

TulStat

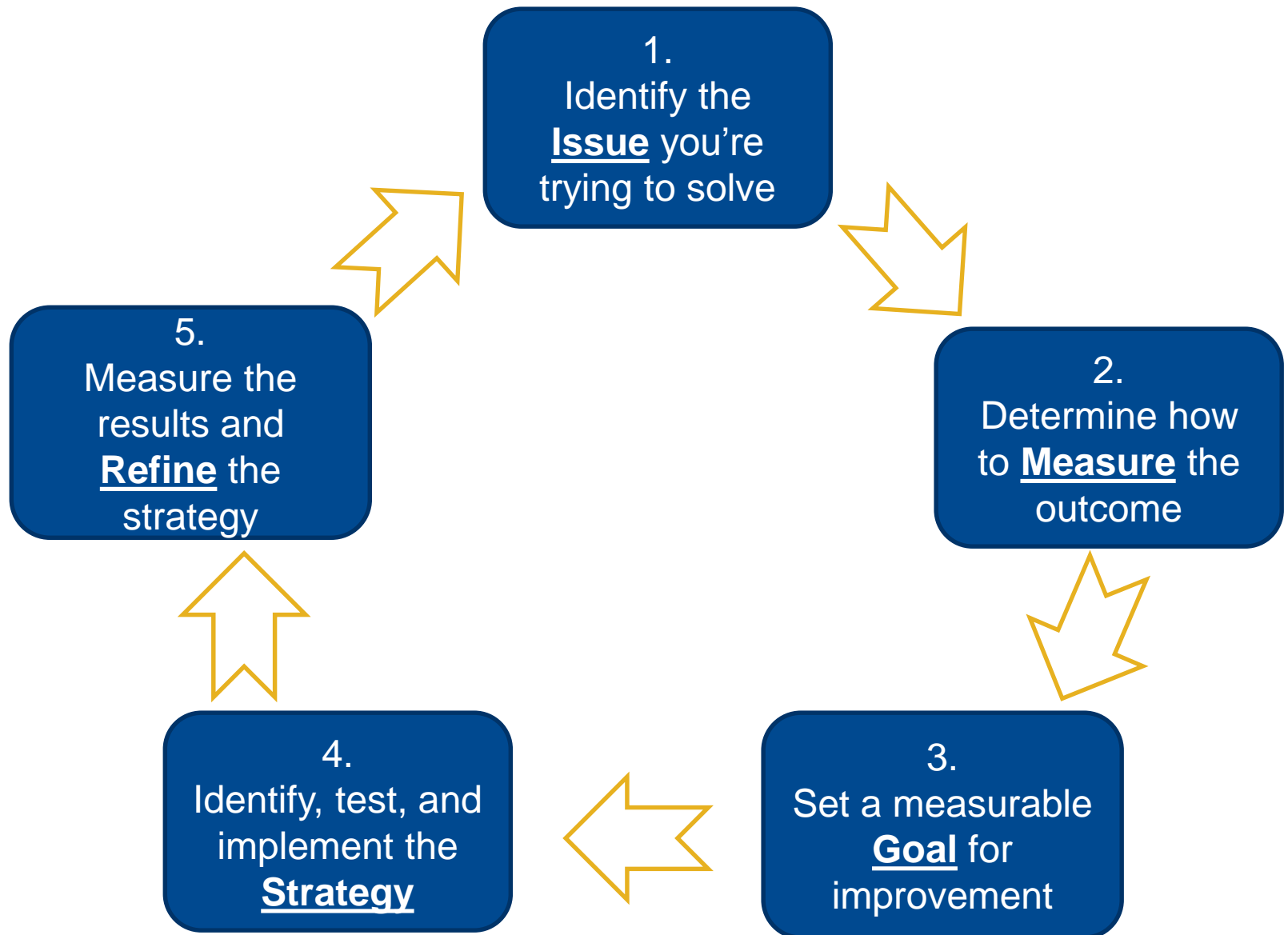
Municipal Court

Well-Being, Opportunity

Nov. 9, 2017



The Process

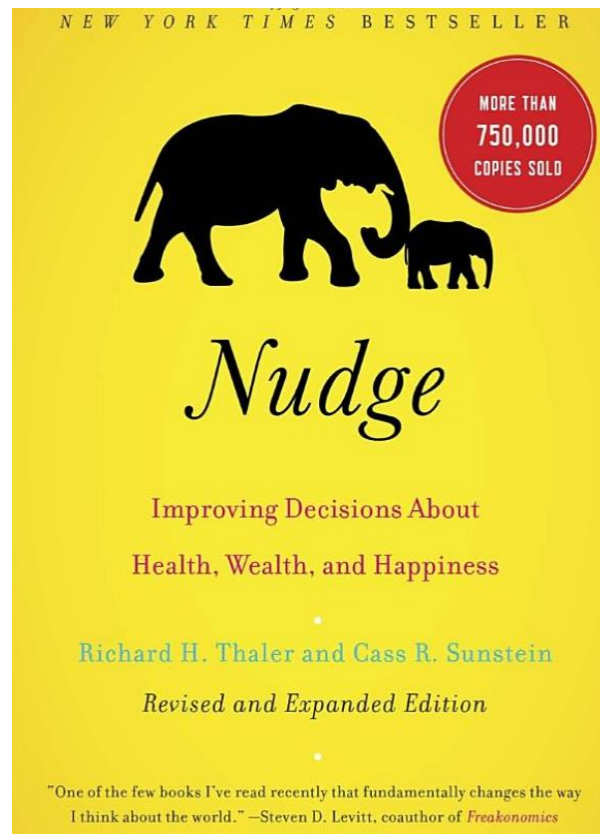


The New York Times

ECONOMY

Nobel in Economics Is Awarded to Richard Thaler

By BINYAMIN APPELBAUM OCT. 9, 2017



Easy, Atttractive, Social, Timely (EAST)

Easy

Defaults

We tend to 'go with the flow' of a pre-set option

Saying "the default payment method is automatic draft" when signing up for utilities payments

Attractive

Scarcity

We are more attracted to goods if we believe supply is limited.

