



PUBLIC SAFETY
MAY 5, 2015
<https://kcstat.kcmo.org>

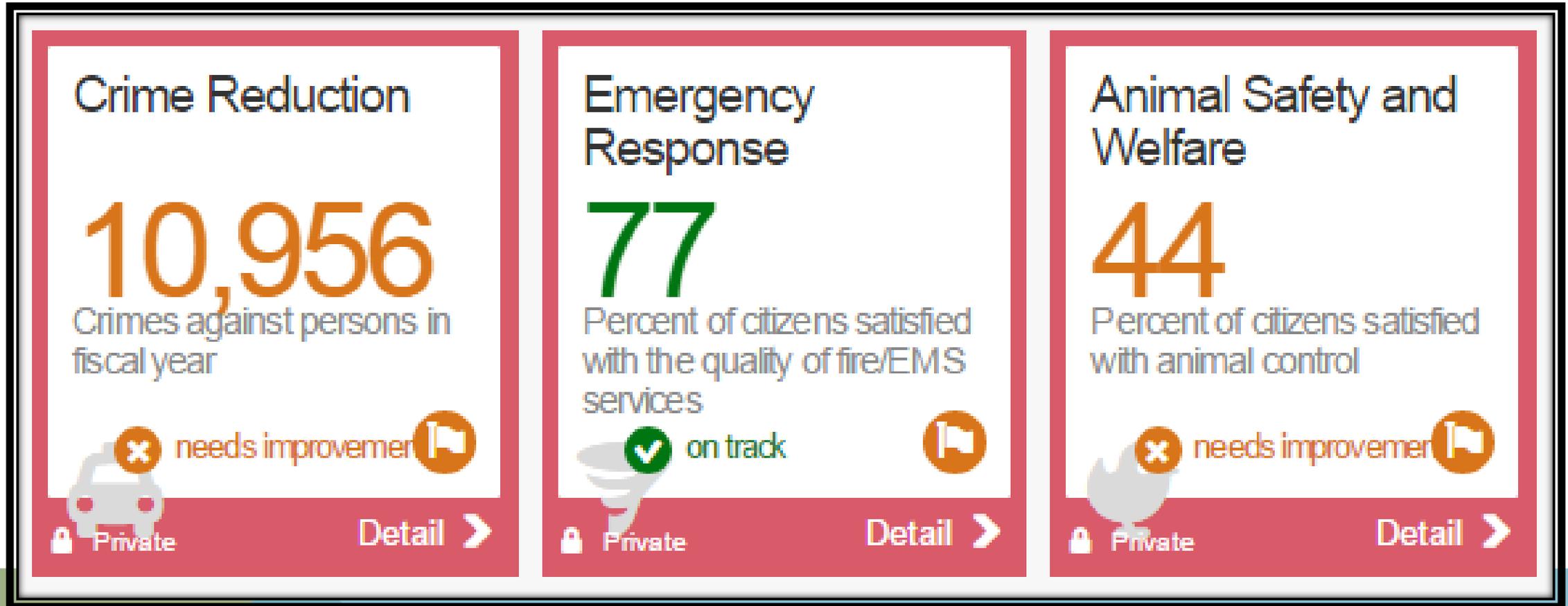
PUBLIC SAFETY GOAL (THE “WHAT”) AND OBJECTIVES (THE “HOW”)

Goal: *To protect Kansas City residents, visitors, and employees by providing comprehensive, high quality public safety services, including programs to prevent or significantly reduce public safety problems and threats in a timely manner.*

Objectives:

1. Reduce crime among all age groups
2. Reduce impact of frequent/chronic users of public safety services and provide and/or partner with other organizations to deliver more appropriate and effective services to these individuals.
3. Maintain and enhance public safety capabilities to respond efficiently and effectively to natural/manmade disasters through the use of new technology and existing resources.
4. Develop a strategic social media/communications plan to share information during community emergencies.
5. Prevent animal-related threats to public safety and animal welfare through improved pet license compliance and effective animal response operations.
6. Encourage citizen participation in neighborhood efforts to reduce crime.

PUBLIC SAFETY: HOW WE MEASURE IT



TOPIC AREA: CRIME REDUCTION

Crime Reduction

10,956
Crimes against persons in
fiscal year

 needs improvement 

 Private Detail 

OBJECTIVE 1:

REDUCE CRIME AMONG ALL AGE GROUPS

ADDRESSING VIOLENT CRIME – KC NOVA

KC NO VIOLENCE ALLIANCE

Kansas City No Violence Alliance (KC NoVA)

KC NoVA is a new, innovative initiative coordinated by the Kansas City Police Department that focuses on "interrupting" the cycle of violent crime by relying on partnerships with organizations providing social services, faith based services, probation and parole systems, law enforcement and family support groups. KC NoVA's goal is to reduce violent crime, especially homicides, in Kansas City's urban core. KC NoVA uses police intelligence and analysis to map the relationships among criminals. Key leaders in these mapped crime networks are invited, or "called in" to meet with KC NoVA leaders and partners, where they are asked to stay away from violence. Below is a photo of a recent call-in session, in which mothers of homicide victims explain the horror of losing a child because of a violent crime.

For more information about KC NoVA, visit:

http://youtu.be/OZLNJwM5_RQ

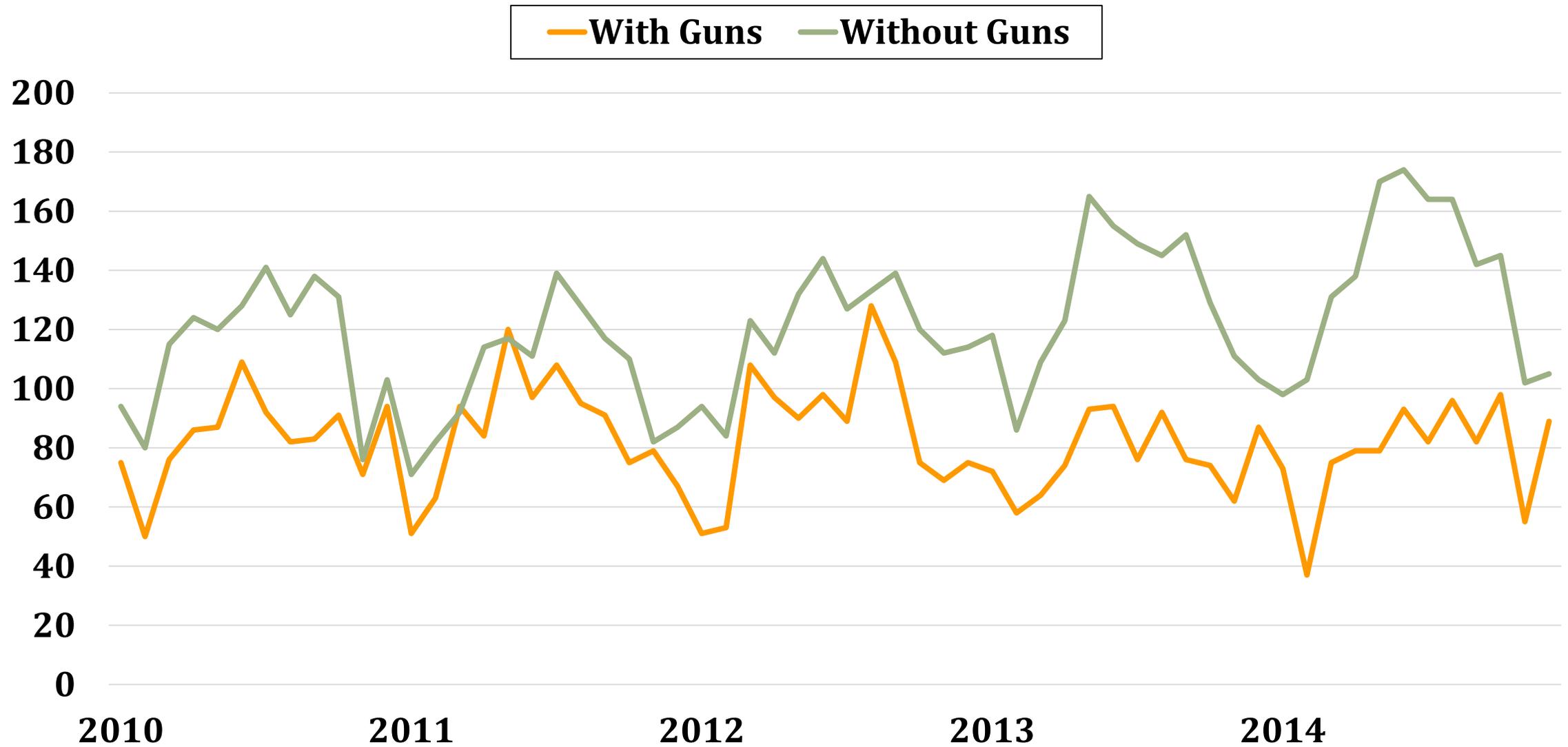
<https://www.facebook.com/KCNoVA>



KANSAS CITY NO VIOLENCE ALLIANCE (KC NOVA)

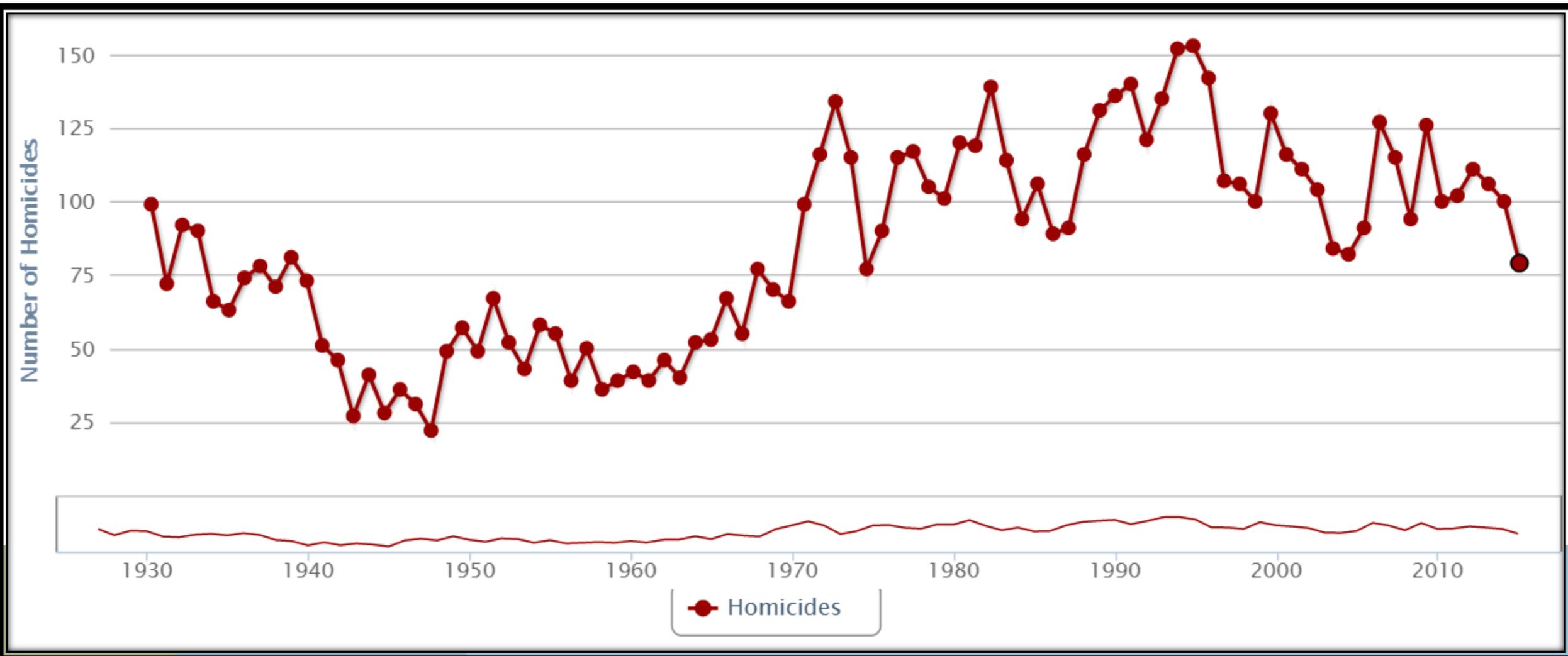
- **Established June of 2012**
- **New mindset for Kansas City, MO - reduce violent crime**
- **New agency heads “the perfect storm”**
 - KCPD
 - Prosecutors- Federal and State
 - ATF needing violence reduction mantra
 - New mayor
 - UMKC partnership developing
 - “Focused Deterrence” chosen
- **KCPD project manager selected**

