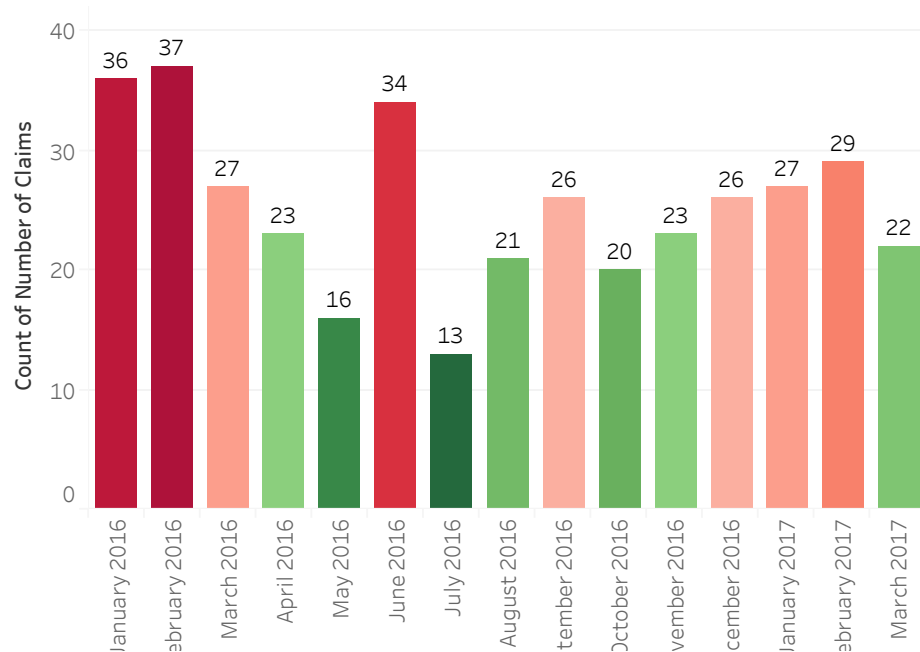


# Civil Legal Claims

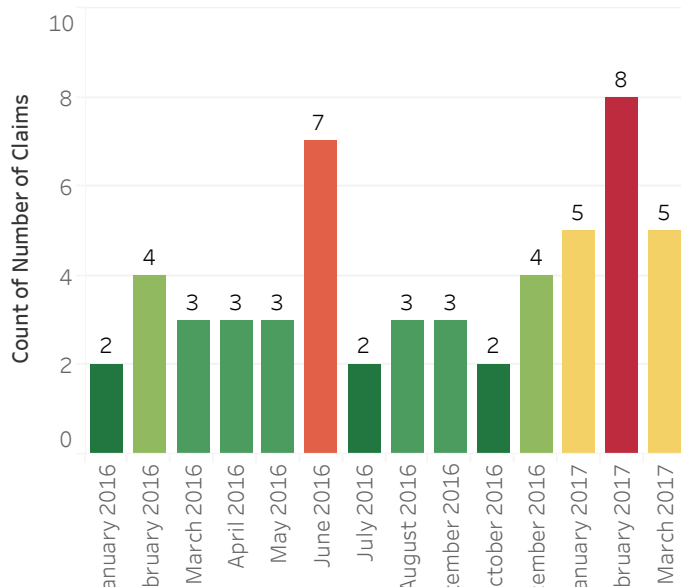
Legal Claims Jan. 2016-Mar. 2017  
 Departments with 5+ Claims