"The deadline to sign up is in 15 days"

Social

Descriptive Norm

We use other people's behavior as a cue. "Most students only miss one day of school per quarter. Your student has missed 5 days of school in the last quarter."

Timely

Prompts

We are more likely to undertake an activity if given a prompt at the right moment.

Making a payment on a Friday, payday for most people



Applying Behavioral Insights

1. Define the Outcome

Reduce the number of time payment orders that lead to bench warrants by 20%

2. Understand the Context

72% of time payment orders result in bench warrants after 6 months

3. Build the Intervention

Phone calls and text messages at key points (i.e. Fridays) to prompt payment

4. Test, learn, adapt

Track the data and scale up what's working

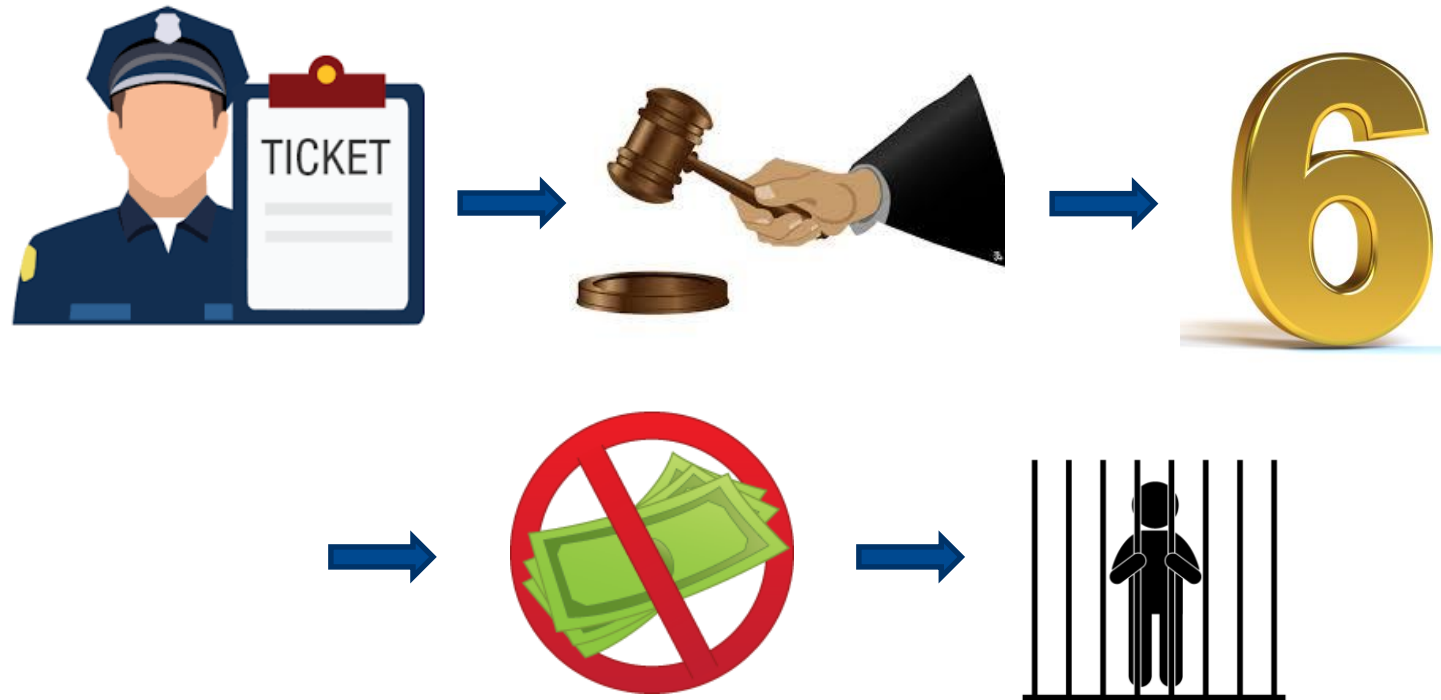


Issue & Context

- What's the **issue** you're trying to solve?
 - High percentage of failure to pay fines resulting in warrants for nonpayment
- What is your *measurable* **goal**?
 - Reduce the number of time payment orders resulting in warrants issued by 20%
- How does it **connect** to strategic outcomes
 - Opportunity & Financial Well-Being