AGGRAVATED ASSAULT INCIDENTS IN KC, 2010-2014

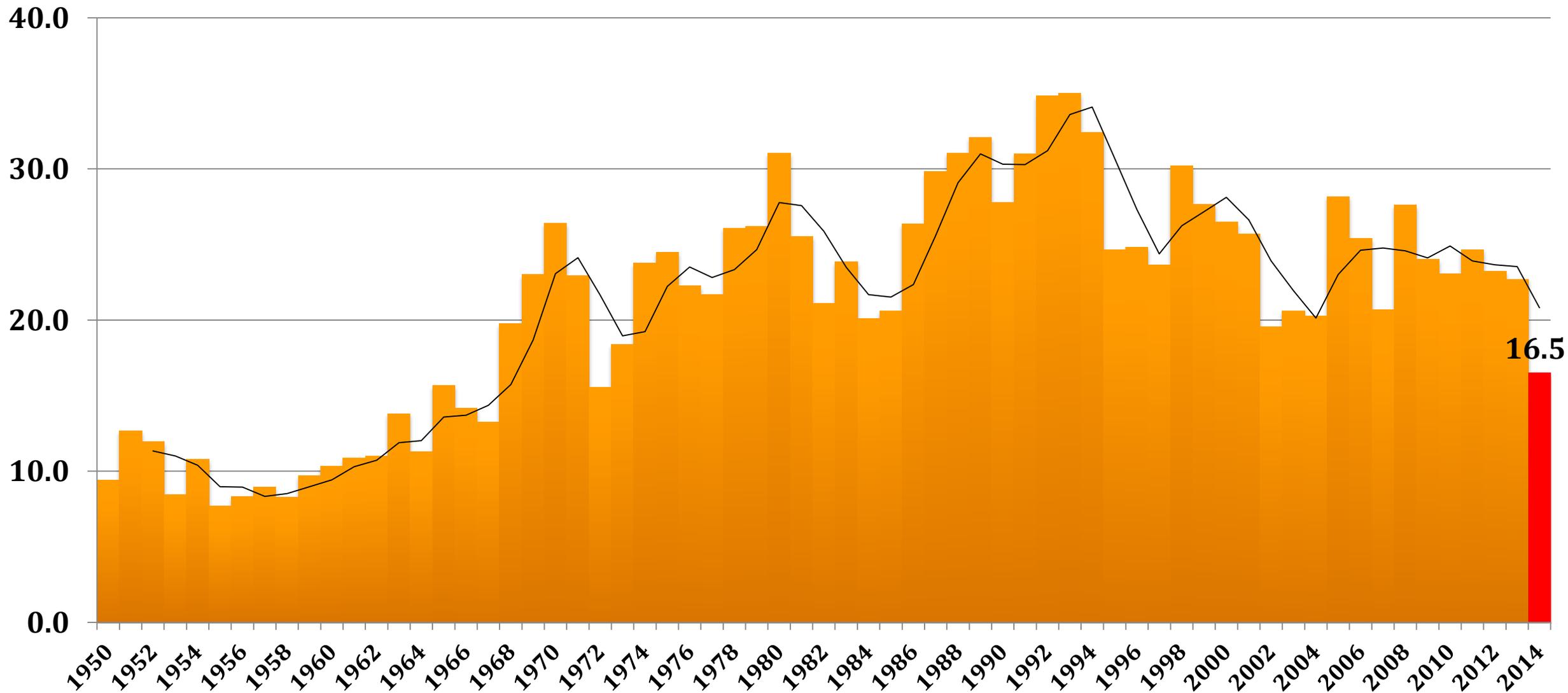


Source: KC NOVA

HOMICIDES OVER TIME

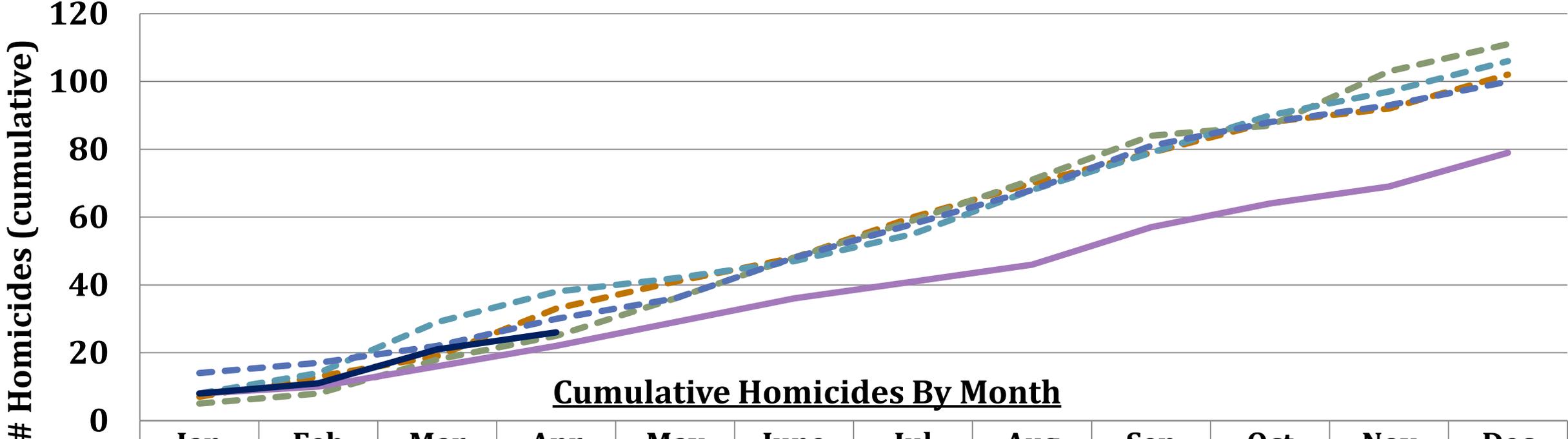


KANSAS CITY HOMICIDES - RATE / 100K - 1950-2014



Source: KC NOVA

KC MONTHLY HOMICIDES: CUMULATIVE BY MONTH



Cumulative Homicides By Month

	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
2010	7	13	19	33	41	48	60	70	79	88	92	102
2011	5	8	18	25	36	48	59	71	84	87	103	111
2012	8	14	29	38	42	47	55	68	79	90	97	106
2013	14	17	22	30	36	48	58	68	81	88	93	100
2014	8	10	16	22	29	36	41	46	57	64	69	79
2015	8	11	21	26								

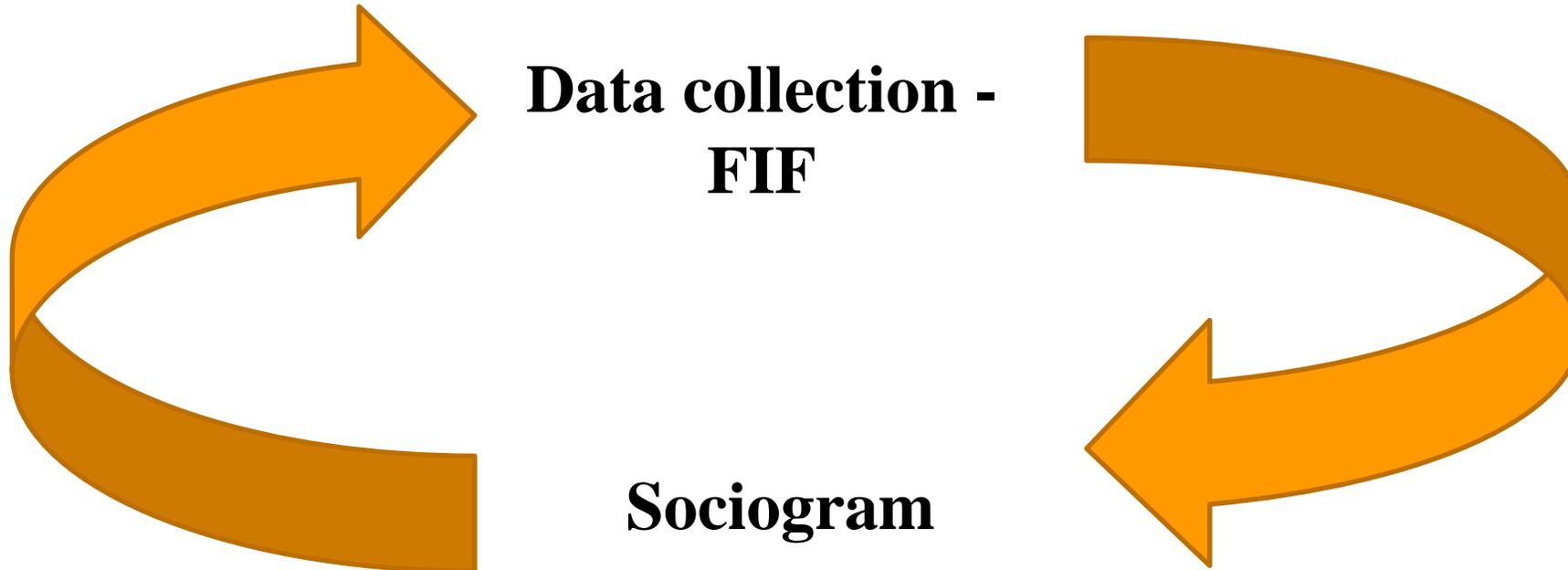
Source: KC NOVA

NEW MEASUREMENT: NON-FATAL GUNSHOT VICTIMS

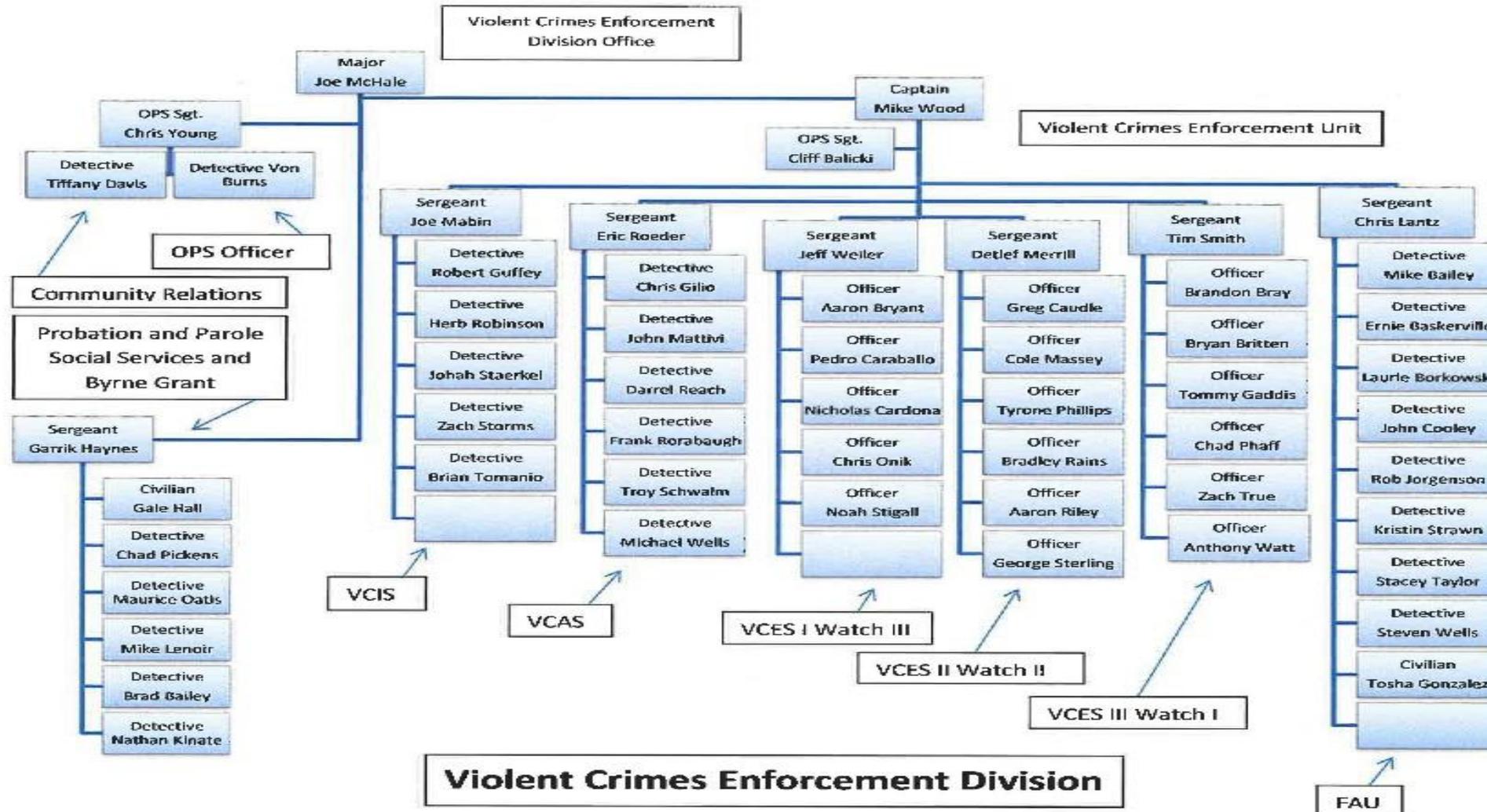
- **Calendar Year 2015 = 87 non-fatal gunshot victims**
- **Historical data for 2014 in process of being parsed from police reports**

IMPROVING DATA COLLECTION

- **The number of field interview forms completed has increased by over 35 percent.**
- **Creating this feedback process with patrol officers facilitates street-level buy-in and creates better intelligence, resulting in more efficient policing and effective crime prevention**



NEW DIVISION: VIOLENT CRIMES ENFORCEMENT



CHALLENGES FOR KC NOVA

- **Sustaining the partnership**
- **Sustaining funding**
 - Much of the project is sustained by the organizations involved, however, some grants are essential for the social service aspects.
- **Mission creep**
 - Others want the partnership to help solve other problems
- **Staying innovative**
 - Is it possible the new approach will become the norm and be less effective? What else can be done to reduce violence further?
- **Training new partners**
 - New people get involved all the time. How to we make sure they are up to speed?

FUTURE OPPORTUNITIES FOR KC NOVA

- **Social Network Analysis (SNA) application can expand to other crime types and other sources of data**
 - Crime types- Gun crimes, Property, Fraud
 - Sources of data- NIBIN, phone records, financial records
- **How can SNA be used, not just to assist investigations, but to inform strategies?**
 - How does enforcement change based on network structure?
 - How can we use new/innovative tools to impact networks?

ADDRESSING VIOLENT CRIME – AIM4PEACE

AIM4PEACE / CURE VIOLENCE MODEL

TREATING VIOLENCE LIKE A CONTAGIOUS DISEASE

“Aim4Peace continues to reach a segment of the community that has demonstrated the propensity for committing violent acts. Law enforcement has not been successful in building trusting relationships with many of those who have shown the propensity for violence. I remain optimistic that the independently evaluated concept practiced by Aim4Peace will continue to yield positive results by reducing destructive behaviors.”

- Kansas City, Mo., Police Department, Chief Darryl Forte`



JANUARY 2015– APRIL 30, 2015

Provide alternatives to violence:

- 60 conflicts mediated
- 15 dispute intakes (calls for service)



Hospital Responses

Sector 330	6
Other	3

Community Classroom

Conflict Resolution	8
Parenting	2
Job Readiness	4

High Risk Program Participants

2015 Participants (YTD)	122
% 2015 High-Risk Participants	93%

Conflict Mediations by KCPD Sector

Sector 120	0
Sector 130	0
Sector 140	2
Sector 210	4
Sector 320	1
Sector 330	36
Sector 340	2
Other Sectors	15

VIOLENCE FREE KC COMMITTEE

THE MAYOR'S CHALLENGE...

FIND POINTS OF COLLABORATION

1. Discuss existing programs and their unique attributes.
2. Explore ways to collaborate, streamline or combine services.
3. Identify service gaps and potential solutions.
4. Develop a metric that can detail the results of both individual efforts as well as collaborative efforts.

KANSAS CITY HEALTH COMMISSION'S VIOLENCE FREE KC COMMITTEE

Deputy Chief Randy Hopkins,
Committee Co-Chair, KCPD

Dr. Rex Archer, MD, MPH
Health Commissioner, Health Dept.

Dr. Stacy Daniels Young, PhD
Jackson County, COMBAT

Caleb Clifford, J.D.
Jackson County Prosecutors Office

Damon Daniels
Ad Hoc Group Against Crime

Eva Creydt Schulte
Communities Creating Opportunities

Captain Joe McHale
KC No Violence Alliance (KC NoVa)

Joseph Mabin
KC No Violence Alliance (KC NoVa)

Tom Cranshaw,
Committee Co-Chair

Hon. Judge John Torrence
Juvenile Justice Center / Family Court

Theresa Byrd
Juvenile Justice Center / Family Court

Lora McDonald
MORE²

Barry Mayer
Metropolitan Crime Commission

Ron Smith
Second Chance

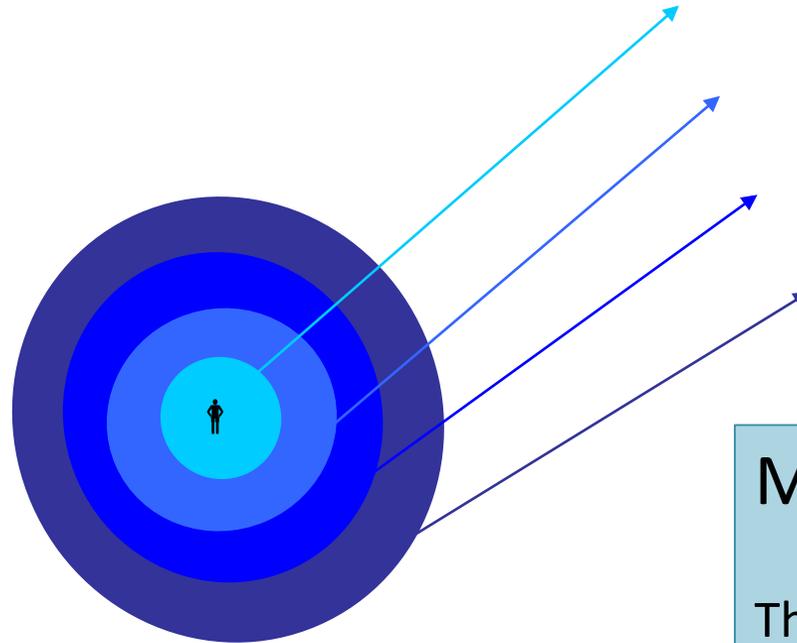
Rashid Junaid
Health Department, Aim4Peace

Tracie McClendon-Cole, J.D., MPA
Health Department, Aim4Peace

VIOLENCE FREE KC VISION AND MISSION

Vision

A violence-free Kansas City in which all communities are safe and healthy for all people, and where young people are valued and cared for as a significant priority.