## City-wide Count of Claims by Month

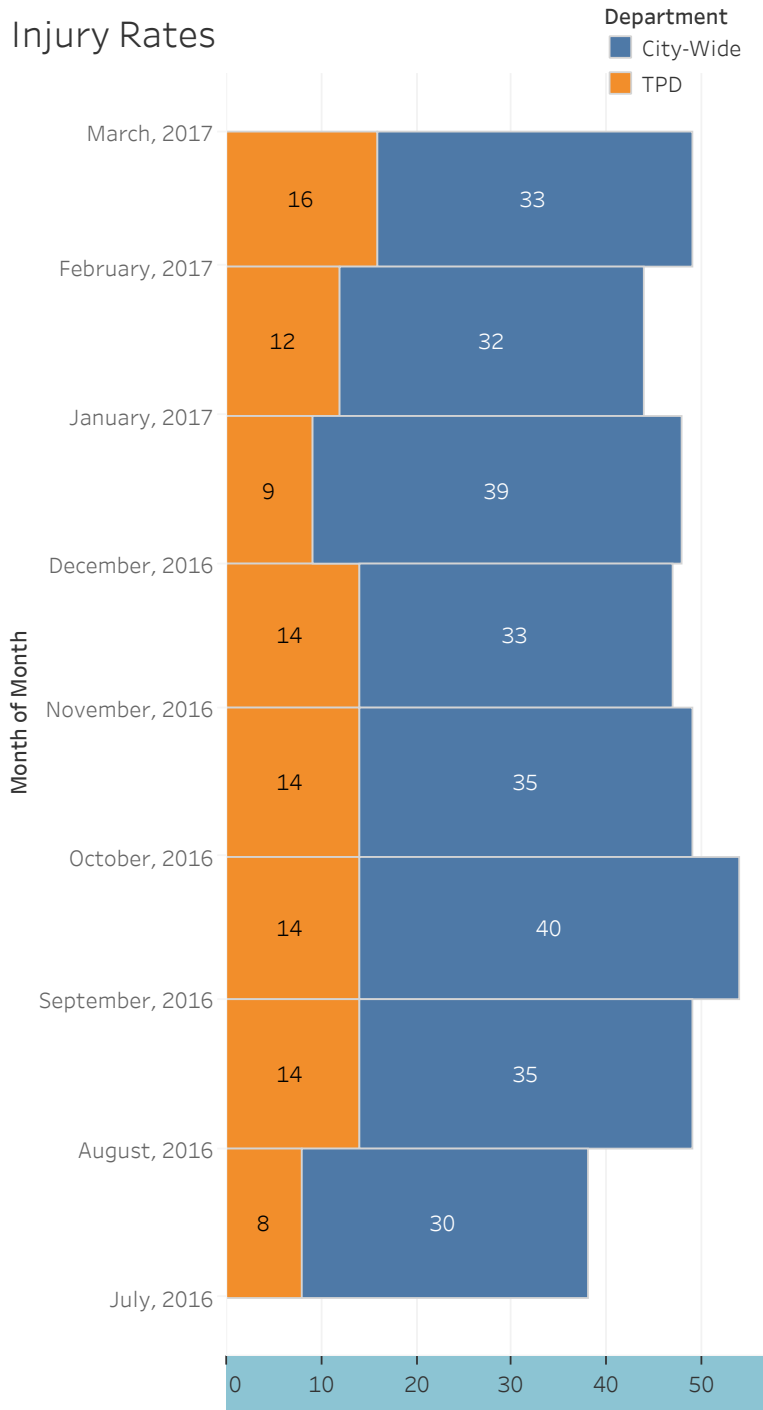


## TPD Claims by Month

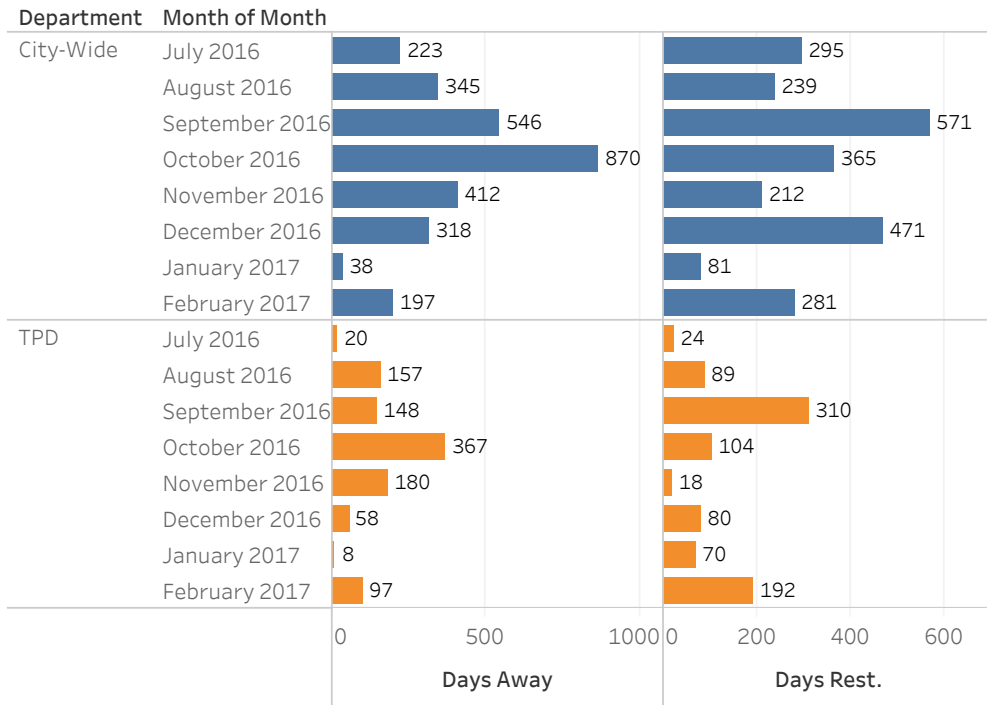


# Work Related Injuries

## Injury Rates

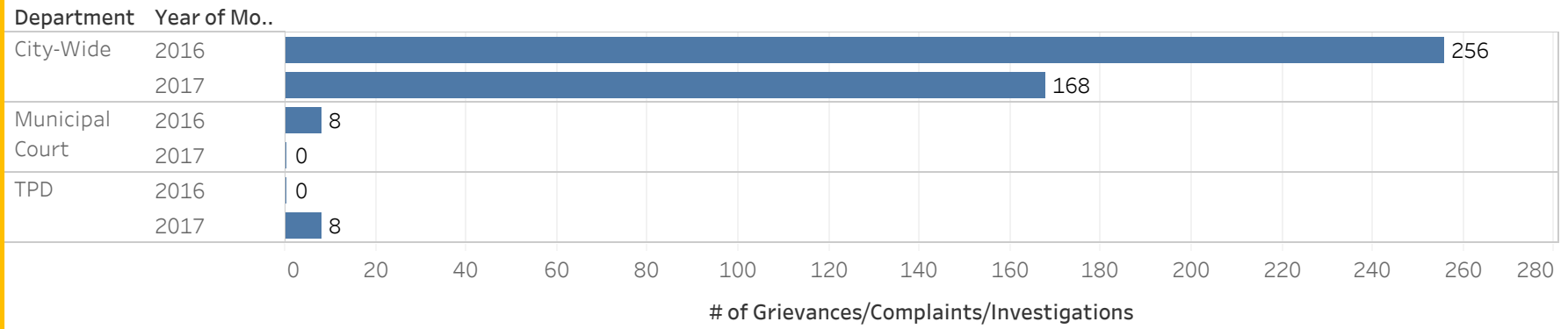


## Days Away Due to Injury



# # of HR Investigations

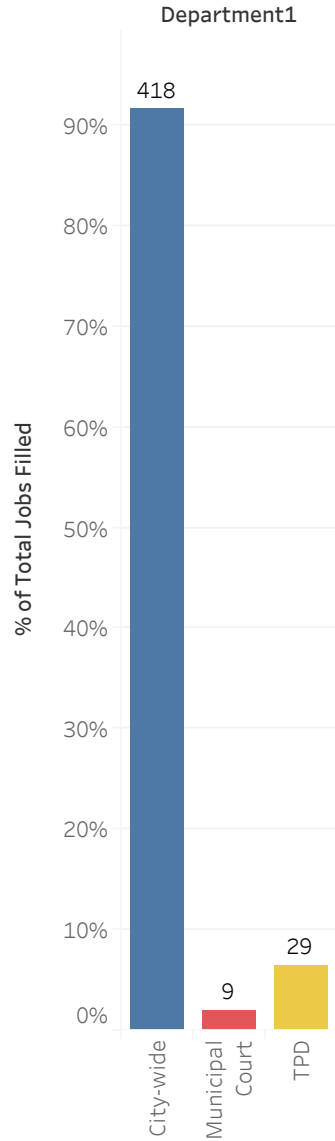