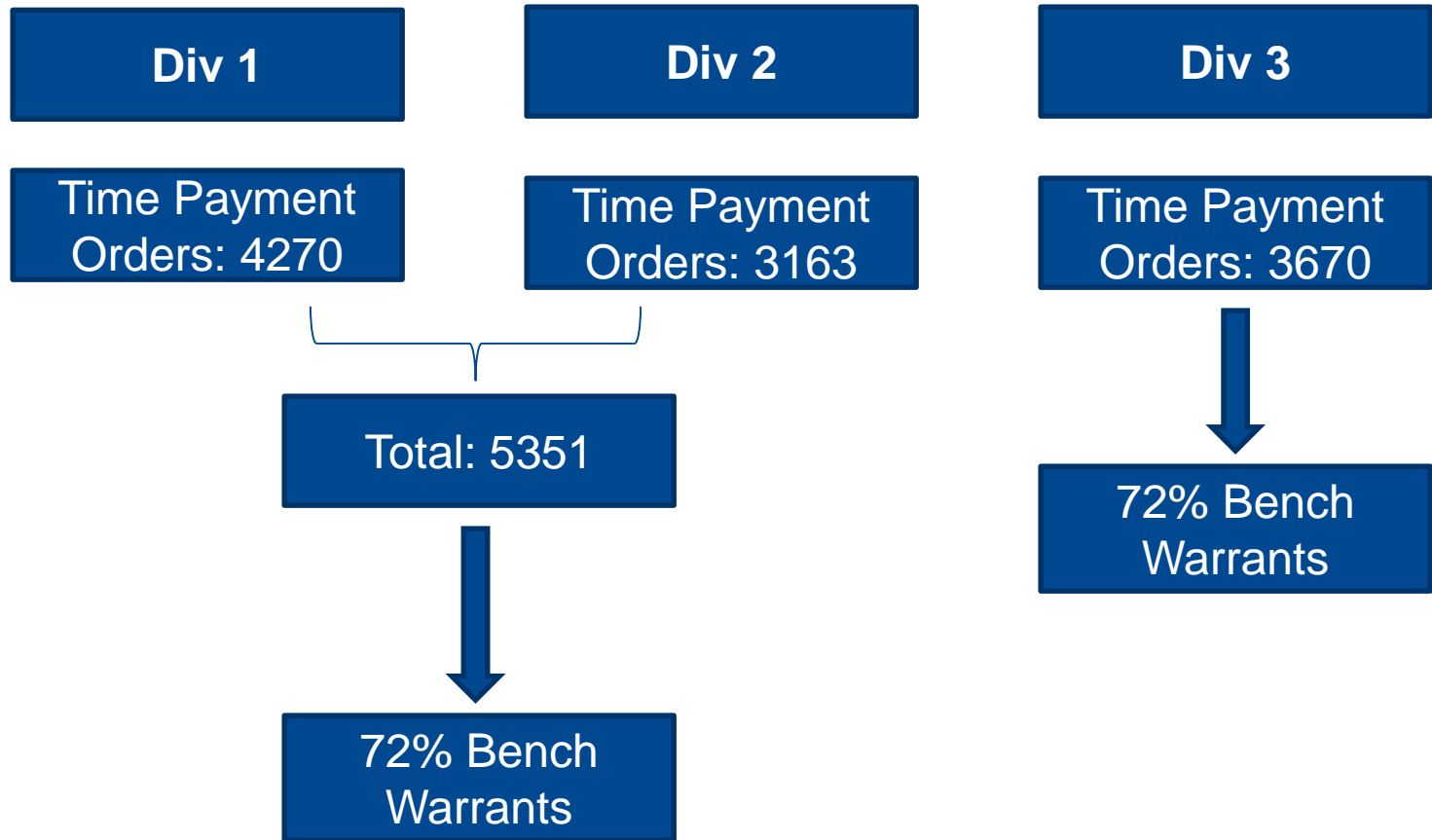


Bench Warrants Issued – Status Quo



**6 months:
Bench Warrants**

Bench Warrants Issued – Current State



Status

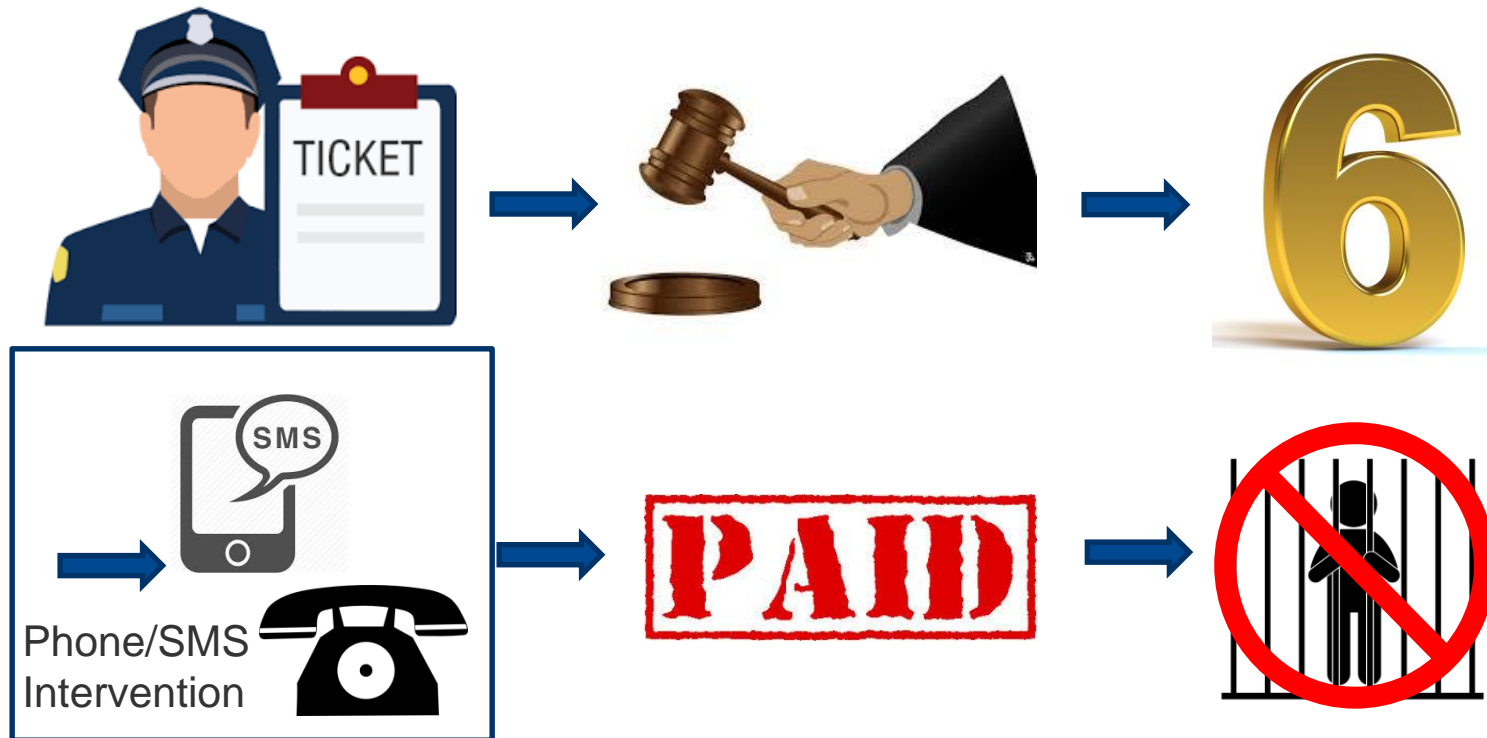


What it means

72% of people issued time payment orders end up with a bench warrant.