Individuals and Youth

Families

Schools

Neighborhoods

Mission

The Violence-Free Kansas City Committee ensures that violence prevention and deterrence efforts in Kansas City move toward improved coordination and from collaboration to unity, to achieve safe, caring communities and thriving youth throughout the city.

VIOLENCE FREE KC THEMES

Themes across Risk Factors	Themes across Resilience Factors
<ul style="list-style-type: none">▪ Disenfranchised neighborhoods▪ Concentrated poverty and lack of economic opportunity▪ Culture of violence▪ Inadequate supports and services▪ Lack of educational attainment▪ Individual history and behavior	<ul style="list-style-type: none">▪ Strong neighborhoods▪ Resilient youth▪ Community cohesion and trust▪ Educational success▪ Economic opportunity▪ Culture of non-violence▪ Quality services

VIOLENCE FREE KC

Partners

- Ad Hoc Group Against Crime
- Aim4Peace
- COMBAT
- Communities Creating Opportunities
- Health Department
- Juvenile Justice Center and Family Court
- KC No Violence Alliance
- Metropolitan Crime Commission
- MORE²
- Police Department
- Prosecutor's Office
- Second Chance



Shared Goals: What can be achieved together?

1. Foster resilient young people
2. Strengthen families
3. Ensure high school graduation for every young person
4. Foster thriving neighborhoods
5. Shift norms from violence to hope

Collective Strengths and Assets

What partner strengths can the collaborative group utilize?

- High-level leadership across city and community agencies
- Credibility in different circles/among different constituencies
- Access to a broad set of audiences/networks
- Staffing with diverse skill-sets
- Engagement in activities across a prevention-deterrence continuum
- Diverse data sets to inform solutions and measure progress

Joint Strategies

What strategies can the partners work on together in the next 6 months?

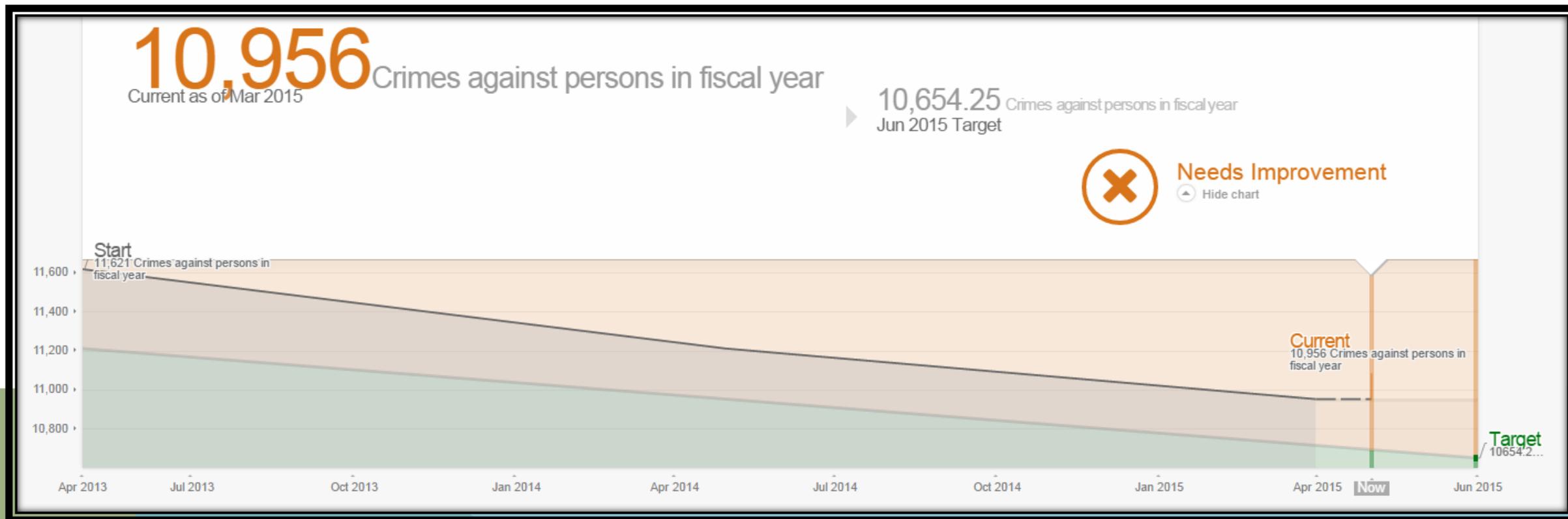
- Establish a VFKCC speakers bureau and develop shared talking points that convey and reinforce that violence is preventable.
- Develop and collectively implement a social media campaign on hope and safety going into the summer months when violence tends to spike.
- Leverage the release of "Raising of America" to foster a community-wide dialog about the critical importance of supporting families.

OVERALL CRIME STATISTICS

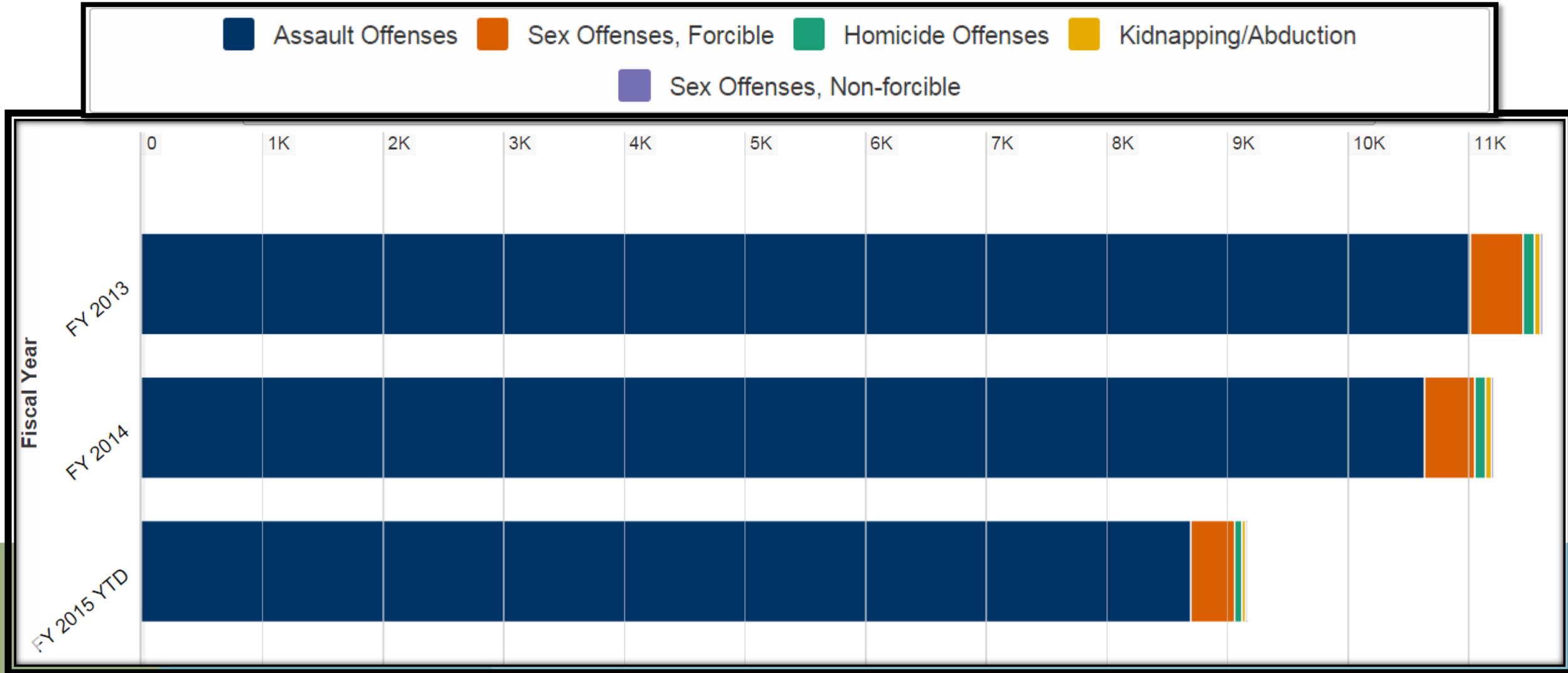
CRIMES AGAINST PERSONS

FY2015 Goal = 5% reduction from FY2014 total = 10,654

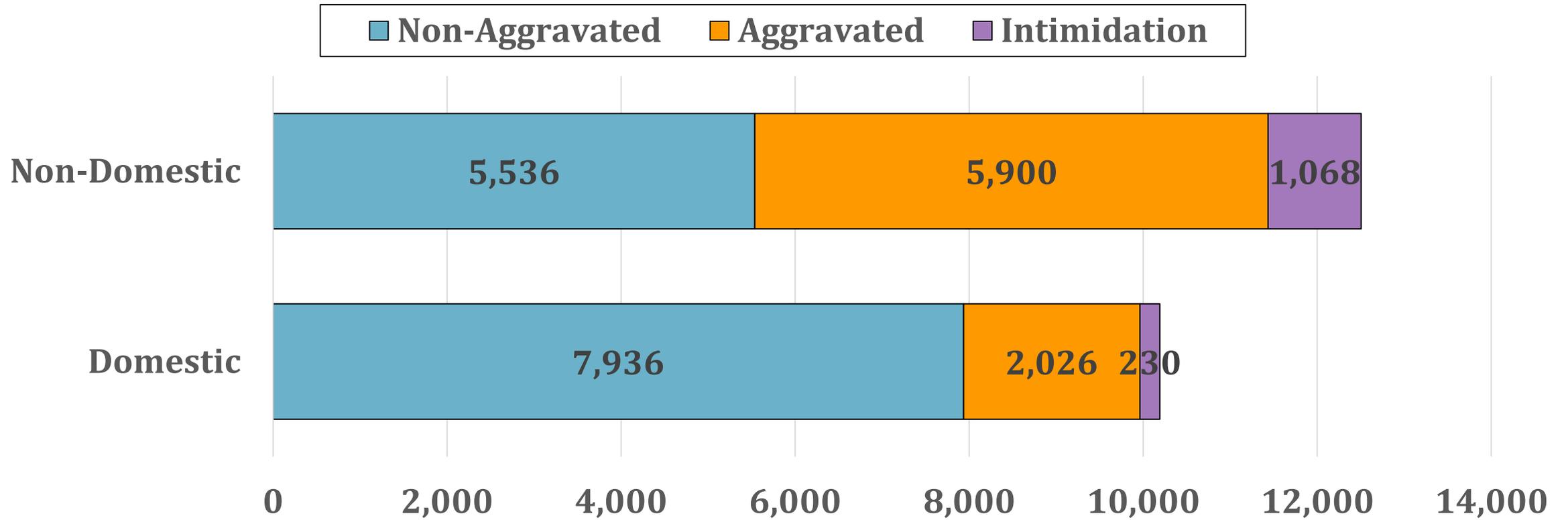
FY2015 Actual as of March 2015 = 10,956 (2% less)



CRIMES AGAINST PERSON BY TYPE



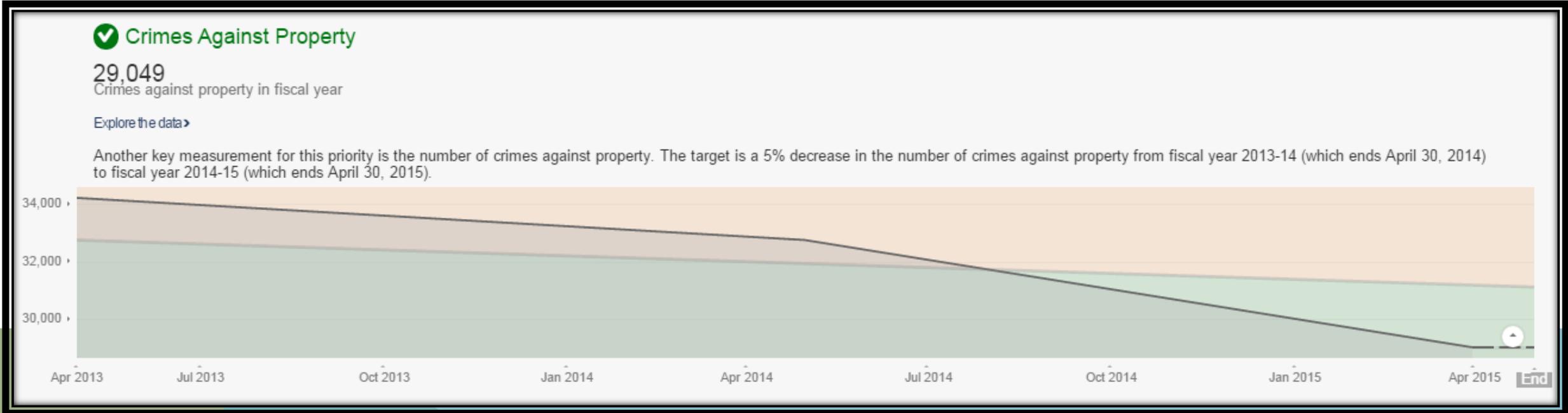
ASSAULTS BY VICTIM AND TYPE (FISCAL YEAR 2015)



