

**DATE:** August 30, 2017

**TO:** G.T. Bynum, Mayor  
Jack Blair, Chief of Staff

**FROM:** James Wagner

**SUBJECT:** TulStat Post-Meeting Memo – Police/911/Municipal Court

**Strategic Goal Areas: The City Experience**

On Friday, August 25th, the Office of Performance Strategy and Innovation hosted a TulStat meeting with the Tulsa Police Department, 911 Communications, and Municipal Court to discuss performance metrics. The purpose of this meeting was to share how data informs operations and to discuss strategies that move toward desired outcomes. Data was presented by department leadership and discussed with the Mayor’s Office, the Office of Performance Strategy and Innovation, and internal-serving department leadership.

**Presenting Parties – Tulsa Fire Department:**

**Attendees Present:**

<p><b>Jack Blair, Chief of Staff</b> <b>James Wagner, OPSI</b> <b>Amy Brown, Mayor’s Office</b> <b>Penny Macias, OPSI</b></p>	<p><b>Terry O’Malley, 911</b> <b>Dennis Larsen, TPD</b> <b>Kelly Brader, Municipal Court</b> <b>Mike Kier, Finance</b> <b>Michael Radoff, Customer Care</b></p>	<p><b>Kim MacLeod, Communications</b> <b>Cathy Criswell, City Auditor</b></p>
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**Meeting Agenda**

1. Discuss outcomes and purpose (OPSI)
2. What story is the data is telling us? (Police/911/Muni Court)
3. Discussion - Strategies (ALL)
4. Follow-up Plan (OPSI)

## Presentation & Discussion

### 1. Police

Deputy Chief Larsen – presented data from 2011-2017: Clearance rate between mid 80%-mid 90%. That's highly unusual. Homicide in Oakland solved rate is 16%; Boston is 67%.

It's good strategy to reduce homicides by requesting judges to not allow preset bonds for all persons arrested for possessing a firearm with a previous felony conviction. Violent crime is tied to gun possession.

**Amy -** Approximately how long does someone who can't post bond sit in jail? *Response:* If arrested on Friday probably won't see a judge until Monday or Tuesday. Think what we're asking for is to have a hearing for no bond. They want to be able to put forward mitigating factors. Someone won't sit for long (matter of days).

Tulsa's zoning laws compared to other cities – we have section 8 housing and apartments scattered throughout the city. Our homicides vs other cities looks at socioeconomic factors + density of housing.

SID Gun Seizures – Special Investigation Division (narcotics, vice, gangs, etc) – used to rotate officers to the field and teach gun interdiction. Look for violent criminals who have been incarcerated or history of violence and interview them and usually find guns on them. Gets guns off of the street. Hit a high in 2015 almost 400 guns seized. When we start getting to higher #s of officers and do community policing and car stops we should be able take guns out of criminals' hands and reduce the homicide rate. Probably going to top 400 and get closer to 500 seizures by end of 2017.

Community Policing been running 7 months at 61<sup>st</sup> & Peoria. Crime seems to have dipped there. When we have community policing officers it will connect to how we get information from the public and should decrease homicide rate. Officers in the neighborhood should encourage people to share information and tips to prevent crime.

Strategy = continue to improve intelligence sharing and pushing out to all TPD.

**Domestic Violence** – in two other cities DV is concentrated into some areas. Our numbers are clear across the city – no concentration.

Recidivism rate (how often do we go back after a first call) – 20% compared to 50% at national level. Ours is longer time between 1<sup>st</sup> & next calls compared to other cities there is a shorter

time between first and second domestic violence calls. This is due to the way we interact with victim + we wait 2-3 days and call victim back and again offer options for help (e.g. Family safety center, protective order, etc). Austin & San Diego have similar follow up contact.

Goal – increase # of DV investigators from 5 -> 9. 22 people down in detective division so having to spread thin. Probably going to be from now until end of next summer.

Strategy = identify the interactions with people where we could actually intervene and potentially prevent. DV does has benchmarks that show if we get called & do the lethality study and give calls and connect we can actually reduce the chance of homicide.

University of Cincinnati study directed to offender based intervention strategy + victim based. Preliminary analysis came back so different for Tulsa compared to other cities – we're going to have to reevaluate data and look at strategies in way that can work with Tulsa. What can we tailor to our city's needs? Spring 2018 to be completed.

## **2. 911 Communications**

Need 100 positions currently authorized for 79. 2016 had average of 56 people answering calls (spread across 3 shifts).

Is hiring more people the only answer? What's the biggest payoff to address? (1) inadequate staffing, (2) data difficult to analyze, (3) supervisor not supervising, (4) misuse of 911

We are training more but seeing not a big change in call taking time.

## **3. Municipal Court**

Issue: citizens don't appear to court when summoned resulting in an increase of warrants being issued. Currently we have over 100,000 active city warrants.

Majority of big warrants – driving under suspension, no driver's license, no insurance. Under state license if you don't have insurance when you're stopped it's an immediate one year suspension of their license. Each time they're stopped they get that ticket.

71% of active warrants are individuals who have multiple warrant out for their arrest.

Need some kind of outreach in a location heavily populated with Hispanics.

About 60% of tickets are written with e-citation and have a picture.

For next meeting will report on Municipal Special Court program. Would like to see that we increase the # of special services court days from 1 to 2. Right now we have 3 hour and see 75 - 100 people in that 3 hours. Would like to dedicate another court room. If you come to court every month for 6 months you get your case dismissed with no costs.

Under RCMS will there be new tools for citizens to look up their own warrants? There is now – you can go to Tulsa police department online and there is an active warrants page and that’s the only place municipal court shows up.

Amy - good future conversation (not necessarily TulStat) it would be great to put information on the City’s website.

There’s some requirements in RCMS that deal with what faces the public as well. Final design will depend on final vendor & how it connects to city website (M. Kirkland)

Timeline on warrant abatement? Next two weeks. IT is working and will get to the prosecutor.

Transition of paper warrants into electronic – in September 2016 we started electronic warrants. WE do about 5000 warrants a week.

Kier – on the top list it doesn’t seem right that people carry that many warrants. There ought to be different approaches to this. Kirkland – right now with constraints of housing someone at city jail it would take someone a long time to sit their time out. Is there a credit counseling type intervention as opposed to law enforcement intervention is more what you’re talking about. Around the holidays we have to give impression that we’re coming after you to get people to want to come down and pay.

**Follow-Up Items**

<b>Follow up item</b>	<b>Responsible party</b>
Domestic Violence research with U. of Cincinnati	Sgt. Malcolm Wightman
Domestic Violence investigations - are they resulting in victims getting help? How many use the family safety center and/or get a protective order after the first call?	Chief Larsen
Follow up on requesting judges not set pre-set bonds for illegal gun possession	Chief Larsen
Community police officer in each division	Chief Larsen
Follow-up on number of illegal guns seized	Chief Larsen

Update on filled positions and time to answer calls	Terry O'Malley
Has there been a connection between the CARES program with high volume callers and reducing calls? Can we work on a strategy to connect the high-volume callers to other services?	Terry O'Malley
Behavioral Insights project to increase fine payment and court appearance rates	Kelly Brader
Update on warrant abatement – final numbers and outcomes. Did we achieve the goals?	Kelly Brader
Hispanic community outreach to settle outstanding warrants	Kelly Brader & Christina Starzl-Mendoza