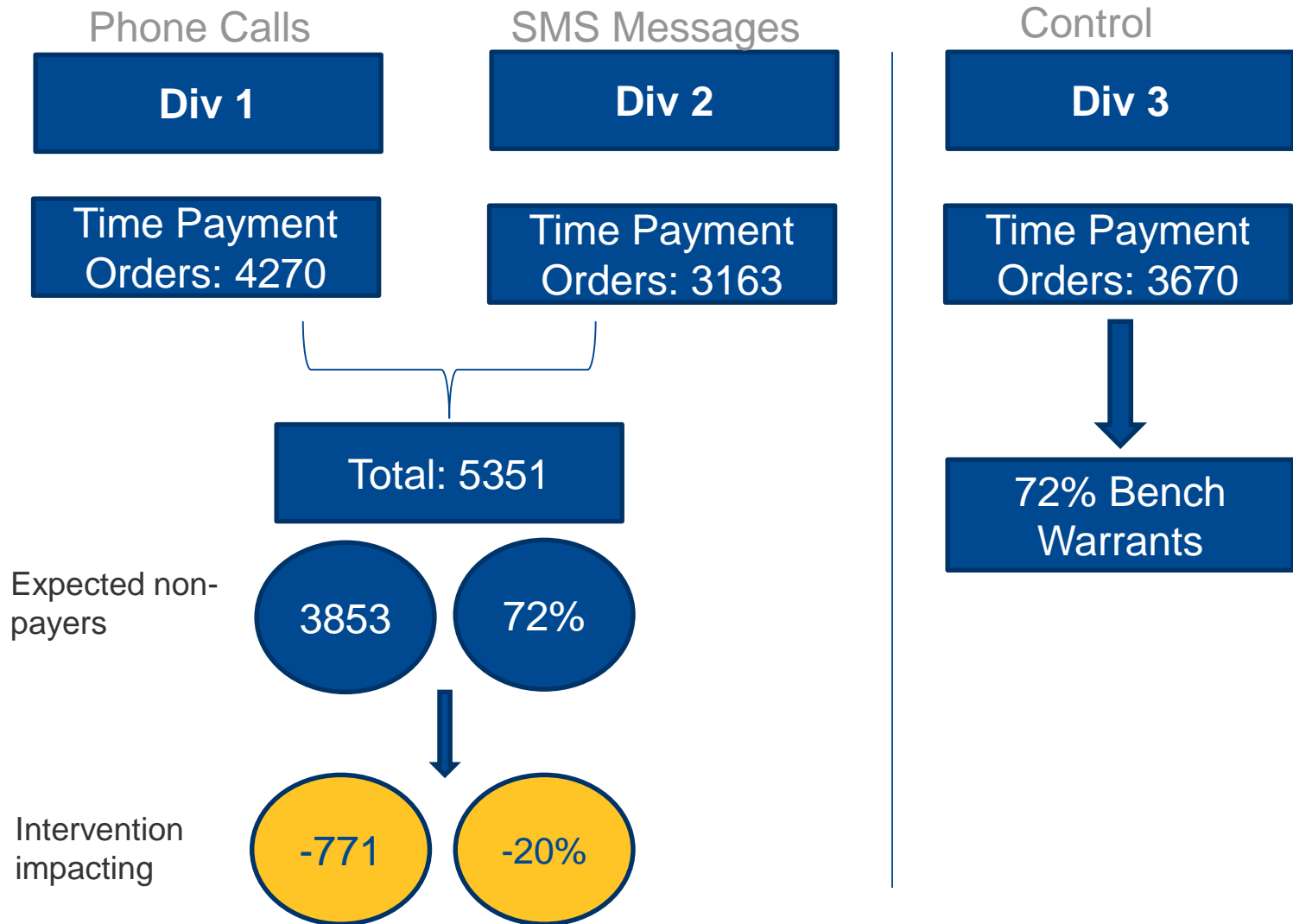


Bench Warrants Issued – Future State



**6 months:
20% Reduction in
Warrants**

Bench Warrants Issued – Future State



Strategic Direction & Actions

Strategy	Action Plan / Next Steps	By When	Hurdles
Create a reminder system for people who are issued time payment orders	Create the language that goes in the reminder	November 15	None
	Subscribe to SMS message service	November 30	Cost and complexity of implementation
	Track individual cases	December	None
	Scale up based on which tactic works best	June 2018	None



TulStat

Police

The City Experience

November 9, 2017

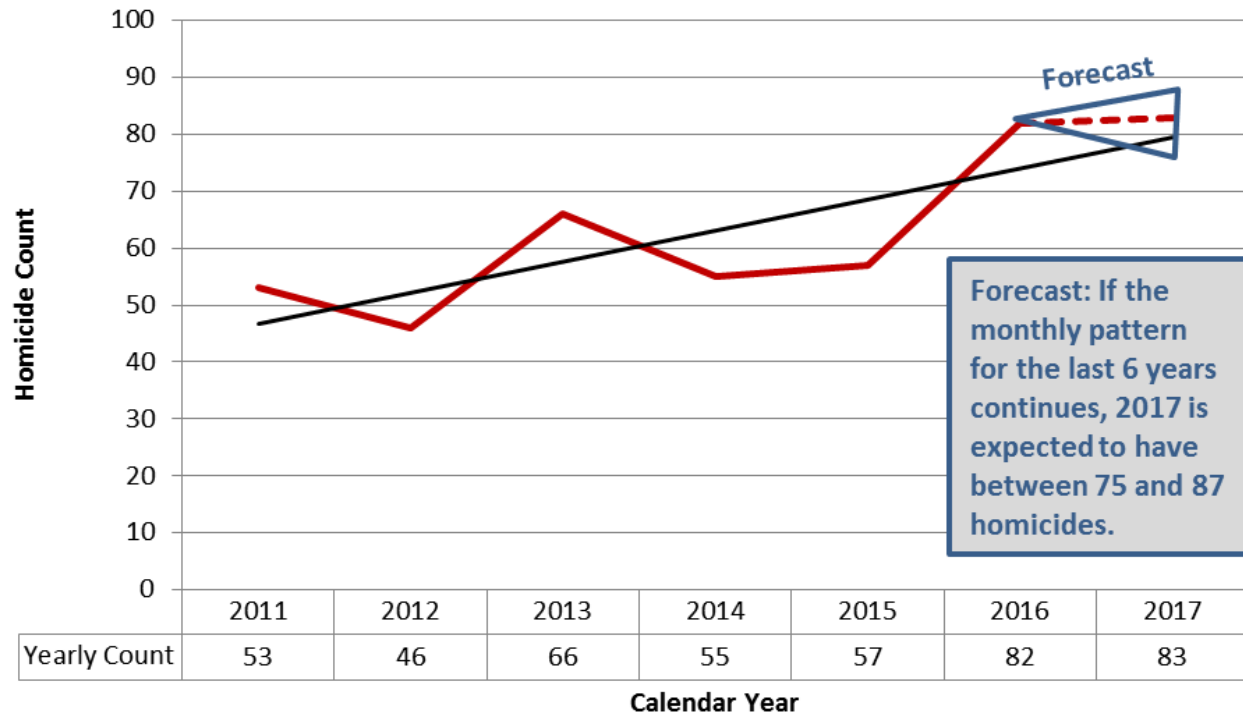


Issue & Context

- The **Issue**
 - Homicides are on an increasing trend since 2011.
- The **Goals**
 - Update on latest trend in homicides
 - Update on gun seizures
 - Update on Domestic Violence research
 - Update on Detective Division
- How it **connects** to strategic outcomes
 - Connected to The City Experience: Decrease Violent Crime



Yearly Homicide Counts (2011 to 2017*)



Status



What it means

This chart shows the number of homicides per year in Tulsa. A trend line is included showing an increasing trend. A forecast is included showing a potential total (83) and expected range (75-87) for calendar year 2017 (Forecast as of 10/31/2017). This increasing trend is also being experienced by most major US cities (MCCA).