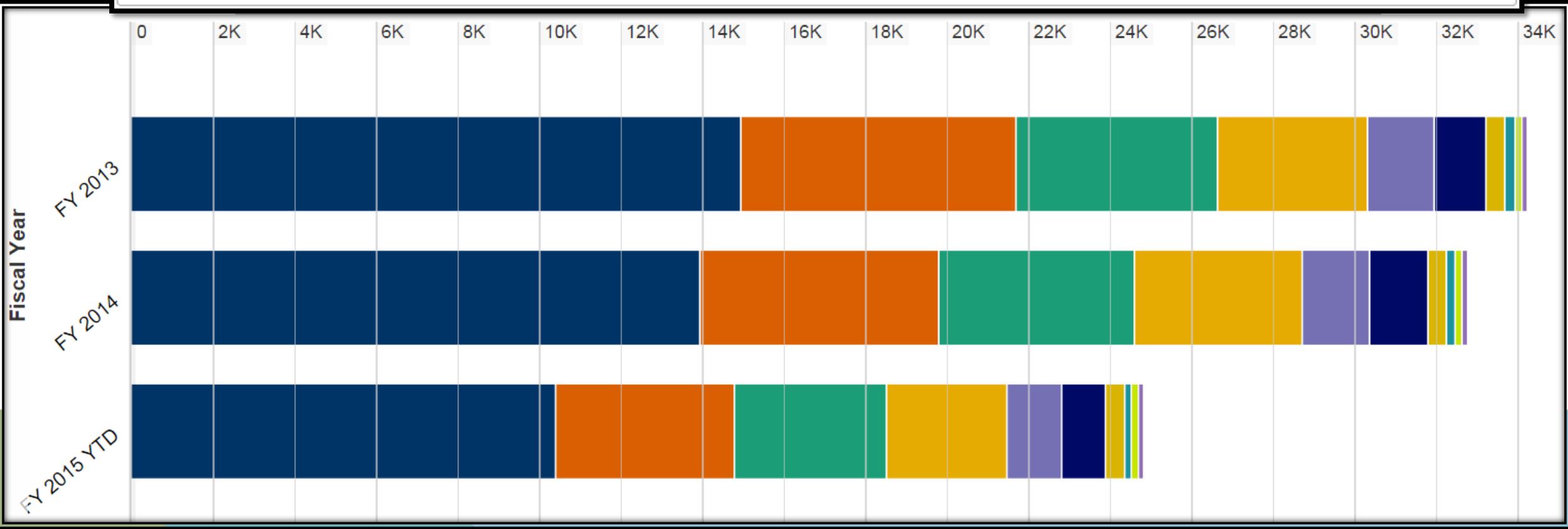
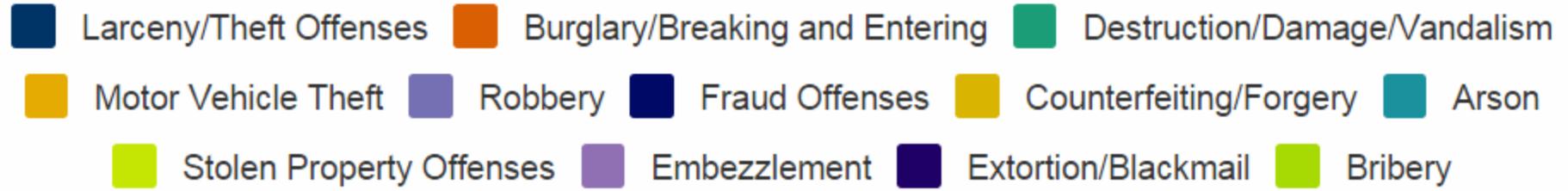
CRIMES AGAINST PROPERTY

FY2015 Goal = 5% reduction from FY2014 total = 31,150

FY2015 Actual as of March 2015 = 29,049 (11% less)

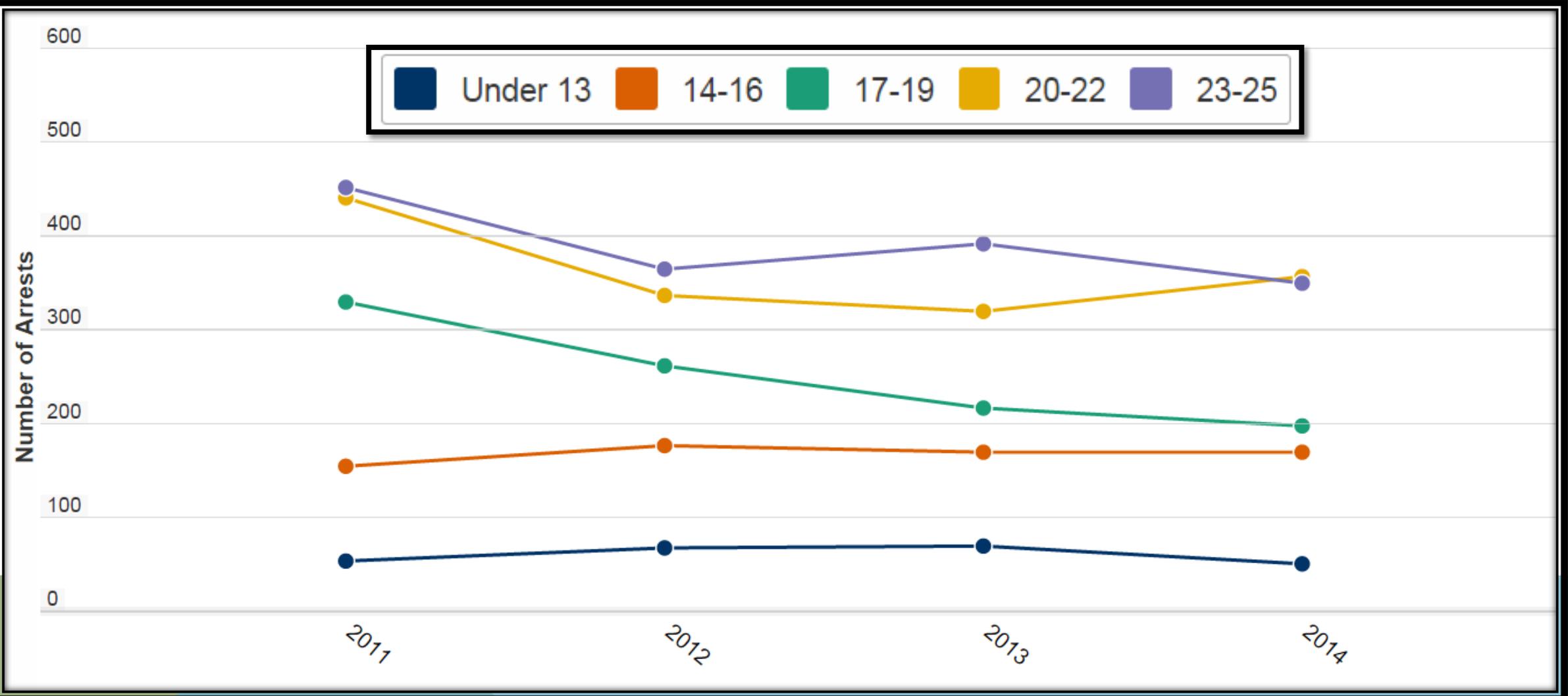


CRIMES AGAINST PROPERTY BY TYPE



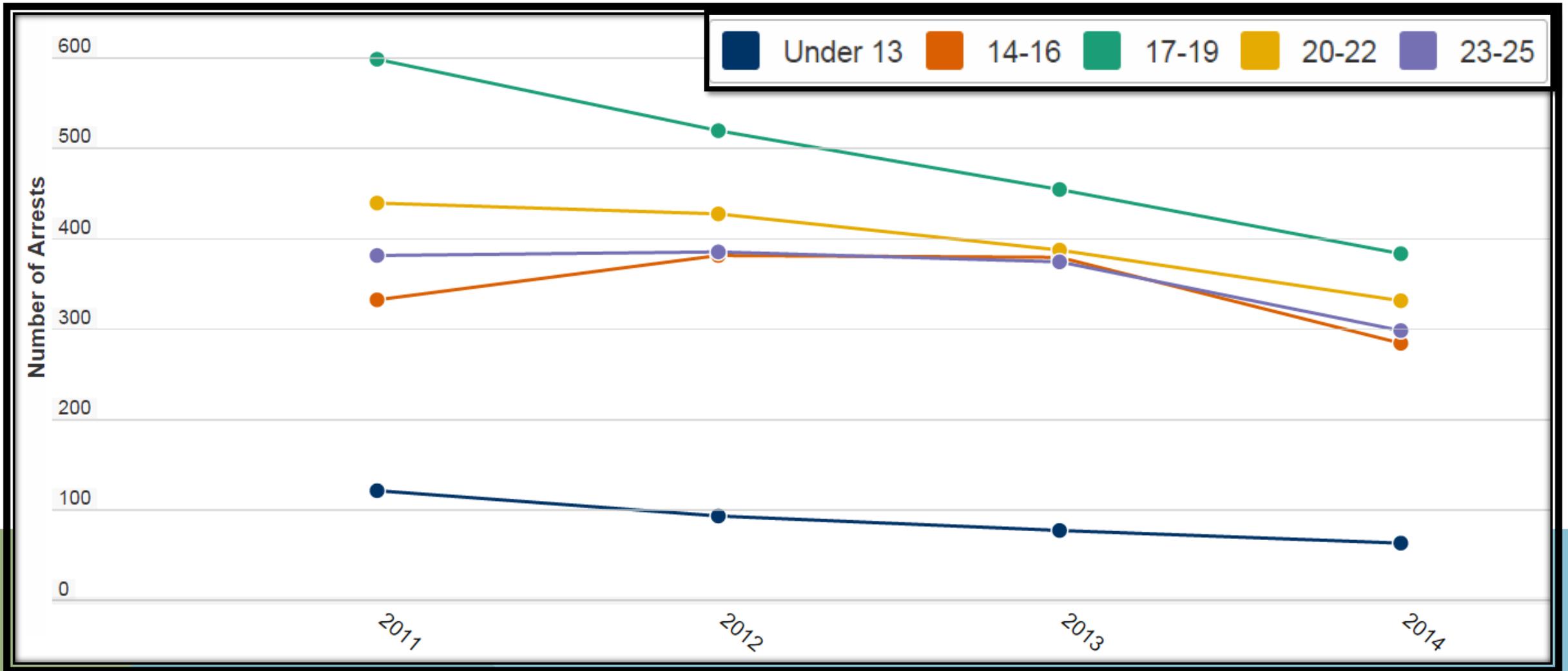
YOUTH AND CRIME

YOUTH ARRESTED FOR CRIMES AGAINST PERSONS



Source: KCPD (kcstat.kcmo.org)

YOUTH ARRESTED FOR CRIMES AGAINST PROPERTY



OBJECTIVE 6:

ENCOURAGE CITIZEN PARTICIPATION IN
NEIGHBORHOOD EFFORTS TO REDUCE CRIME.

KCPD ON SOCIAL MEDIA

Social Media Tool	Number of followers/ Subscribers	Percent Change from last KC Stat	Notes
Twitter	69,344	+ 31.5%	Increase is even without anything sexy like the World Series
Facebook	31,281	+ 19.7%	
YouTube	1,669	+ 19.7%	5,940,382 total views (+10.4%)
Pinterest	1,822	+ 6.7%	
Nextdoor	15,940 (subscribers)	+ 26.0%	
Nixle	14,703	+ 5.0%	

TOP 3 TWEETS SO FAR IN 2015

1.) 121,000 impressions



Feb. 27

2.) 67,100 impressions



Jan. 6

3.) 27,500 impressions



March 12

TOP 3 FACEBOOK POSTS SO FAR IN 2015

1.) Reached 788,700

 **Kansas City Missouri Police Department**
Posted by Sarah St John Boyd [?] · February 27 · 

 Like Page 

In case there's debate about this, we'd just like to clarify that this uniform is French blue and dark navy. #TheDress



2.) Reached 453,500

 **Kansas City Missouri Police Department**
Posted by Sarah St John Boyd [?] · February 26 · Edited · 

 Like Page 

Tactical Response Team 1 delivered a care package to a very special and brave girl yesterday, Brittany. Her mom sent us this picture and said they made her daughter's day!



TOP 3 FACEBOOK POSTS SO FAR IN 2015 CONTINUED

3.) Reached 189,000



Kansas City Missouri Police Department Like Page

Posted by Lynsay Holst [?] · March 17 · Edited ·

http://youtu.be/rC_jPWuHygQ

A flash mob broke out in the Westport entertainment district this afternoon as revelers celebrated St. Patrick's Day. But this one started with dancing police officers...

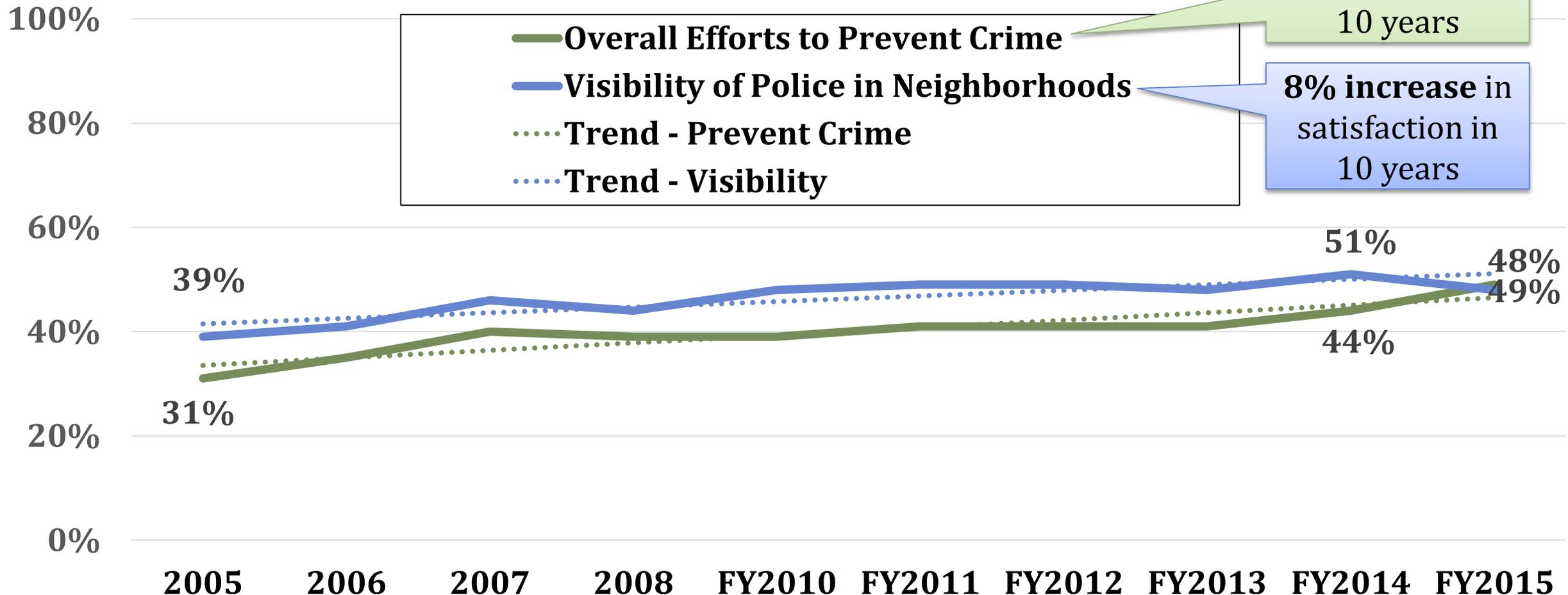
KCPD Flash Mob

A flash mob broke out in the Westport entertainment district this afternoon as revelers celebrated St. Patrick's Day. But this one started with dancing polic...

