



Police Department

Strategic Business Plan

Effective Date: 7/1/2018

Oklahoma City Vision

Oklahoma City seeks to further progress as a vibrant, diverse, safe, unified and welcoming community.

Oklahoma City Mission

The mission of the City of Oklahoma City is to provide exceptional service to residents and visitors. We do this by ensuring the safety of the public, delivering quality services, and maintaining infrastructure to support the growth of the city.

Department Mission

The mission of the Police Department is to provide public safety services that promote a safe environment and lessen the fear of crime to the Oklahoma City community, so they can experience an enhanced quality of life.

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Issues, Strategies, and Results

Issue 1: Greater Need for Police Presence and Services

The growing demand for police presence and services coupled with the increasing scope and complexity of police services, if not adequately addressed, will result in:

- Slower police response times
- Increasing crime rate and reduced percentage of crimes solved
- Decreased citizen satisfaction with police services and feelings of community safety
- Decreased traffic enforcement resulting in increased number of collisions

Strategies

- Continue the use of overtime programs to address high crime areas to improve the public perception and foster trust.
- Increase traffic enforcement citywide.
- Increase personnel in Investigations, Operations and community based programs.
- Build strategic relationships with local and national public and private partners.
- Redefine divisional boundaries and staffing for the creation of a fifth Patrol division in the Downtown area.

Strategic Results

By 2020, police presence and services will adequately increase while maintaining the level of core services citywide, as evidenced by:

- 55% or more of citizens citywide report they feel safe.¹
- 72% or more of citizens will be satisfied with quality of police services citywide.¹
- 80% or more of life threatening calls (Priority 1) will be responded to within 9 minutes 30 seconds from the time a 911 call is answered to officer arrival.
- Property crime clearance rate equal to or above the national average of 17.6%.²
- Violent crime clearance rate equal to or above the national average of 45.6%.²
- 55% or more of citizens will feel safe in the Downtown area.³

¹Based on the 2005 Citizen Survey Results. This measure includes the categories of safe and very safe or satisfied and very satisfied.

²Based on 2017 statistics from the latest available data published by the FBI.

³Based on Citizen Survey Results. This measure includes the categories of safe and very safe.

Issue 2: Violent Crime

A continued trend of violent crime, if not adequately addressed, will result in:

- Increased assaults and homicides
- Increased gang violence
- Increased demand on public services
- Decreased feeling of public safety

Strategies

- Improve public perception and foster trust by increasing community engagement along with police presence, and enforcement in strategic areas using Safe Oklahoma Grant overtime initiatives.
- Continue efforts to reduce crime through community based programs, social outreach opportunities, and public and private partnerships.
- Continue recruitment, hiring and training of new officers to fill vacancies.
- Continue Safe Streets Task Force Program with FBI.

Strategic Results

By 2020, the Police Department will address the rise in violent crime and gang violence by:

- Reducing the number of aggravated assaults citywide by 5%.
- Reducing the number of gang-related deadly weapon assaults by 5%.

Issue 3: Procedural Justice

Procedural justice is defined as the idea of fairness in the processes that resolve disputes and allocate resources. It is a philosophy and practice which promotes positive organizational change, builds police legitimacy in the community, and enhances officer safety.

The continuing need to implement and promote procedural justice, if not addressed, will result in:

- Negative public perception
- Decreased ability to recruit candidates
- Decreased citizen satisfaction, confidence, and cooperation
- Decreased actual or perception of unfair and inequitable policing services

Strategies

- Continue to review and revise policies and procedures.
- Continue to participate in community outreach through community programs and partnerships.
- Expansion of de-escalation practices to officers through recruit and in-service training.
- Continue to manage and evaluate the Body Worn Camera program.

Strategic Results

- By 2020, 72% or more citizens will be satisfied with the quality of police services citywide.
- By 2020, 100% of all captains and lieutenants will receive Leadership Development training.

Accomplishments

- **Recruiting/Diversity** - The Police Department's Recruiting Unit works diligently to recruit minority police officer applicants. Since 2013, 463 recruits have been hired, of that number 165 were members of a minority group to include 59 females. The Police Department continues to strive to represent the diversity of the community we serve. According to City Personnel, the Police Department is one of the most diverse departments.