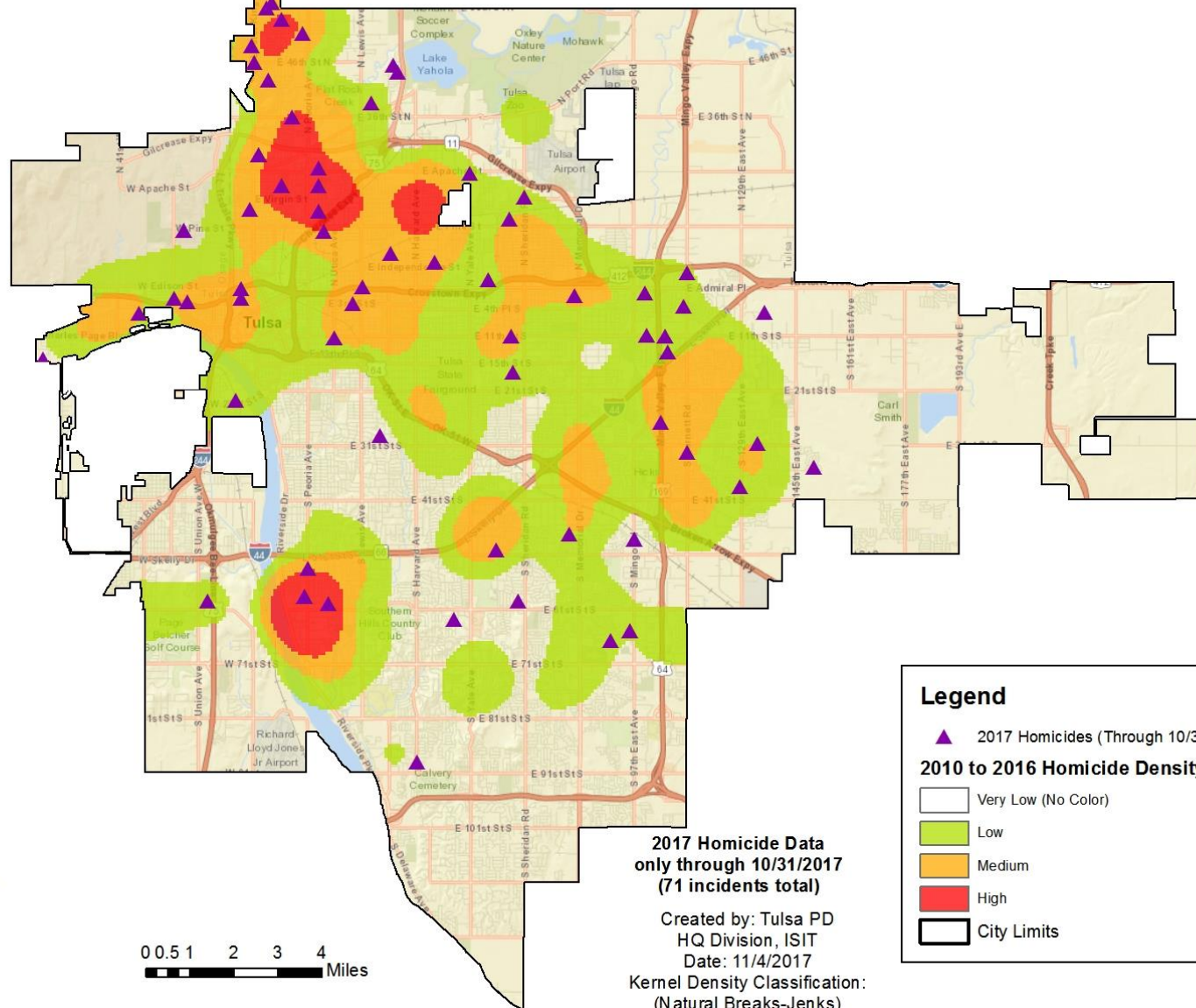
Mayor/Council Goals

The City Experience

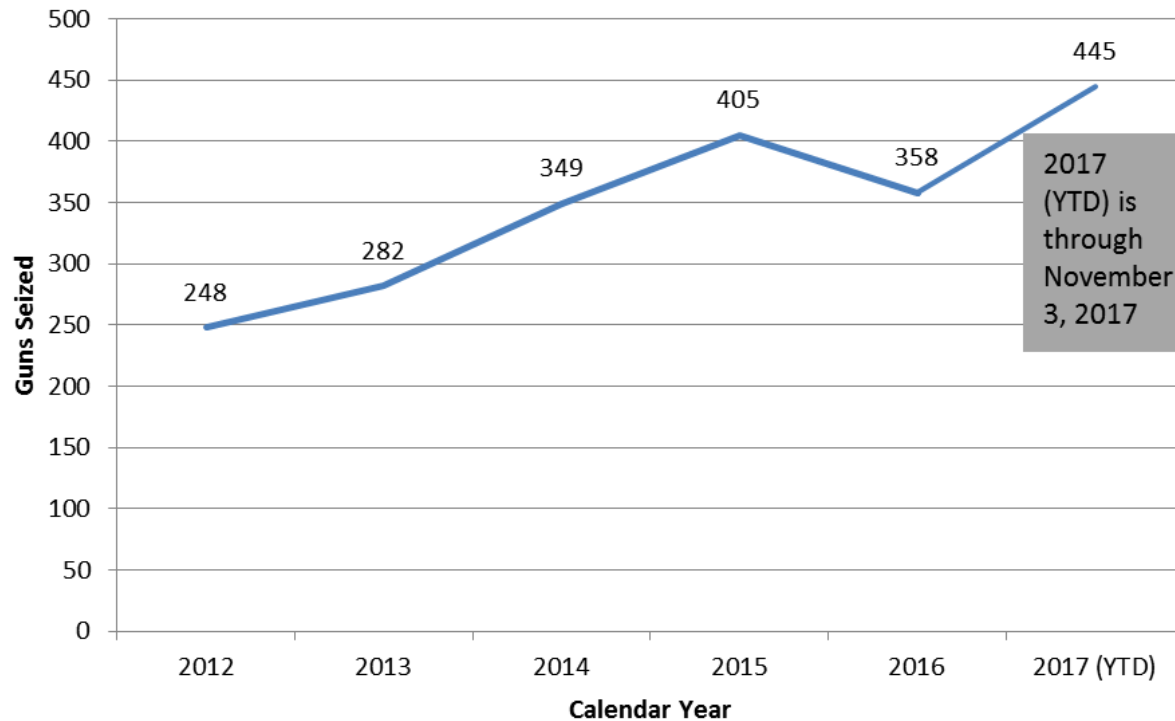
Violent Crime



City of Tulsa Homicide Points and Density (2010-2017*)