YOUTUBE.COM

This was also our top YouTube video in 2015, with 254,354 views:
https://youtu.be/rC_jPWuHygQ

CITIZEN SATISFACTION TRENDS FOR EFFORTS TO PREVENT CRIME AND VISIBILITY OF POLICE IN NEIGHBORHOODS

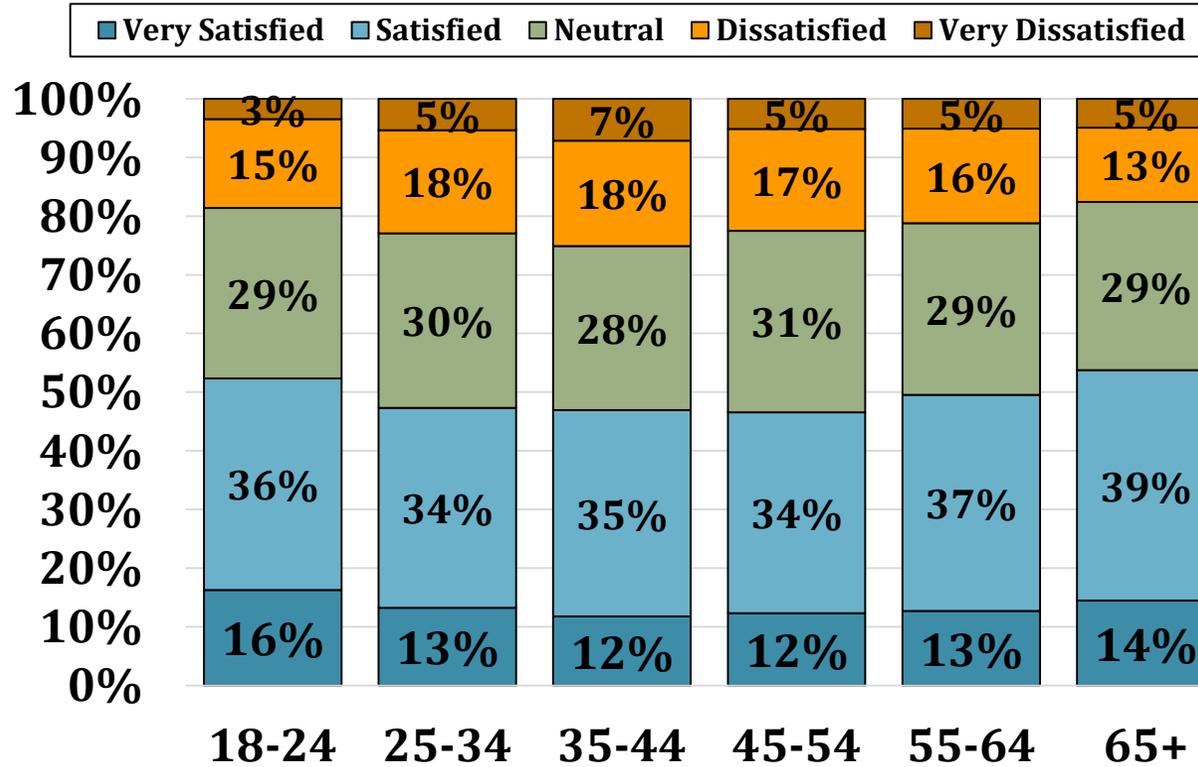


FY14 National Average for Cities 250K+ population:
Efforts to prevent crime = 46% satisfaction
Visibility of police in neighborhoods = 51% satisfaction

Source: Citizen Survey, 2005 - FY2015 YTD

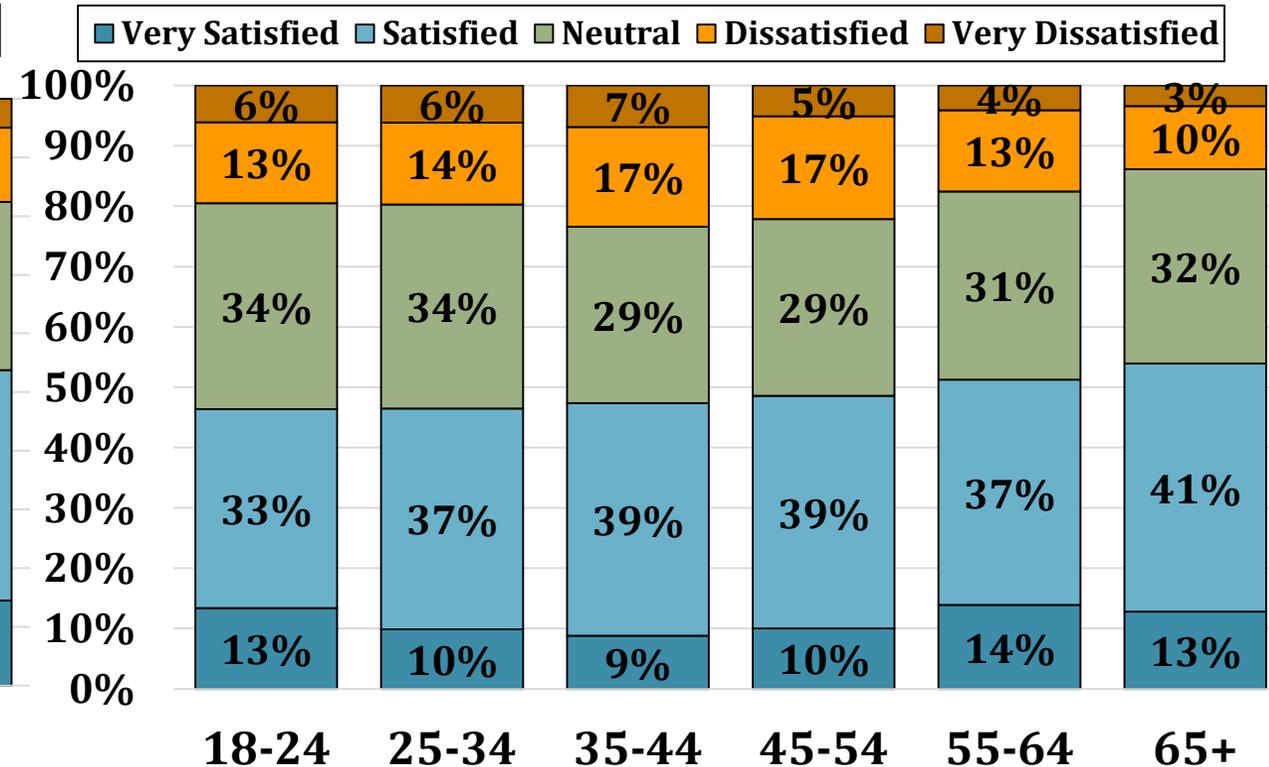
CITIZEN SATISFACTION WITH VISIBILITY OF POLICE AND EFFORTS TO PREVENT CRIME BY AGE GROUP

Visibility of Police in Neighborhoods by Age



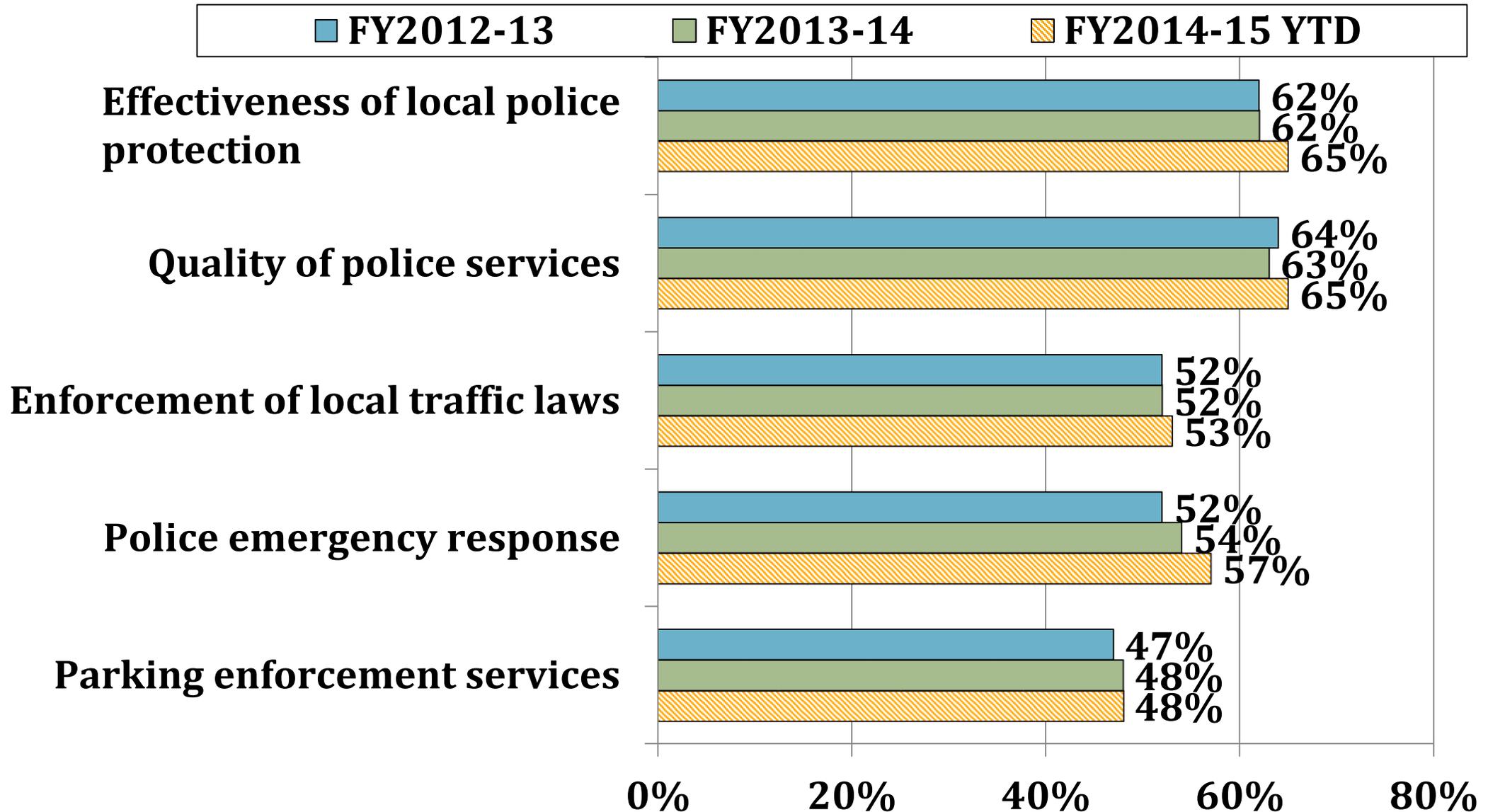
18-24, 35-44, 55-64 and 65+ are more likely to be **Satisfied**
 25-34, 35-44 and 45-54 are more likely to be **Dissatisfied**

Efforts to Prevent Crime by Age



55-64 and 65+ are more likely to be **Very Satisfied**
 25-34 and 35-44 are more likely to be **Very Dissatisfied**

CITIZEN SATISFACTION WITH OTHER POLICE SERVICES



KCPD CRITICAL STAFFING

CRITICAL STAFFING ANALYSIS

- **All Over Time for “Buy Back” from 2012 – 2014.**
- **The Critical Staffing process implemented with Recruit Class #260. They completed break-in 11/18/2013.**
- **Average hours per “Buy Back” decreased 18% from 1/1/2012 to 12/31/2014.**
- **Prior to implementation (1/1/2012 to 11/18/2013) average hours per instance of “Buy Back” overtime decreased 4%.**
- **After Implementation (11/18/2013 to 12/31/2014) average hours per instance of “Buy Back” overtime decreased 14%.**

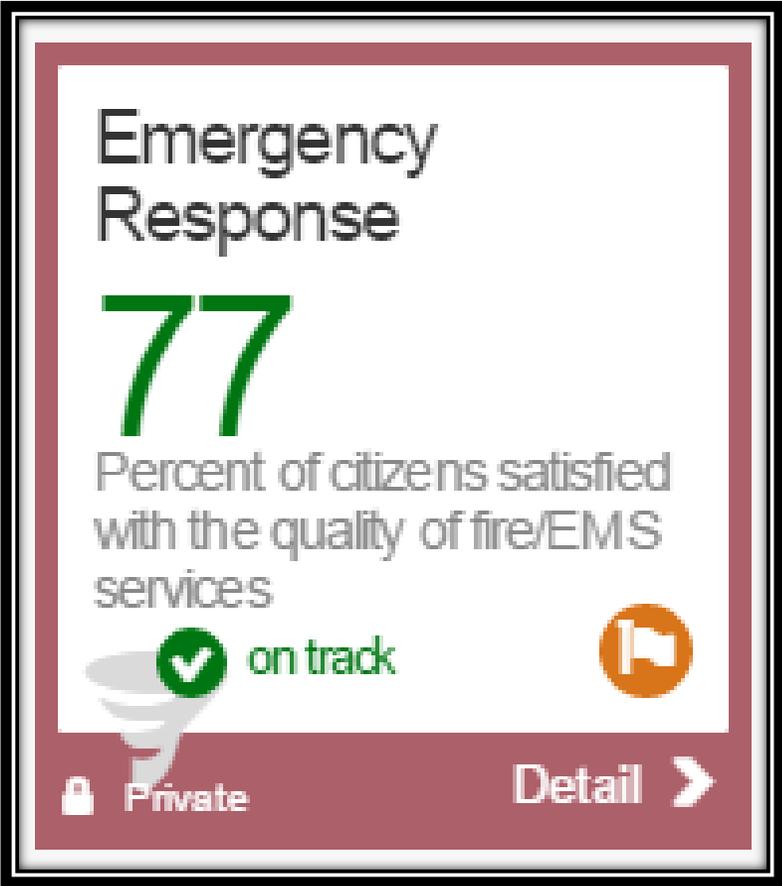
CRITICAL STAFFING ANALYSIS

Recruit Class Dates	Average Hours Per OT Instance	Total OT Hours	# Buy Back Instances	# Days between Recruit Classes
1/1/2012 - 11/11/2012	5.92	1561.9	264	310
11/12/2012 - 3/15/2013	5.27	601.1	114	123
3/16/2013 - 7/13/2013	5.94	784.4	132	120
7/14/2013 - 11/17/2013	5.84	729.5	125	123
11/18/2013 - 3/14/2014	5.35	722.9	135	113
3/15/2014 - 7/19/2014	4.98	752.4	151	124
7/20/2014 - 11/9/2014	5.06	525.8	104	108
11/10/2014 - 12/31/2014	4.87	530.6	109	47

Green Highlight indicates implementation of Critical Staffing process.

- **“Buy Back” instances fluctuated, but number of hours slowly decreased along with the average hour per overtime instance.**

TOPIC AREA: EMERGENCY SERVICES AND RESPONSE



OBJECTIVE 3:

MAINTAIN AND ENHANCE PUBLIC SAFETY CAPABILITIES
TO RESPOND EFFICIENTLY AND EFFECTIVELY TO
NATURAL/MANMADE DISASTERS THROUGH THE USE OF
NEW TECHNOLOGY AND EXISTING RESOURCES

CITIZEN SATISFACTION WITH MEDICAL RESPONSE

The key measurement for this priority is citizen satisfaction with the overall quality of fire and ambulance services. The goal is to maintain the high level of citizen satisfaction over time. [Explore the data](#)

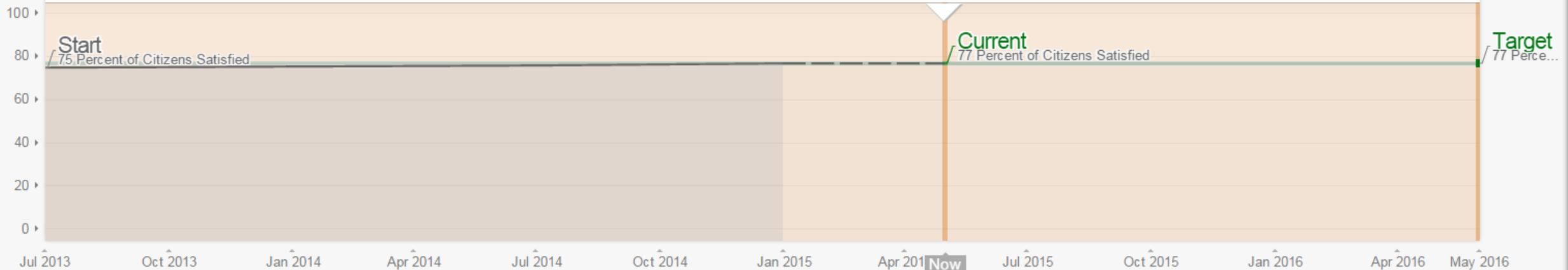
77 Percent of Citizens Satisfied
Current as of Dec 2014

77 Percent of Citizens Satisfied
May 2016 Target



On Track

Hide chart



KCFD

ALS AND BLS RESPONSE TIMES

✘ Advance Life Support Response Time

79.62

Percent of ALS responses within 9 minutes

[Explore the data >](#)

The key measurement for this priority is the time to respond to life-threatening emergencies with advanced life support (ALS), which includes a paramedic who can administer medication. The target for this measurement for the city as a whole is that 90% of life-threatening emergencies have an ALS response within 9 minutes of the 911 call.