- **Body Worn Camera**- The police department has fully implemented the Body Worn Camera Program. Designated uniformed officers working on-duty or City funded enforcement overtime will wear a body worn camera. Systems are in place to ensure accountability. Videos are reviewed randomly as a method of quality control.

- **De-escalation Procedures and Training**- The police department has developed de-escalation procedures to minimize the need to use force during an incident and increase voluntary compliance by a subject. These tactics improve the safety of the officer and the subject, reduce the likelihood of injury, improve community relations, reduce citizen complaints, and are consistent with the department's procedural justice philosophy. The department has also implemented a tracking system, Blue Team, to provide accountability and statistical information.

- **Oklahoma City Family Justice Center** - The Oklahoma City Police Department, through a partnership with the Oklahoma City Family Justice Center, Inc. and grant funding from the Victims of Crime Act, opened the Oklahoma City Family Justice Center on February 2nd, 2017, located at 1140 North Hudson. The program's growth and successes have far exceeded our original projections, and currently houses 28 community agencies working together to address domestic violence victims and their families. The Oklahoma City Family Justice Center has served over 4800 clients, to include 3600 adults and 1200 children, exposed to domestic violence. Victims have seen dramatic improvement in the levels of service provided by all social service partners as well as an improvement in the quality of life to those served.

- **Organized Retail Crime Task Force** – In July 2016, the Organized Retail Crime Task Force was formed to actively coordinate and investigate varying criminal activities being committed by organized groups of individuals who prey on retail businesses in the City of Oklahoma City. These crimes often expand to boundaries outside the City and State. The task force developed strong partnerships with local and national businesses, to include Home Depot, Walmart, Lowes, Hobby Lobby and Old Navy, and conducts regular meetings to share information, discuss new trends, devise prevention strategies and identify offenders. Within the first year, the task force has worked with prosecutors to file 66 state and 3 federal cases, totaling over 300 felony charges against 85 defendants.



The changes made by retailers due to the task force are significant and include national purchase/return policies, merchandise placement based on trends, and immediate intelligence sharing between law enforcement and retailers through use of a web-based platform developed through the Organized Retail Crimes Task Force. As a specific example, Home Depot, one of the original partnering retailers with the task force, saw a 50% reduction in police calls for service from CY 2016 to CY 2017.

Lines of Business and Programs

Department Organization

Administrative Line of Business

- Executive Leadership Program
- Emergency Management Program
- Human Resources Program
- Professional Standards Program
- Public Information Program

Investigations Line of Business

- Investigations Program
- Investigations Support Program
- Special Investigations Program

Operations Line of Business

- Court Enforcement and Investigations Program
- Courthouse Security Program
- Crime Prevention and Awareness Program
- Patrol Program
- Traffic Safety Program
- Youth Services Program

Public Safety Support Line of Business

- 911 Communications Program
- Inmate Processing/Incarceration Alternatives Program
- Permit Services Program
- Records Management Program
- Training Program

Administrative Line of Business


The purpose of the Administrative Line of Business is to provide leadership, support and information to the department so it can achieve its strategic and operational results.


Programs and Key Measures

Executive Leadership Program

 % of key measures achieved

Emergency Management Program

 % of Federal and State required all hazard emergency or disaster plans reviewed and updated

 # of functional or hazard specific plans or checklists developed or reviewed and updated during the fiscal year

Human Resources Program

 % of applications received from minority applicants

Professional Standards Program

 % of administrative investigations completed within six months

Public Information Program

 # of views per Facebook post

Executive Leadership Program

The purpose of the Executive Leadership Program is to provide planning, management, administrative and reporting services to department employees and City leaders so they can achieve strategic goals and key results.