Annual SID Gun Seizures (Division Total)*



Status



What it means

Our Special Investigations Division (SID) is seizing many guns preventing them from being used in homicides and other crimes. Through 11/3/2017 we already have 445 guns seized. Note: This chart uses total guns seized by the division, whereas previous charts have used eTrace (ATF) counts.

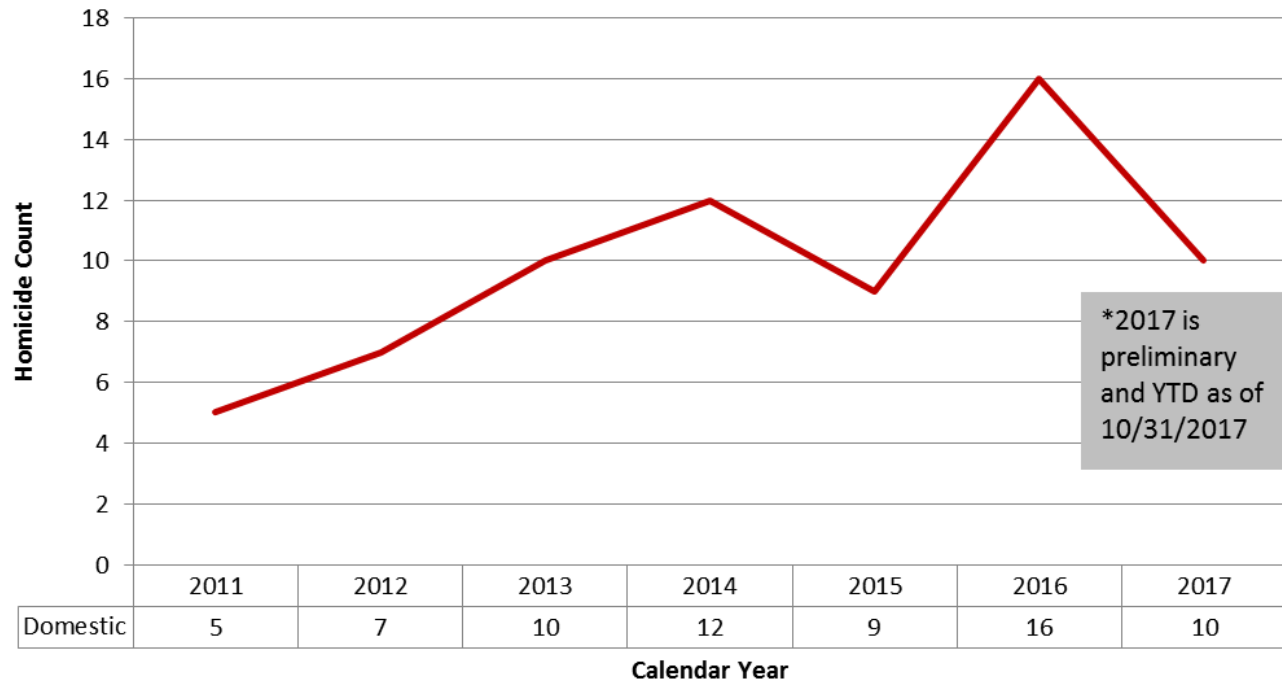
Mayor/Council Goals

The City Experience

Violent Crime



Annual Domestic Violence Homicides (2011-2017*)



Status



What it means

This line chart shows Domestic related homicides since 2011 in Tulsa, showing an increase in 2016.
As of 10/31/2017, Calendar year 2017 looks to be lower than 2016.

Mayor/Council Goals

The City Experience

Violent Crime



The Spatial Distribution of Domestic Violence Calls for Service at Addresses, July 2013 – January 2017

- 78,952 total domestic violence CFS
- 32,635 unique addresses
- 60.4% of addresses had only 1 CFS
- 29.0% of addresses had 2-4 CFS
- 10.6% of addresses had 5+ CFS
- **10.6% of addresses with 5+ CFS represented 44.2% of total CFS**

Source: University of Cincinnati Center for Police Research and Policy, 9/18/2017



Summary of Individuals Arrested for Domestic Violence Incidents by TPD with Time to Re-Arrest, 2010-2017*

	Number of Suspects	Percent of Suspects	Average Time to Re-Arrest
1 Incident	16,131	75.6	-
2 Incidents	3,097	14.5	525 Days
3 Incidents	1,122	5.3	417 Days
4 Incidents	480	2.2	348 Days
5+ Incidents	508	2.4	244 Days
Total	21,338	100.0	-

*As of April 30, 2017

Source: University of Cincinnati Center for Police Research and Policy, 9/18/2017