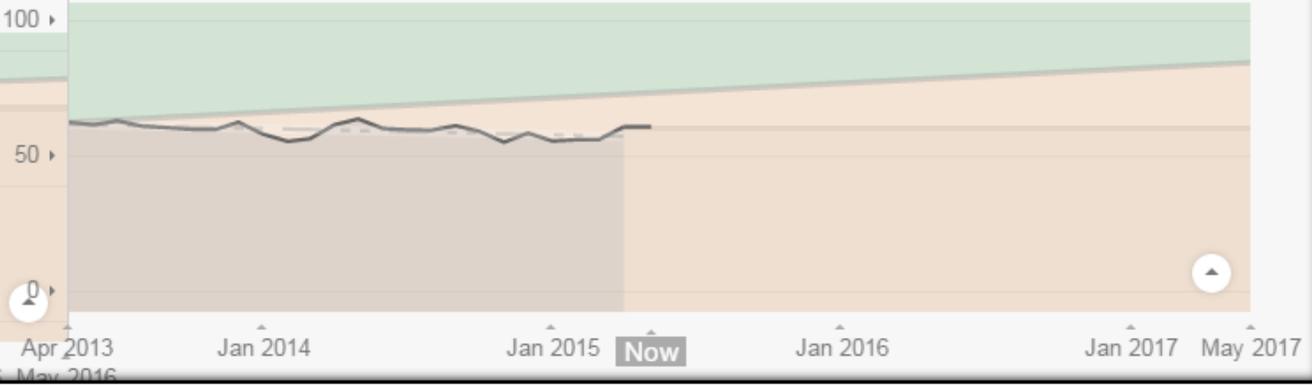
✘ Basic Life Support (BLS) Response Time

61.27

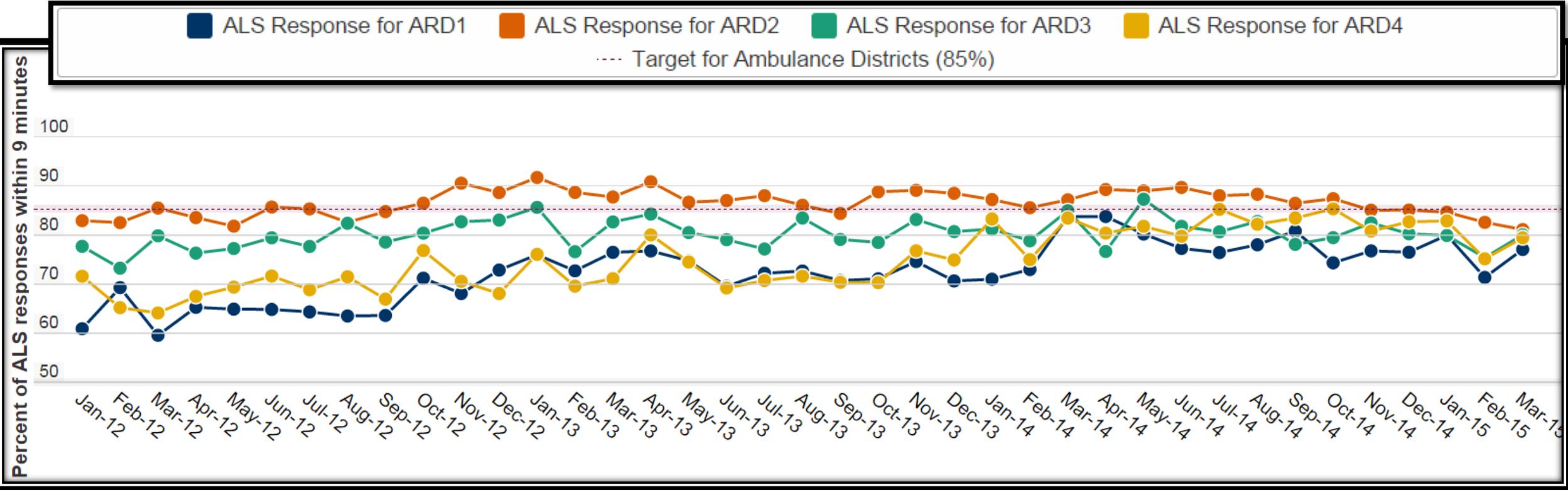
Percent of BLS responses within 6 minutes

[Explore the data >](#)

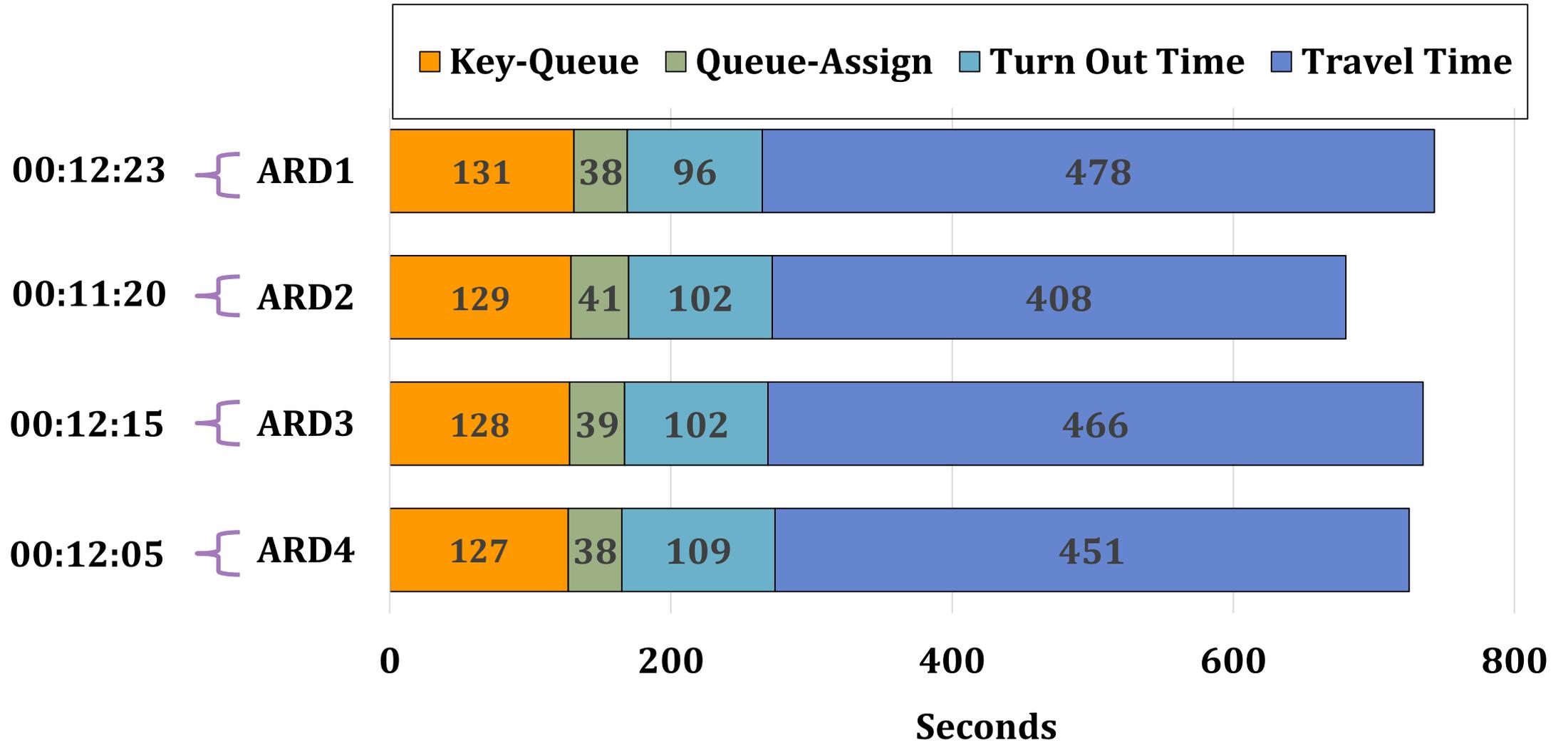
KCFD also measures the time to respond to life-threatening emergencies with basic life support (BLS), which is basic care performed by EMTs that does not include administration of medication. The target is that 85% of life-threatening incidents have a BLS response within 6 minutes of the 911 call.