Program Manager: William Citty

Program Budget: \$17,766,164 (FY19)

Program Services:

- Agenda Items / Packets
- Audit Responses
- Budget Proposals
- Citizen Responses
- Continuity of Operations Plan
- Contract Compliance Reviews
- Contracts, Leases, and Agreements
- Executive Reports
 - City Manager Reports
 - Ad Hoc Reports
 - Special Project Reports
 - Performance Reports
- FMLA Authorizations
- Grant Applications
- Grant Status Reports
- Grievance Resolutions
- Internal Investigation Reports
- Legislative Recommendations
- Needs Analyses
- Open Record Responses
- Plans (i.e. Master, Strategic Business Plans)
- Personnel Transactions
- Policies & Procedures
- Presentations
- Project & Financial Impact Analyses
- Union Negotiations & Recommendations

Family of Measures	
Results	% of key measures achieved
	% of full-time equivalent (FTE) employees without an on the job injury (OJI) in the current fiscal year
	% of underutilized units in the fleet
Outputs	Dollar amount of operating expenditures managed
	# of full-time employees supported

Emergency Management Program

The purpose of the Emergency Management Program is to provide emergency and disaster mitigation preparedness, response and recovery services to emergency responders and the community so they can effectively respond to and recover from natural and manmade disasters.



Program Manager: Bill Weaver

Program Budget: \$579,706 (FY19)

Program Services:

- Community Preparedness Training Programs
 - Emergency Operation Center Management and Activations
 - Emergency Operation Plans
 - Large Scale Disaster Planning, Prevention, Response and Recovery Services
 - Mutual Aid Agreements and Memoranda of Understanding
 - Situation Reports
 - U.S. Department of Homeland Security (USDHS) Citizens Corp Programs
 - USDHS/FEMA Disaster Mitigation Plans
 - USDHS Programs and Reports
 - USDHS Training and Exercise Evaluation
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Family of Measures

Results	 % of Federal and State required all hazard emergency or disaster plans reviewed and updated
	# of people contacted per presentation or event
	% of exercises, major events and disasters that have a written After Action Report/Improvement Plan
Outputs	 # of functional or hazard specific plans or checklists developed or reviewed and updated during the fiscal year
	# of responses to significant events, emergencies or disasters
	# of citizens contacted through public education and outreach presentations, events or opportunities
	# of public education and outreach presentations, events, or opportunities
	# of exercises conducted, major events and disasters
	# of After Action Reports/Improvement Plans completed
	# of responder training courses coordinated and disaster/emergency exercises conducted, planned or assisted

Human Resources Program

The purpose of the Human Resources Program is to provide employee support services to departmental personnel so they can receive timely and accurate performance assessment, compensation, and benefits.


Program Managers: Don Martin and Mike Stroope

Program Budget: \$1,417,142 (FY19)

Program Services:

- Applicant Background Investigations
 - Applicant Hiring Boards (Recruits)
 - Applicant Testing Classes
 - Discipline & Grievance Hearings
 - Employee Consultations
 - Employee Performance Evaluations
 - FMLA Authorizations
 - Job Application Evaluations
 - Job Postings
 - Online Recruiting Services
 - Payroll Authorizations
 - Personnel Records
 - Personnel Transactions
 - Polygraph Examination Findings & Reports
 - Training Sessions
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Family of Measures

Results	 % of applications received from minority applicants
	% of performance evaluations completed by the review date
	% of terminations submitted to the Personnel Department by termination date
Outputs	# of minority recruits hired
Demands	# of full-time and part-time employees
	# of applications for sworn positions received by department

Professional Standards Program

The purpose of the Professional Standards Program is to provide internal criminal and administrative investigative services to the Chief of Police and Command Staff so they can make informed decisions regarding employee conduct.

Program Managers:	Tom Krug and Ron Bacy
Program Budget:	\$1,380,421 (FY19)
Program Services:	<ul style="list-style-type: none"> ▪ Internal Administrative Investigations ▪ Investigative Findings ▪ Public Integrity Criminal Investigations

Family of Measures	
Results	 % of administrative investigations completed within six months
Outputs	# of administrative investigations
	# of criminal investigations

Public Information Program

The purpose of the Public Information Program is to provide media and open record response services to the public so they can be aware of Police Department programs, activities, and cases being investigated.

