



Police Department

Strategic Business Plan

Effective Date: 7/1/2019

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 resident 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.

Strategic Results

By 2021, police presence and services will adequately increase while maintaining the level of core services citywide, as evidenced by:

- 55% or more of residents citywide report they feel safe.¹
- 72% or more of residents 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 comparable cities, 17.6%.²
- Violent crime clearance rate equal to or above the national average of comparable cities, 45.5%.²
- 55% or more of residents will feel safe in the Downtown area ¹

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

²Based on 2018 statistics from the latest available data published by the FBI.

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 various overtime initiatives and grant programs.
- Continue efforts to reduce crime through community based programs, social outreach opportunities, increased crime analysis, 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

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

- Aggravated assaults per 100,000 residents in Oklahoma City equal to or below comparable cities nationwide.
- Reducing the number of gang-related deadly weapon assaults by 5% compared to the previous year.

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 resident 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.
- Continue to reinforce de-escalation training and practices for officers through recruit and in-service training.
- Continue to manage and evaluate the Body Worn Camera program.

Strategic Results

- By 2021, 72% or more residents will be satisfied with the quality of police services citywide.
- By 2022, 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 2014, 468 recruits have been hired, of that number 167 or 35% were members of a minority group to include 69 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.
- **Scenario Based Training** - The Police Department's Training Division strives to maximize upon training opportunities so the service to our community can be more effective, efficient and professional. Beginning in August 2018, the Training Division partnered with the Institute for Learning Environmental Design at the University of Central Oklahoma with a goal of restructuring how Department employees received and retained new information and provide evidence of learning. One of the outcomes of the project was a better understanding of the importance of using scenario based training and the need to modify the manner in which employees are taught. Furthermore, for the first time in decades, the Department has dedicated the time used during all phases of training to include very beneficial reality / scenario based training. Instead of a one-way, pure instructor & classroom environment, scenario based training has been included in the following areas of training; driving, firearms, defensive tactics, de-escalation, crisis intervention, disaster preparedness, active threat, less lethal weapons and first aid.

New Records Management System - In April 2019, the Oklahoma City Police Department implemented a new Records Management System to replace the department's 30-year old records system. The new advanced RMS allows the department to index multiple information records on all offenses, persons, property, vehicles and evidence related to an Incident. The accompanying Field Based Reporting system allows our officers to enter more detailed information for all incidents and collect valuable NIBRS data statistics for the department's Uniform Crime Reporting. The data collected in the Field Based Reporting system populates the new RMS much faster than the previous system. The implementation of the new Records Management System now allows the Police Department to gather NIBRS crime reporting data in an automated program designed to submit more comprehensive data to the State and Federal crime reporting agencies. This advanced data collection will assist the department in analyzing crime trends and will provide a better picture of crime within our community.

- **Text 2 911** - The Police Department is now Text 2 911 compliant. This technology allows the department to better serve our residents and visitors who may be deaf, hard of hearing, speech impaired or may be suffering a medical emergency and are incapable of talking. Additionally, it helps those who are in a dangerous situation and have a need to stay silent or discrete as they reach out for help. Text 2 911 calls will be tracked with the same software we currently use for voice calls.
- **Quality Assurance Position at 911** - The Police Department has created a Quality Assurance position within 911 to ensure standards and procedures are adhered to and delivered products or services meet performance requirements. This new position will improve the performance of all employees, reduce resident complaints, provide opportunities for continual training and allow both our internal and external



customers to be served in a more consistent manner. The program will be tracked by software already purchased and onsite from our recent logging recording system.

- **Business Intelligence Specialist** - The police department recently researched and developed a new position titled Business Intelligence Specialist. This position is highly technical, for law enforcement, and has unlimited potential. The Business Intelligence Specialist is assigned to the Planning and Research Unit and will provide the department with the ability to collect and analyze data in nearly real time. The department's vision in creating this position is to adopt a holistic approach to the use of data in day-to-day decision making. The position has the ability to impact numerous department operations to include staffing, fleet management and use of force incident analysis.