ALS RESPONSE BY GEOGRAPHIC AREA

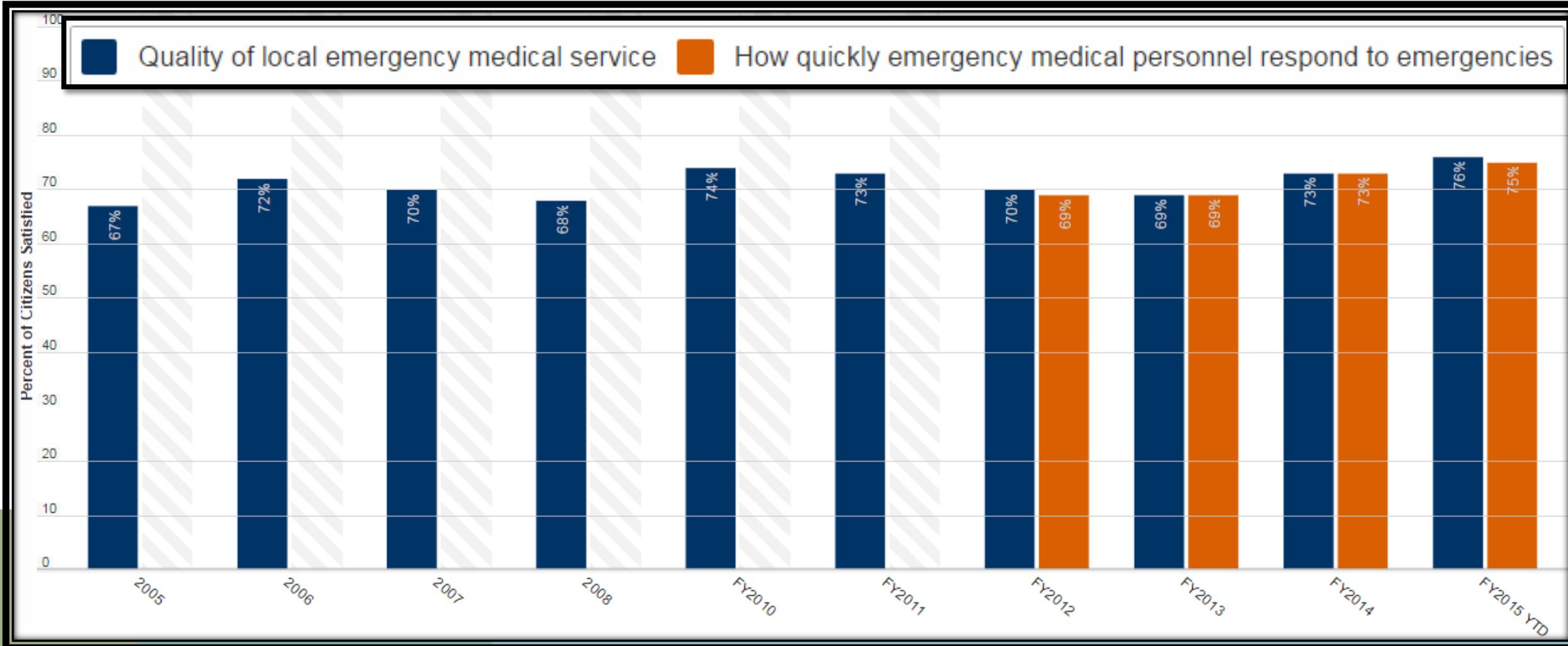


BREAKDOWN OF RESPONSE BY INCIDENT AND BY AMBULANCE RESPONSE DISTRICT (ARD) – 90TH PERCENTILE

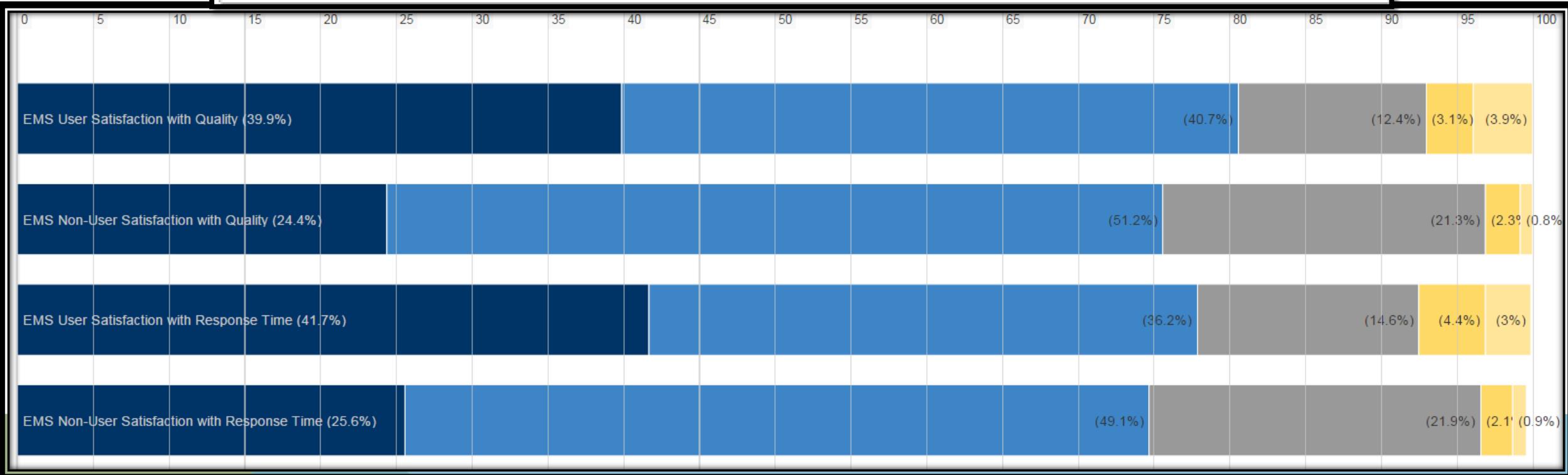


CITIZEN SATISFACTION WITH EMERGENCY MEDICAL SERVICE

Quality of response = +2%, Timeliness of response = +3%



USER VS. NON-USER: CITIZEN SATISFACTION WITH EMERGENCY MEDICAL SERVICES BY USERS OF SERVICE

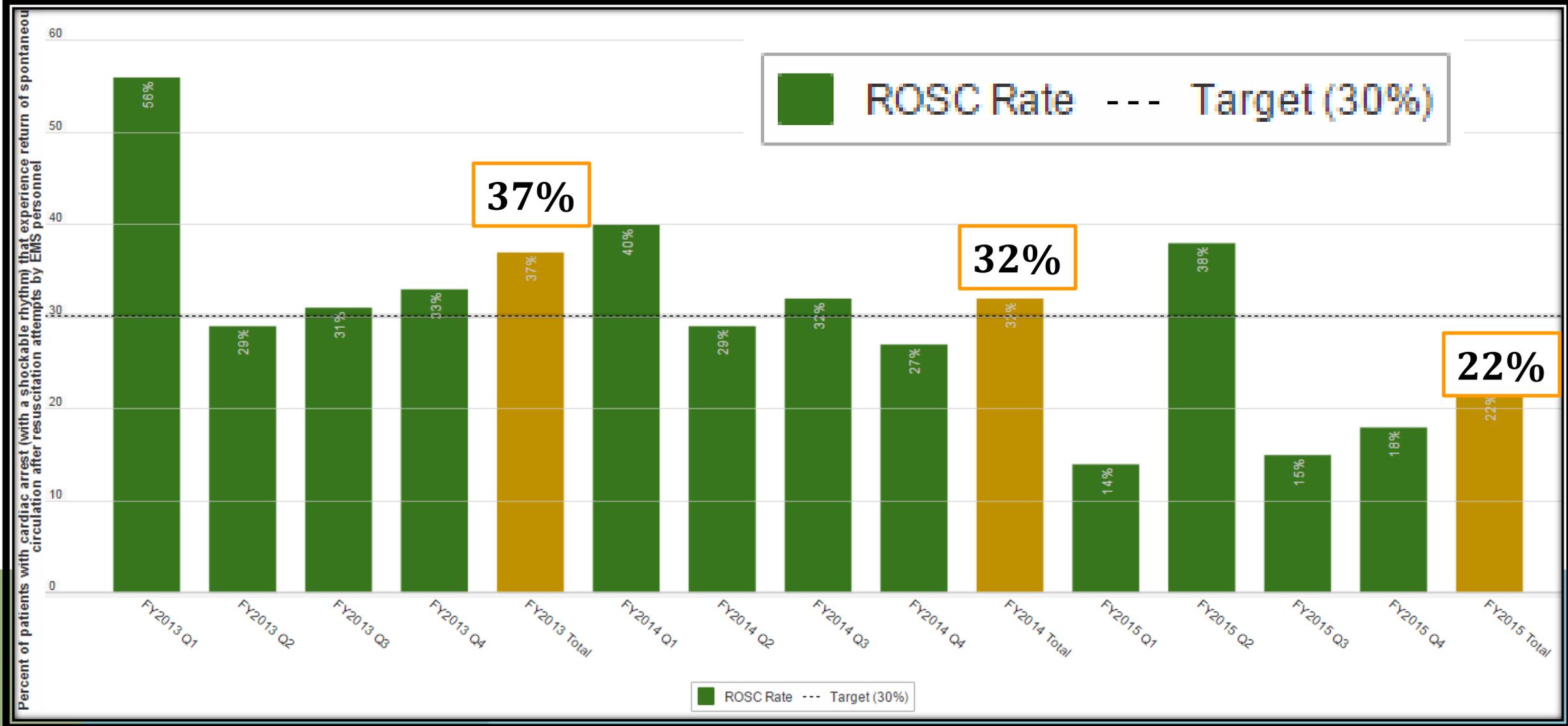


KCFD TECHNOLOGY UPGRADES

- Added mobile data computers (mountable laptop/table combination) to all KCFD response and command units utilizing FEMA grant money. Allows all vehicles and personnel to be in live contact with a variety of data resources throughout response cycle.
- Specific software included to allow preplans to be maintained on a variety of occupancies, and for these to be accessible to responding commanders and units.
- Technical rescue and HazMat units maintaining readiness for wide range of risks through continued regional leveraging of Federal support for training and equipment.

PATIENT OUTCOMES

PATIENT OUTCOMES FROM EMS CARE: RETURN OF SPONTANEOUS CIRCULATION (VF/VT ONLY)



Source: Office of EMS Medical Director (kcstat.kcmo.org)

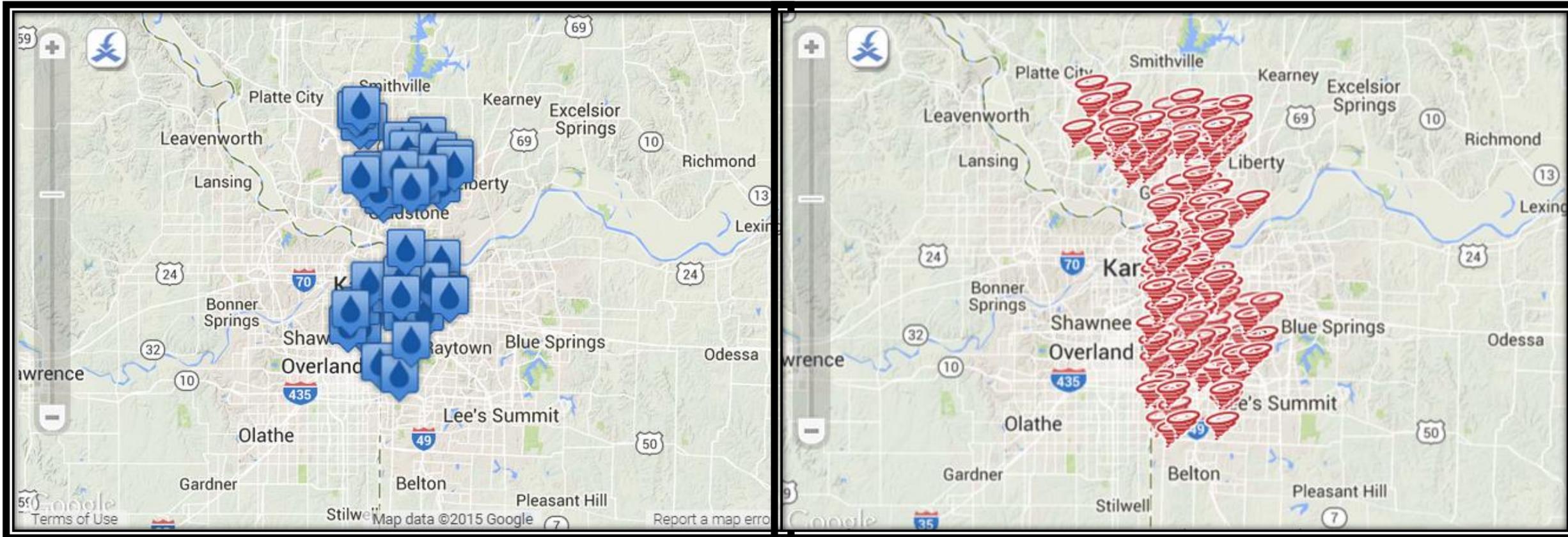
CARDIAC ARREST SURVIVABILITY BY CATEGORY

Cardiac Arrest Category	2008	2009	2010	2011	2012	2013	2014	2014 Natl Avg
Cardiac Etiology w/ Resuscitation Survival Rate	6%	10%	8%	11%	9%	7%	6%	10%
Bystander Witnessed Survival Rate	8%	20%	17%	22%	14%	13%	9%	16%
Unwitnessed Survival Rate	3%	2%	4%	6%	4%	3%	0.5%	4%
Utstein Survival Rate	20%	38%	39%	28%	34%	26%	21%	33%
Utstein Bystander Survival Rate	29%	32%	37%	23%	44%	38%	29%	36%

Percent male = 59% KCMO 62% Nationally
Median age = 61.5 KCMO 64.7 Nationally

OFFICE OF EMERGENCY MANAGEMENT

WARNING SYSTEMS



The City continues to expand the tornado outdoor warning siren system to provide coverage in newly developed areas and address identified gaps. One additional tornado siren was added in 2014 in the Northland to close an identified gap to bring the total siren count to 126.

FLOOD WARNING SYSTEM STATUS

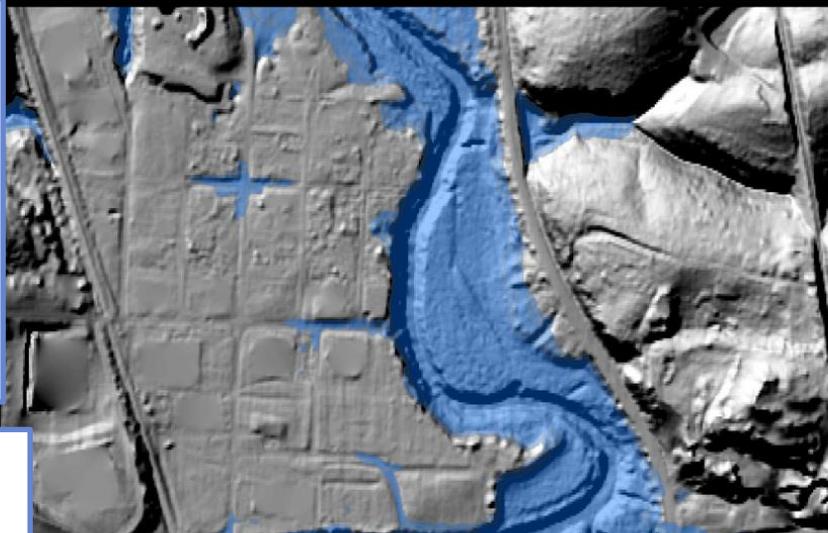
FWS Performance as of:	4/28/2015	96.89%	Are Fully functional with a Grade A Status of Performance.
-------------------------------	------------------	---------------	---

	OP Status	# of Sensors	% Breakdown	Explanation of OP Status
Success	A	218	96.89%	Fully Operational for use in EOC needs.
Success	B	0	0.00%	Under observation to confirm repair.
Failure	C	0	0.00%	Gauge Performance is harming EOC activities
Failure	D	7	3.11%	An Offline Sensor (Area Construction, Damaged)
		225	100.00%	

USGS PARTNERSHIP: FLOOD INUNDATION MAPS

Over 1,000 structures and up to 360 bridges can flood in Blue River, Indian, and Brush Creek. The inundation Mapper is key to staying ahead of such severe Disasters!

<http://wimcloud.usgs.gov/apps/FIM/FloodInundationMapper.html>



Water to low steel of Kenneth Road Bridge. This is a disaster declaration downstream! Evacuate Blue River Channel! Virtually all roads flood! Use USGS flood inundation maps to determine extent of evacuations plus factor of safety.