Program Manager: Bo Mathews

Program Budget: \$970,478 (FY19)

Program Services:

- Citizen Engagement
 - Citizen Responses
 - Crime Stoppers Information Rewards
 - Crime Stoppers Suspect Information
 - Crime Tip Services
 - Deliveries Educational Program
 - External Websites
 - Imaged Documents
 - Media Responses
 - News Releases
 - Open Record Responses
 - Social Media Communications
 - Survey Reports
 - Survey Responses
-

Family of Measures

Results	 # of views per Facebook post
Outputs	# of citizen requests responded to
	# of Facebook posts
	# of media requests responded to
	# of written news releases produced through the PIO

Investigations Line of Business

The purpose of the Investigations Line of Business is to provide criminal investigative services to crime victims and prosecutors so they can achieve successful prosecution of criminal offenders.

Programs and Key Measures

Investigations Program



% of person crimes cleared by arrest, prosecution or other means



% of property crimes cleared by arrest, prosecution or other means

Investigations Support Program



% of peer reviewed validated crime lab results delivered within time standards

Special Investigations Program



of drive-by shootings per 100,000 residents

Investigations Program



The purpose of the Investigations Program is to provide investigative services to crime victims and prosecutors so they can achieve successful prosecution of criminal offenders.

Program Manager:	Tom Jester
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Program Budget:	\$18,253,300 (FY19)
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Program Services:

- Assaults Investigation Reports
 - Auto Theft Investigation Reports
 - Burglary Investigation Reports
 - Child Abuse Investigation Reports
 - Domestic Violence Counseling
 - Domestic Violence Investigations Reports
 - Homicide Investigations Reports
 - Larceny Investigation Reports
- Limited English Proficiency Services / Reports
 - Metal Theft Investigation Reports
 - Missing Persons Investigation Reports
 - Offender registration and investigations
 - Organized Retail Crime Investigation Reports
 - Robbery Investigation Reports
 - Sex Crime Investigation Reports
 - Victim Services/Referrals
 - White Collar Crime Investigation Reports

Family of Measures	
Results	 % of person crimes cleared by arrest, prosecution or other means
	 % of property crimes cleared by arrest, prosecution or other means
Outputs	# of investigations conducted (all investigations including Municipal Court charges as well as State Court charges)
Demands	# of cases routed for review

Investigations Support Program

The purpose of the Investigations Support Program is to provide investigative and technical support services to investigators so they can receive accurate and timely information to resolve criminal investigations.


Program Manager: Tom Jester

Program Budget: \$8,918,988 (FY19)

Program Services:

- Automated Fingerprint Identification System (AFIS) Fingerprint Comparison Findings
 - AFIS Fingerprint Entries
 - Ballistics Lab Results
 - Blood Alcohol Results Reports
 - Crime Scene Investigation Reports
 - Digital Evidence Management Services
 - DNA Lab Results
 - Drug Lab Reports
 - Latent Fingerprint Comparison Reports
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Family of Measures

Results	 % of peer reviewed validated crime lab results delivered within time standards <ul style="list-style-type: none"> – Fingerprint within 7 business days – Controlled substance within 30 days – DNA within 90 days – Firearm examinations completed within 30 days
Outputs	# of crime lab tests conducted <hr/> # of firearms entered into the National Integrated Ballistic Information Network

Special Investigations Program

The purpose of the Special Investigations Program is to provide investigative services to investigators and prosecutors so they can achieve successful prosecution of criminal offenders.

Program Manager: Bill Weaver

Program Budget: \$10,508,932 (FY19)

Program Services:

- Covert Technical Support Services
 - Criminal Intelligence Reports
 - Criminal Nuisance Abatement Services
 - Drug Court Support Services
 - Drug Interdiction Investigation Reports
 - Drug Investigation Reports
 - Gang Awareness Presentations
 - Gang Field Interview Cards
 - Gang Intelligence Reports
 - Gang Investigation Reports
 - Gang Overtime Patrols
 - Graffiti Investigation Reports
 - Graffiti Removal
 - Highway Drug Interdictions
 - Jail Interview Services
 - Multi-Agency Gang Intelligence Task Force Investigations
 - Street Gang Enforcement Patrols
 - Vice Investigation Reports
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Family of Measures