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 and strategic results achieved

Emergency Management Program

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

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: Wade Gourley

Program Budget: \$18,496,020 (FY20)

Program Services:

- Agenda Items / Packets
- Audit Responses
- Budget Proposals
- Resident 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 and strategic results achieved
	% of full-time equivalent employees without an on the job injury (OJI) in the current fiscal year
	% of underutilized vehicles 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 prevention, protection, mitigation, preparedness, response and recovery services to emergency responders and the community so they can improve community resilience and effectively respond to and recover from emergencies and disasters.


Program Manager: Bill Weaver

Program Budget: \$635,285 (FY20)

Program Services:

- Community Preparedness Training, Education and Outreach Programs
 - Emergency and Disaster Preparedness Plans
 - Emergency Operation Plans
 - Large Scale Disaster Planning, Response and Recovery Services
 - Mutual Aid Agreements and Memoranda of Understanding
 - Situation Reports
 - U.S. Department of Homeland Security (USDHS) Exercise and Evaluation Programs
 - USDHS/FEMA Grant Programs and Reports
 - USDHS/FEMA Hazard Mitigation Plans
 - USDHS Prevention and Protection Mission Area Services
 - USDHS Residents Corp Programs
-

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
Outputs	# of exercises conducted
	# of public education and outreach presentations, events or opportunities
	# of residents contacted through public education and outreach presentations, events or opportunities
	# of responder training courses coordinated or conducted
	# of responses to significant events, emergencies or disasters

Human Resources Program

The purpose of the Human Resources Program is to provide employee support services and strategic and intentional recruiting efforts to department personnel so they can receive timely and accurate performance assessment, compensation, and benefits as well as address diversity and staffing goals.


Program Managers:	Don Martin and Mike Stroope
Program Budget:	\$1,475,153 (FY20)
Program Services:	<ul style="list-style-type: none"> ▪ Applicant Background Investigations ▪ Applicant Hiring Boards (Recruits) ▪ Applicant Testing Sessions ▪ Discipline & Grievance Hearings ▪ Employee Consultations ▪ Employee Performance Evaluations ▪ FMLA Authorizations ▪ Job Application Evaluations ▪ Job Postings ▪ Recruiting Efforts ▪ Payroll Authorizations ▪ Personnel Records ▪ Personnel Transactions ▪ Polygraph Examination Findings & Reports ▪ Training Sessions

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 within 3 days of the termination date
Outputs	# of minority recruits hired
Demands	# of applications for sworn positions received by department
	# of full-time and part-time employees

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 Russell Neal
Program Budget:	\$1,395,678 (FY20)
Program Services:	<ul style="list-style-type: none"> ▪ Internal Administrative Investigations ▪ Investigative Findings ▪ Criminal Investigations ▪ Annual Reports

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: Larry Withrow

Program Budget: \$1,003,137 (FY20)

Program Services:

- Resident Engagement
 - Resident Responses
 - Crime Stoppers Information Rewards
 - Crime Stoppers Suspect Information
 - Crime Tip Services
 - 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
	# of Facebook posts
	# of media requests responded to
	# of resident 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: Jeff Becker

Program Budget: \$19,700,453 (FY20)

Program Services:


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

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 and Federal Court charges)
Demands	# of incidents 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:	Jeff Becker
Program Budget:	\$9,376,585 (FY20)
Program Services:	<ul style="list-style-type: none"> ▪ Automated Fingerprint Identification System (AFIS) Fingerprint Search Results ▪ AFIS Fingerprint Entries ▪ Firearms Lab Analyses ▪ Blood Alcohol Analyses ▪ Combined DNA Indexing System (CODIS) Search Results ▪ Crime Scene Investigations ▪ Digital Evidence Management Services ▪ DNA Lab Analyses ▪ Drug Lab Analyses ▪ Latent Fingerprint Analyses ▪ National Integrated Ballistics Information Network (NIBIN) Search Results ▪ Property Crime Specialists Responses ▪ Property Management Unit Services ▪ Video Technician Specialists Responses

Family of Measures	
Results	 % of peer reviewed validated crime lab results delivered within time standards <ul style="list-style-type: none"> – Fingerprint within 30 days – Controlled substance within 30 days – DNA within 90 days – Firearm examinations completed within 30 days
Outputs	# of crime lab tests conducted # 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, intelligence assistance and crime data analysis to executive staff, divisions and other agencies so they can achieve successful prosecution of criminal offenders.