Grievances/Complaints/Investigations



# Jobs Filled July 2016-March 2017

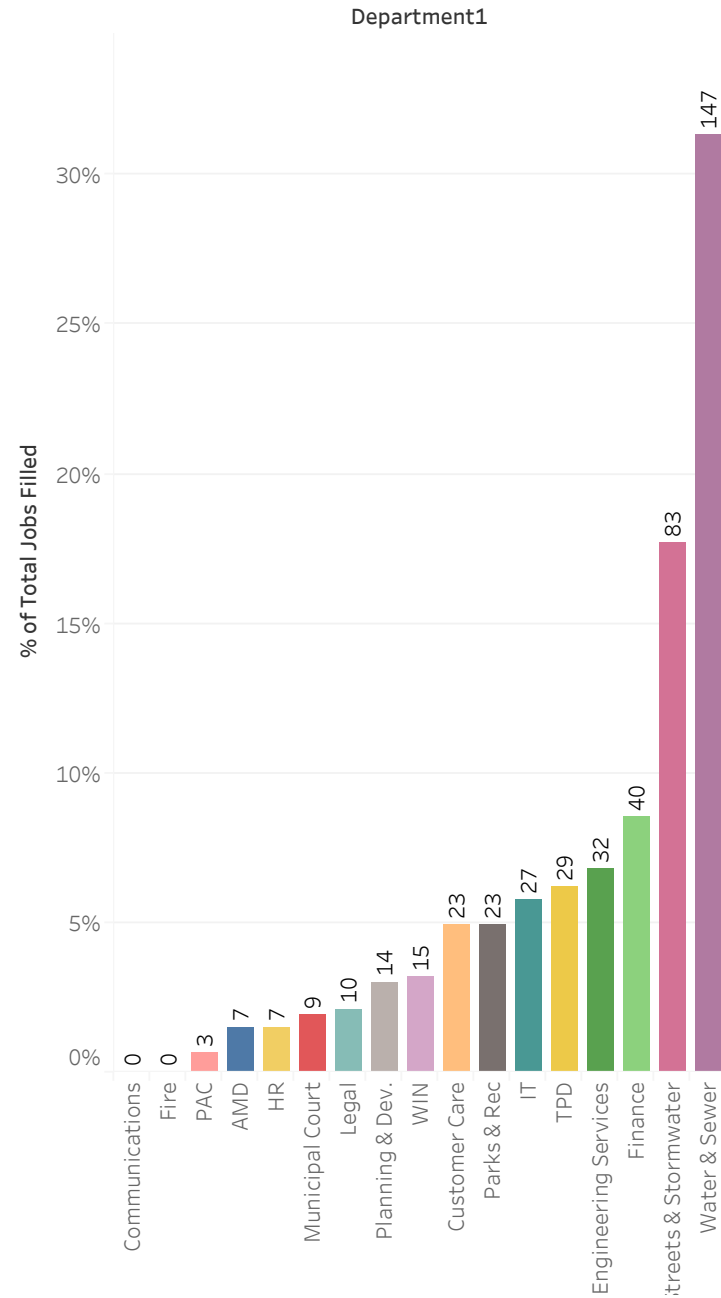
Positions Filled - (TPD & Mun Ct vs. City-wide) July 2016-March 2017

Jobs Filled City-Wide July 2016-March 2017



## Avg Days to Fill Jobs by Dept.

Department1	Avg Days to Fill
Communications	0.00
Fire	0.00
AMD	15.11
Customer Care	15.11
HR	16.50
PAC	17.78
Municipal Court	18.56
Parks & Rec	24.56
Streets & Stormwater	30.89
TPD	30.89
Finance	31.33
WIN	31.61
Water & Sewer	39.11
IT	41.56
Planning & Dev.	50.44
Legal	51.33
Engineering Services	58.11



# IT Service Requests

# of IT Tickets