Results	 # of drive-by shootings per 100,000 residents
	# of gang-related deadly weapon assaults per 100,000 residents
	# of Special Projects' illicit drug cases presented for prosecution per 100,000 residents
	% of graffiti crimes cleared by arrest, prosecution, or other means
Outputs	# of computer, digital, electronic and other media device forensic examinations completed
	# of criminal nuisance abatement cases
	# of graffiti crimes cleared by arrest, prosecution, or other means
	# of graffiti investigations conducted by Special Investigations
Demands	# of computer, digital, electronic and other media device forensic examinations requested
	# of graffiti investigation requests reported by Special Investigations

Operations Line of Business

The purpose of the Operations Line of Business is to provide law enforcement and public safety education services to the Oklahoma City community so they can feel safe and secure.

Programs and Key Measures


Court Enforcement and Investigations Program

 % of total warrants cleared of total received

Courthouse Security Program

 # of security breaches

Crime Prevention and Awareness Program


 % of crime prevention and awareness training participants who report they received important/useful information

Patrol Program

 % decrease in aggravated assaults

 % of citizens citywide reporting they feel safe⁴

 % of citizens reporting they are satisfied with the quality of police services citywide⁴

 % of Life Threatening calls (Priority 1) responded to within 9 minutes 30 seconds from the time a 911 call is answered until officer arrival

Traffic Safety Program

 % of citizens that are satisfied with traffic enforcement

 # of traffic collisions per 1,000 residents of Oklahoma City

Youth Services Program


 # of youths served in educational programs

⁴ Measures include the categories of satisfied and very satisfied and safe and very safe.

Court Enforcement and Investigations Program

The purpose of the Court Enforcement and Investigations Program is to provide warrant enforcement for the Municipal Court’s delinquent cases, along with delivery of in custody prisoners scheduled to appear before a magistrate.

Program Manager:	Dexter Nelson
Program Budget:	\$514,662 (FY19)
Program Services:	<ul style="list-style-type: none"> ▪ Prisoner Transports ▪ Prisoner Escorts ▪ Enforcement Actions ▪ Warrant processing ▪ Other agency assistance and warrant inquiries

Family of Measures	
Results	 % of total warrants cleared of total received
Outputs	# of warrants cleared by officers
Demands	# of warrants received by officers

Courthouse Security Program

The purpose of the Courthouse Security Program is to provide Screening, Protection and Security Services to Court Staff and all individuals conducting business with the Court ensuring a safe and secure environment.


Program Manager: Dexter Nelson

Program Budget: \$471,668 (FY19)

Program Services:

- Courtroom/Building Security
- Service Responses
- Safety Plan
- Security Escorts

Family of Measures

Results	 # of security breaches
Outputs	# of security hours provided
	# of service responses

Crime Prevention and Awareness Program


The purpose of the Crime Prevention and Awareness Program is to provide training and education to the community so they can be informed and involved in crime prevention.

Program Manager: Paco Balderrama

Program Budget: \$1,150,847 (FY19)

Program Services:

- Crime Prevention Through Environmental Design Training and Evaluations
- Neighborhood Crime Reports
- Police Community Relation Services
- Public Relations Presentations
- Senior Citizen Crime Prevention Training Sessions

Family of Measures	
Results	 % of crime prevention and awareness training participants who report they received important/useful information
Outputs	# of crime prevention and awareness participants trained

Patrol Program





The purpose of the Patrol Program is to provide first responder law enforcement services to the citizens and visitors of Oklahoma City so they can experience a prompt and professional response and have a feeling of safety and security in the community.