Strategic Direction & Actions

Strategy	Action Plan / Next Steps	By When	Hurdles
Work with University of Cincinnati (UC) on reducing our domestic violence	Finalizing the data agreement	Completed	N/A
	Complete MOU	Completed	N/A
	Schedule first planning session	Completed 9/18/2017	Data analysis produced unexpected results
	Return to research phase	In Progress	Waiting for results



TulStat

911 Public Safety Communications

The City Experience

November 9, 2017



Issue & Context

- What's the **issue** you're trying to solve?
 - **Employ enough 911 telecommunicators to fully operate** call-taking and dispatch positions at the 911 center every day of the year
- What is your *measurable* **goal**?
 - **Meet the NENA call answering standard** that requires answering 90% of all 9-1-1 calls within 10 seconds of arriving at Tulsa 911 during the busy hour each day
- How does it **connect** to **strategic outcomes**
 - Connected to The City Experience (Decrease traffic fatalities and violent crime)



Power of Staffing for Answer Time

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.

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.”**



Answering
Calls Quickly

Problem Area

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	4	16	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 recommends the number of staff needed for quality indicators of answer time, abandon call rate, employee satisfaction and retention.

Mayor/Council Goals

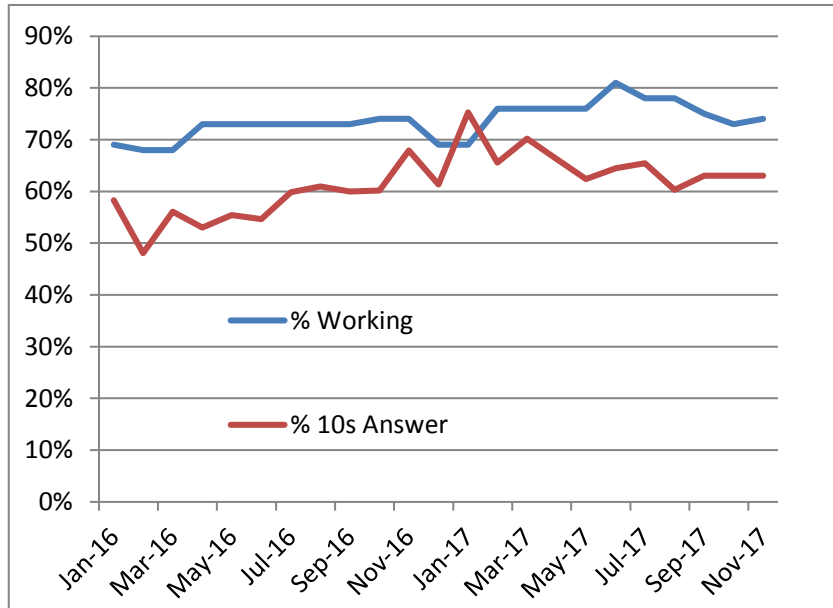
Inside City Hall

Positive Morale

Training



#Workers vs. Call Answer Time



Date	Auth.	Work	Train	Open	Work%	NENA	Per CT	R/T	GH
Jan-16	78	54	6	18	69%	58%	283	1	0
Feb-16	78	53	9	16	68%	48%	228	2	0
Mar-16	78	53	9	16	68%	56%	281	2	1
Apr-16	78	57	5	16	73%	53%	281	1	1
May-16	78	57	4	17	73%	55%	298	1	0
Jun-16	78	57	4	17	73%	55%	294	1	0
Jul-16	78	57	3	18	73%	60%	442	1	1
Aug-16	80	58	5	17	73%	61%	578	0	1
Sep-16	80	58	6	16	73%	60%	561	1	2
Oct-16	80	59	6	15	74%	60%	540	1	0
Nov-16	80	59	6	15	74%	68%	559	0	0
Dec-16	80	55	7	18	69%	61%	556	3	1
Jan-17	80	55	7	18	69%	75%	719	0	0
Feb-17	80	61	4	15	76%	66%	584	0	2
Mar-17	80	61	5	14	76%	70%	567	0	0
Apr-17	80	61	7	12	76%	66%	532	0	1
May-17	79	60	6	13	76%	62%	549	1	1
Jun-17	79	64	3	12	81%	64%	519	1	0
Jul-17	79	62	4	13	78%	65%	552	1	0
Aug-17	79	62	7	10	78%	60%	677	1	2
Sep-17	79	59	6	14	75%	63%	859	4	0
Oct-17	79	58	5	16	73%	63%	710	2	0
Nov-17	79	60	4	17	74%	63%	0	1	4
Totals									25 17

Status



Answering
Calls Quickly

Issue

What it means

As the # of trained people increases, 911 call answer time decreases.

Mayor/Council Goals

The City
Experience

Violent Crime

Traffic
Fatalities



Strategic Direction & Actions

Strategy	Action Plan / Next Steps	By When	Hurdles
Achieve full staffing	Hire – improving recruiting & hiring process	Ongoing	Qualified applicants; lengthy hiring process
	Train – starting smaller academies	Ongoing	Revamping training modules and testing
	Retain – fair salary, improved progression initiatives; culture change from seniority-based to merit-based	Ongoing	Training progressions and salary study initiatives
		Ongoing	Entrenched attitudes, bullying of new hires



Conclusion

Improved outcomes for citizens and responders means retaining a staff of 100 telecommunicators