Program Manager: Bill Weaver

Program Budget: \$11,206,174 (FY20)

Program Services:

- Child Predator Investigations
 - Computer Forensic Services
 - Covert Technical Support Services
 - Crime Data Analyses
 - Criminal Intelligence Reports
 - Criminal Nuisance Abatement Services
 - Drug Court Support Services
 - Drug Interdiction Investigations
 - Drug Investigations
 - Gang Awareness Presentations
 - Gang Field Interview Cards
 - Gang Intelligence Reports
 - Gang Investigations
 - Gang Overtime Patrols
 - Graffiti Investigations
 - Graffiti Removal
 - Highway Drug Interdictions
 - Jail Interview Services
 - Multi-Agency Task Force Investigations
 - Street Gang Enforcement Patrols
 - Vice Investigations
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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

 # of aggravated assaults per 100,000 residents

 % of residents citywide reporting they feel safe

 % of residents 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 officer arrival

Traffic Safety Program

 % of residents that are satisfied with traffic enforcement

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


Youth Services Program

 # of youths served in education programs

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:	Patrick Stewart
Program Budget:	\$570,318 (FY20)
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, protection and security services to Court Staff and all individuals conducting business with the Court ensuring a safe and secure environment.

Program Manager: Patrick Stewart

Program Budget: \$526,692 (FY20)

Program Services:

- Courtroom/Building Security Services
 - Service Responses
 - Safety Plans
 - Security Escorts
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Family of Measures

Results	 # of security breaches
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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: John Gonshor

Program Budget: \$1,115,792 (FY20)

Program Services:





- Crime Prevention Through Environmental Design Training and Evaluations
- Neighborhood Crime Reports
- Police Community Relation Services
- Public Relations Presentations
- Senior Resident 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 residents 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:	Paco Balderrama and Brian Jennings	
Program Budget:	\$97,167,663 (FY20)	
Program Services:	<ul style="list-style-type: none"> ▪ Action Center Complaint Responses ▪ Agency Assists ▪ Arrests ▪ Body Worn Camera Recordings ▪ Calls for Service Responses ▪ Community Outreach Efforts ▪ Crime Scene Protections ▪ Criminal Citations ▪ Domestic Violence Lethality Assessments ▪ (ERT) Emergency Response Team Deployments ▪ Explosive Device Responses ▪ Field Based Reports ▪ 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	 # of aggravated assaults per 100,000 residents
	 % of residents citywide reporting they feel safe
	 % of residents 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: Patrick Stewart

Program Budget: \$15,219,748 (FY20)

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

Family of Measures	
Results	 # of traffic collisions per 1,000 residents of Oklahoma City
	 % of residents 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: John Gonshor

Program Budget: \$5,211,888 (FY20)

Program Services:

- After School Tutoring Sessions
 - Family Awareness and Community Teamwork (FACT) Interventions
 - Juvenile Intervention Programs
 - Martial Arts and Mentoring Classes
 - Police Athletic League School Based Sports Programs
 - Police Cadet Programs
 - 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 reports validated 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 emergency 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: Jason Clifton

Program Budget: \$12,471,115 (FY20)

Program Services:

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

Program Budget: \$2,944,037 (FY20)

Program Services:

- Inmate Processing Reports
 - Inmate Bookings and Releases
 - Inmate Holdings
 - Probable Cause Affidavits
 - Public Inebriate Alternative Admissions (Detox)
-

Family of Measures

Results	% change in the number of people incarcerated for municipal charges
	% 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 by Oklahoma City at the Oklahoma County Jail

Permit Services Program

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


Program Manager: Nick Elias

Program Budget: \$900,580 (FY20)

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 maintain, validate and disseminate information to law enforcement, other government agencies and the public so they can obtain accurate and timely information needed to investigate and document public safety incidents.

Program Manager:	Nick Elias
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Program Budget:	\$6,900,386 (FY20)
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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
- Victim Protection Order Verifications
- Report Validations

Family of Measures	
Results	 % of reports validated within 24 hours
Outputs	# of reports validated

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:	\$2,038,591 (FY20)
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 ▪ Custody and Defensive Tactics Training Sessions ▪ Field Training and Evaluations ▪ 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 Trainings ▪ Professional Development Training Sessions ▪ Radar Training Sessions ▪ Recruit Training Sessions ▪ Resident Educational 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 recruits that graduate from the Police Academy
	# of training hours provided