Program Managers: Wade Gourley and Brian Jennings

Program Budget: \$93,809,213 (FY19)

Program Services:

- Action Center Complaint Responses
- Agency Assists
- Arrests
- Body Worn Camera Recordings
- Calls for Service Responses
- Crime Scene Protections
- Criminal Citations
- Domestic Violence Lethality Assessments
- Emergency Response Team (ERT) Responses
- Explosive Device Responses
- Field Interviews
- Helicopter Patrols
- (IMPACT) Initiating Multiple Police Actions Against Criminal Targets Investigation Reports
- Incident Reports
- Information Assistance Services (Ambassadors) Contacts
- Mental Health Interventions and Transports
- Mutual Aid Responses
- Patrols
- Prisoner Hospital Guards
- Public Relations Demonstrations
- Special Event Security
- Tactical Team Responses

Family of Measures	
Results	 % decrease in aggravated assaults
	 % of citizens citywide reporting they feel safe
	 % of citizens reporting they are satisfied with the quality of police services citywide
	 % of Life Threatening calls (Priority 1) responded to within 9 minutes 30 seconds from the time a 911 call is answered until the officer arrival
	% of officers that achieve the minimum performance standards for their patrol shift and division
Outputs	# of calls for service answered
	# of helicopter hours flown
	# of hours of time on call provided

	# of self-initiated contacts provided
	# of special event security hours provided
	# of specialized unit responses provided

Traffic Safety Program

The purpose of the Traffic Safety Program is to provide education, investigation and enforcement services to the motoring and pedestrian public so they can safely travel throughout the community.



Program Manager: Dexter Nelson

Program Budget: \$14,577,471 (FY19)

Program Services:

- Collision Investigations
 - Continuing Education for Officers
 - Derelict Vehicle Enforcement
 - DUI Enforcement
 - Handicap Parking Enforcement
 - Hit & Run Investigations
 - Parking Enforcement
 - School Crossing Guard Services
 - Traffic Commission Support Services
 - Traffic Control Responses
 - Traffic Enforcement
 - Traffic Escorts
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Family of Measures

Results	 # of traffic collisions per 1,000 residents of Oklahoma City
	 % of citizens that are satisfied with traffic enforcement
	# of traffic contacts per 1,000 residents of Oklahoma City
	# of traffic fatalities per 1,000 residents of Oklahoma City
Outputs	# of traffic collision investigations completed
	# of traffic contacts made

Youth Services Program

The purpose of the Youth Services Program is to provide security, education and mentoring services to the youth of Oklahoma City so they can attend safe schools and learn to avoid criminal activity and victimization.

Program Manager:	Paco Balderrama
Program Budget:	\$5,082,101 (FY19)
Program Services:	<ul style="list-style-type: none"> ▪ After School Tutoring Sessions ▪ Family Awareness and Community Teamwork (FACT) Interventions ▪ Juvenile Intervention Program ▪ Martial Arts and Mentoring Classes ▪ Police Athletic League School Based Sports Programs ▪ Police Cadet Program ▪ School Resource Officer Patrols ▪ Truancy Interventions

Family of Measures	
Results	# of crimes reported to School Resource Officers in schools per 1,000 students
	% decrease in truancy rate of students served by truancy officers
Outputs	 # of youths served in education programs
	# of students served by truancy officers
	# of youths processed through the Community Intervention Center
	# of youths served by the Juvenile Intervention Program
	# of youths served by the Police Athletic League
	# of students in OKCPS/OCPD secondary schools per year

Public Safety Support Line of Business

The purpose of the Public Safety Support Line of Business is to provide public safety support and training services to law enforcement and other government agencies so they can efficiently respond to public safety incidents.

Programs and Key Measures

911 Communications Program



% of 911 calls answered within 10 seconds



% of life threatening Priority 1 calls dispatched within 2 minutes 30 seconds

Inmate Processing/Incarceration Alternative Program



of arrestees processed

Permit Services Program



% of alarm responses with alarm permits

Records Management Program



% of priority reports entered within 24 hours

Training Program



% of officers who rate advanced training as high or very high in supporting the knowledge and skills needed to provide public safety services

911 Communications Program



The purpose of the 911 Communications Program is to provide telephone response, dispatch and emergency notification services to anyone needing City services so they can receive a proper service response and a timely dispatch.

Program Manager: Jamie O’Leary

Program Budget: \$11,376,621 (FY19)

Program Services:

- 911 Abandoned Calls (Call Backs)
 - 911 Dispatcher Training Sessions
 - 911 Emergency Call Transfers
 - 911 Record Requests
 - Emergency City Service Dispatches
 - Police Patrol Dispatches
 - Severe Weather Notifications
 - Specialized Unit Notifications
 - Telephone Inquiry Responses
 - Wrecker Dispatches
-

Family of Measures	
Results	 % of 911 calls answered within 10 seconds
	 % of life threatening (Priority 1) calls dispatched within 2 minutes 30 seconds
Outputs	# of calls serviced

Inmate Processing/Incarceration Alternative Program

The purpose of the Inmate Processing/Incarceration Alternative Program is to provide arrestee intake, detention, incarceration alternatives, and release services to criminal justice agencies so they can have accurate management of inmate processing.

Program Manager:	Vashina Butler
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Program Budget:	\$2,962,532 (FY19)
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Program Services:

<ul style="list-style-type: none"> ▪ Inmate Processing Reports ▪ Prisoner Bookings and Releases ▪ Prisoner Holdings 	<ul style="list-style-type: none"> ▪ Probable Cause Affidavits ▪ Public Inebriate Alternative Admissions (Detox)
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Family of Measures	
Results	% of all arrestees booked into the jail, by any law enforcement agency, who are accurately identified at the time of booking/intake
Outputs	# of arrestees processed
	# of Detox admissions provided
	# of inmate days utilized

Permit Services Program


The purpose of the Permit Services Program is to provide identification and permit management services to City employees and citizens required to obtain permits so they can be in compliance with City policy or ordinance.

Program Manager: Beto Balderrama

Program Budget: \$517,153 (FY19)

Program Services

- Administrative Hearings
- Alarm Notification Letters
- Alarm Permits
- City Permit Application Reviews
- Identification Badges
- Identifications and Vehicle Inspections
- Vehicle for Hire Driver Permits
- Vehicle for Hire Inspections

Family of Measures	
Results	 % of alarm responses with alarm permits
	% of total alarm responses that are false alarms
Outputs	# of all permits processed

Records Management Program

The purpose of the Records Management Program is to collect, store, and disseminate information to law enforcement, other government agencies and the public so they can obtain timely information needed to investigate and document public safety incidents.


Program Manager: Beto Balderrama

Program Budget: \$6,506,394 (FY19)

Program Services:

- Criminal History Checks
 - Criminal Record Verifications
 - Distribution of Copies and Reports
 - Document Scanning
 - Information Bulletins
 - Inter-Agency Releases
 - National Crime Information Center/OK Law Enforcement Telecommunication System (NCIC/OLETS) Entry Inquiry Responses
 - Open Record Requests
 - Record Destructions
 - Records Expungements
 - Report Entries
 - UCR Reports
 - Victim Protection Order Verifications
-


Family of Measures

Results	 % of priority reports entered within 24 hours
	% of non-priority reports entered within 7 days
Outputs	# of priority reports entered

Training Program

The purpose of the Training Program is to provide basic and continuing education services to public safety personnel so they can receive and maintain the knowledge and skills needed to provide public safety services.

Program Manager:	Don Martin
Program Budget:	\$1,989,554 (FY19)
Program Services:	
<ul style="list-style-type: none"> ▪ Accident Investigations Training Sessions ▪ Basic and Advanced Technology Training Sessions ▪ Bilingual Training Sessions ▪ Blood Borne Pathogen Exposure & Reporting Training Sessions ▪ Citizen Educational Sessions ▪ Field Training and Evaluation ▪ Firearms Training Sessions ▪ Homeland Security & WMD Training Sessions ▪ In-Service Training Sessions ▪ Instructor Development Training Sessions 	<ul style="list-style-type: none"> ▪ Intoxilyzer Training Sessions ▪ Law Enforcement Driver Training Sessions ▪ Leadership Development Training Sessions ▪ Mental Health Awareness Training Sessions (Crisis Intervention) ▪ Online Training ▪ Radar Training Sessions ▪ Recruit Training Sessions ▪ Training Records

Family of Measures	
Results	 % of officers who rate advanced training as high or very high in supporting the knowledge and skills needed to provide public safety services
	% of Lieutenants and Captains who have been provided Leadership Development Training each year
Outputs	# of training hours provided
	# of recruits that graduate from the Police Academy