KANSAS CITY
MISSOURI

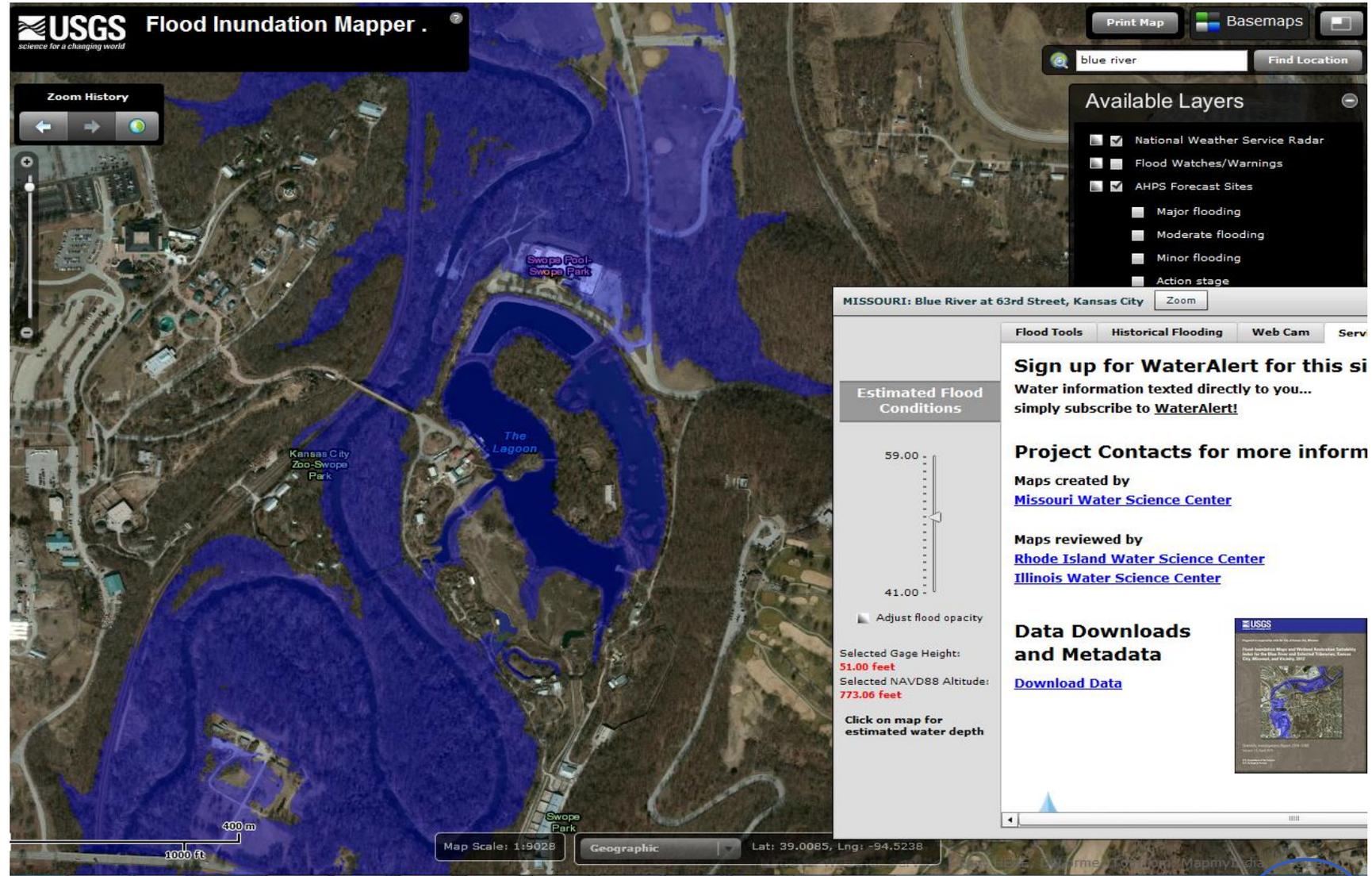
&



63RD Street
Stage = 52 ft =
774.06 Ft NGVD88

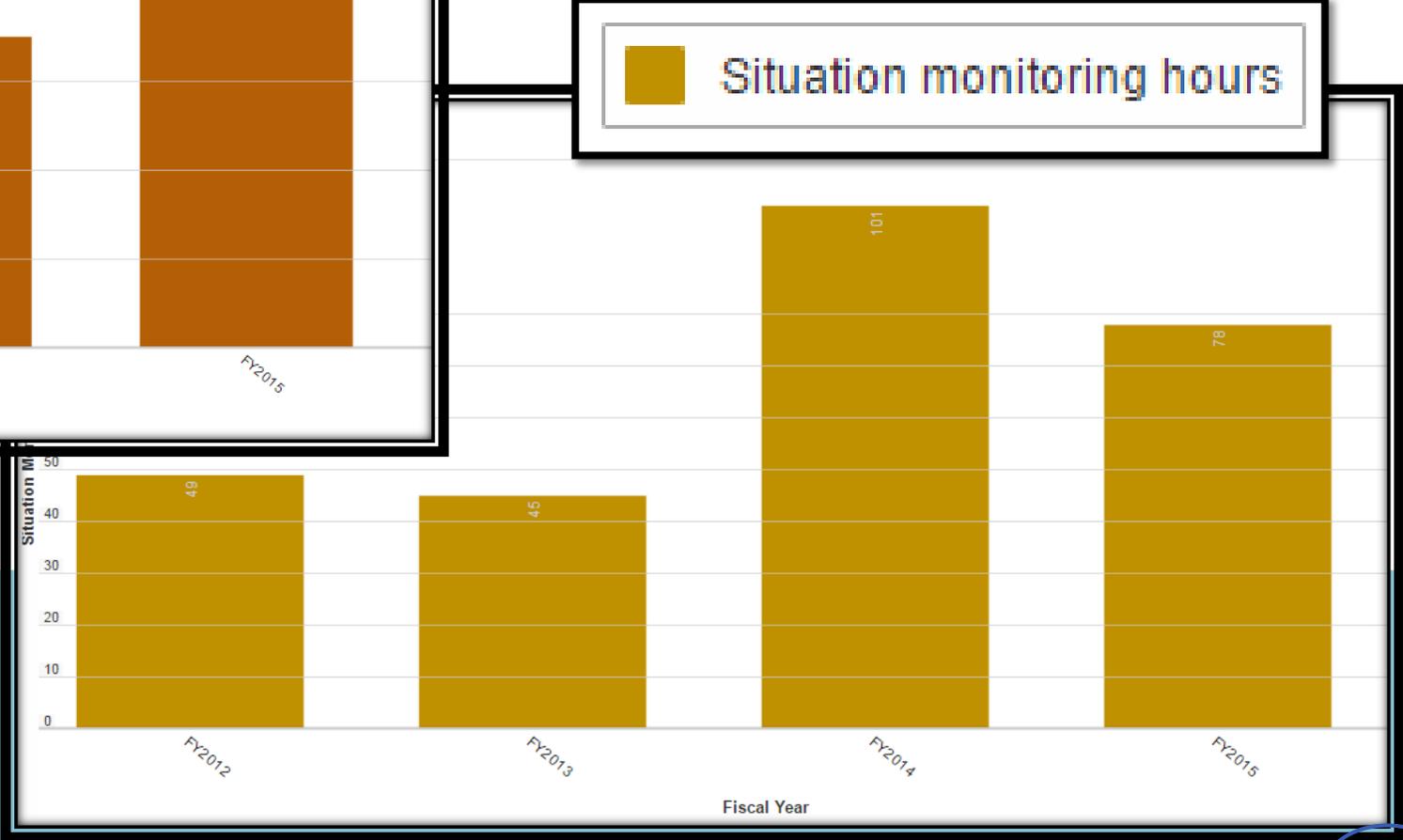
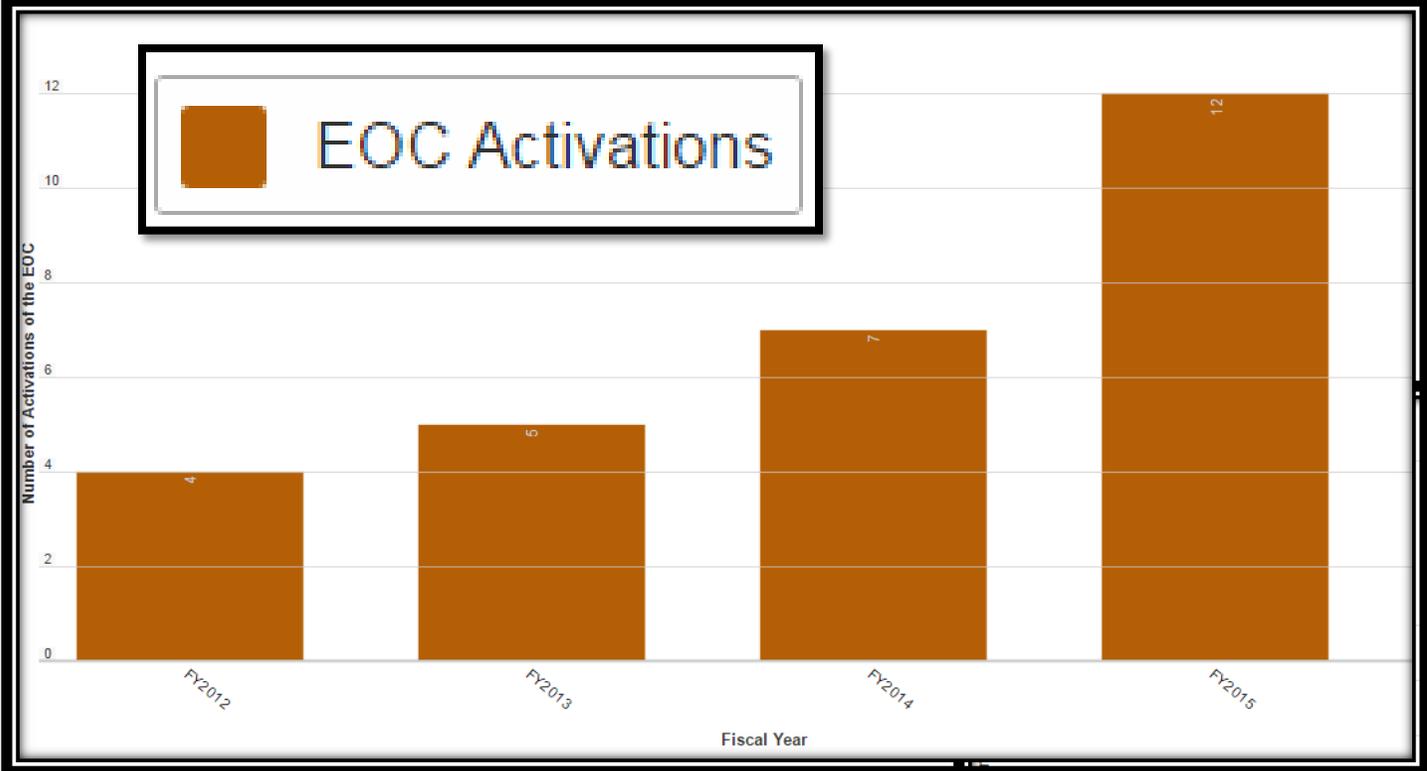
USGS PARTNERSHIP: FLOOD INUNDATION MAPS

AT A 51 FT STAGE, 63RD STREET FLOODS AT HARDESTY AND THE BLUE RIVER IS FLOODING THE LAGOON IN THE KANSAS CITY ZOO AND THE NEW SOCCER FIELDS ALONG LEWIS ROAD @ 63RD ST. THIS FLOODING HAS A 0.67% ANNUAL CHANCE OF OCCURRING.



<http://wimcloud.usgs.gov/apps/FIM/FloodInundationMapper.html>

EOC ACTIVATIONS AND SITUATION MONITORING



OEM TECHNOLOGY UPGRADES

- Work is underway to consolidate the Genetec camera systems located throughout the city for access management, software licensing, equipment repairs and system expansion. This will provide significant cost savings to the City and assure continuous service coverage for public safety operations.
- Technology upgrades are underway in the Emergency Operations Center to replace equipment using outdated VGA connections that will no longer be industry supported, leverage new innovations in video distribution and information sharing, and enhance redundancies to better support public safety coordination during large scale incidents
- The portable satellite alternate EOC system was updated to incorporate new technology to deliver faster and more resilient communications to public safety partners in harsh environments.

OBJECTIVE 4:

DEVELOP A STRATEGIC SOCIAL
MEDIA/COMMUNICATIONS PLAN TO SHARE
INFORMATION DURING COMMUNITY EMERGENCIES

OEM EFFORTS TO SHARE INFORMATION ABOUT COMMUNITY EMERGENCIES

- Emergency Management participates in a regional Integrated Warning Team (IWT) that coordinates weather related emergency information among regional emergency management agencies, the National Weather Service and main stream media.
- The City is working with the State Emergency Management Agency (SEMA) to develop an MOU to use the KCMO WebEOC license to fuse local, regional, and state copies of the incident tracking software to better share emergency information across jurisdictions in the KC metro that covers neighboring jurisdictions on both sides of the state line, the State of Missouri, and other supporting agencies during widespread public safety incidents.
- Emergency Management has developed a strategic social media plan for emergency preparedness information distribution across a variety of platforms during routine operations including Facebook, Twitter, Pinterest, and the City's website. The next step will be to share that plan with City Communications for discussion on how the offices social media footprint can be leveraged during public safety incidents.

OBJECTIVE 2:

REDUCE THE IMPACT OF FREQUENT/CHRONIC USERS OF PUBLIC SAFETY SERVICES AND PROVIDE AND/OR PARTNER WITH OTHER ORGANIZATIONS TO DELIVER MORE APPROPRIATE AND EFFECTIVE SERVICES TO THESE INDIVIDUALS

MUNICIPAL COURT

SPECIALTY COURTS

Mental Health Court – Established 2002

- High utilizers are provided mental health treatment including therapy, case management and medications.

Drug Court – Established 2002

- High utilizers are provided substance abuse and mental health treatment, case management and housing.

Veterans Treatment Court – Established 2009

- High utilizers are provided substance abuse and mental health treatment, case management, housing, employment.

Domestic Violence Court Compliance Docket – Established 2015

- High utilizers are supervised by the Offender Accountability Coordinator on a Judicial Compliance Docket every week.

SPECIALTY COURT METRICS

Mental Health Court

101 admissions in 2014

Avg age = **37**

11% schizophrenia
11% bipolar
11% multiple diagnosis
53% co-occurring diagnosis

54% successful discharge

Drug Court

70 admissions in 2014

Avg age = **39**

43 participants in transitional housing
308 incentives
22 sanctions

90% drug tests negative
60% completion rate

Veterans Treatment Court

68 veterans admitted in 2014

Avg age = **52**

359 incentives
135 sanctions

85% drug tests negative
66% completion rate

Domestic Violence Compliance Docket

60 defendants placed on docket in 2015

75% are reporting

CRISIS CENTER PILOT PROJECT

DEVELOPMENT OF A CRISIS PILOT PROJECT

- **In November 2013, a 30-member Committee met at a summit to explore creation of a Crisis Center for KCMO**
- **September 2014 - OrgCode Consulting, Inc led discussion on crisis center models with members of the community**
- **Committee recommended establishment of a Crisis Center that would provide innovative, collaborative services that are specifically targeted toward resolving these individuals' multiple long-term needs**
- **The Center will consist of two service units: a sobering unit and a stabilization unit. Each will provide short-term service: less than 23 hours in the sobering unit and less than 96 hours in the stabilization unit.**
- **The Steering Committee is finalizing an RFP that will be utilized to select a lead agency to run the crisis center.**
- **Funding for the center was initially coming through the Missouri Department of Mental Health. However the committee was notified that the state legislature did not include money for the KC Crisis Center (\$3.5M) in the budget for next year. In addition to state funding the committee is working to identify grants and exploring cost sharing models.**
- **State legislative changes are required to allow transport to a Crisis Center**

The KC Crisis Center Steering Committee is chaired by Judge Joseph Locascio and Councilman Scott Wagner. Members include representatives from the City of Kansas City (City Manager's Office, Fire, Municipal Court, General Services, Law, and Police), Jackson County Mid-America Regional Council, St. Luke's Hospital, Truman Medical Center, St. Joseph Hospital, Research Psychiatric, ReDiscover, KC Metropolitan Health Care Council, Salvation Army, Kim Wilson Housing and faith-based organizations

NEED FOR CRISIS CENTER MODEL

2013 Chronic Users: Number of times charged with public intoxication/drinking in public
17
16
15
13
12
7
7
7
7
6

2013 Chronic Users: Number of times charged with soliciting employment/panhandling
62
57
51
42
33
25
24
16
16
16

CHRONIC NUISANCE PROPERTIES

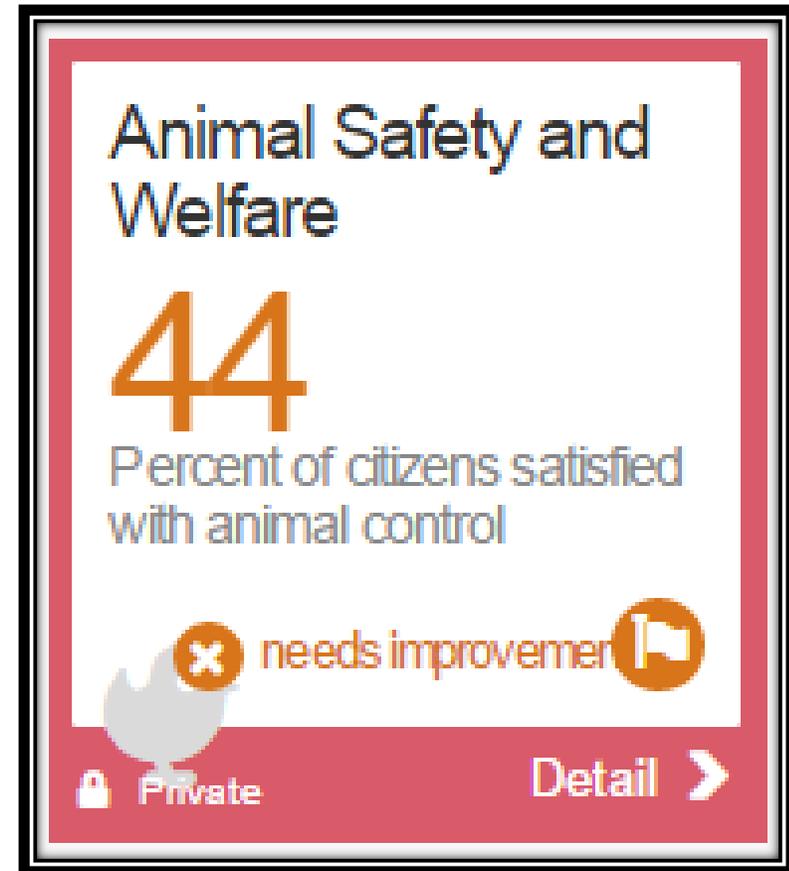
CHRONIC NUISANCE PROPERTIES

This effort is intended to address properties that generate a high volume of calls for police or medical services. The ordinance allows for action to be taken if there are three calls for certain offences in thirty days or seven in six months. Calls that involve domestic violence are specifically prohibited.

Calls to #1 EMS location, 651 Mulberry:

Year	# of Incidents	Unit Hours	Staff Hours	Transports	Medicare Cost
2012	460	382:45:01	1025:44:42	405	\$88,488.35
2013	599	498:25:10	1195:46:41	533	\$116,444.51
2014	560	447:55:02	1079:19:59	498	\$108,798.06
2015 YTD	133	102:05:07	257:48:30	108	\$23,594.76
TOTAL	1752	1430:10:20	3558:39:52	1544	\$337,325.68

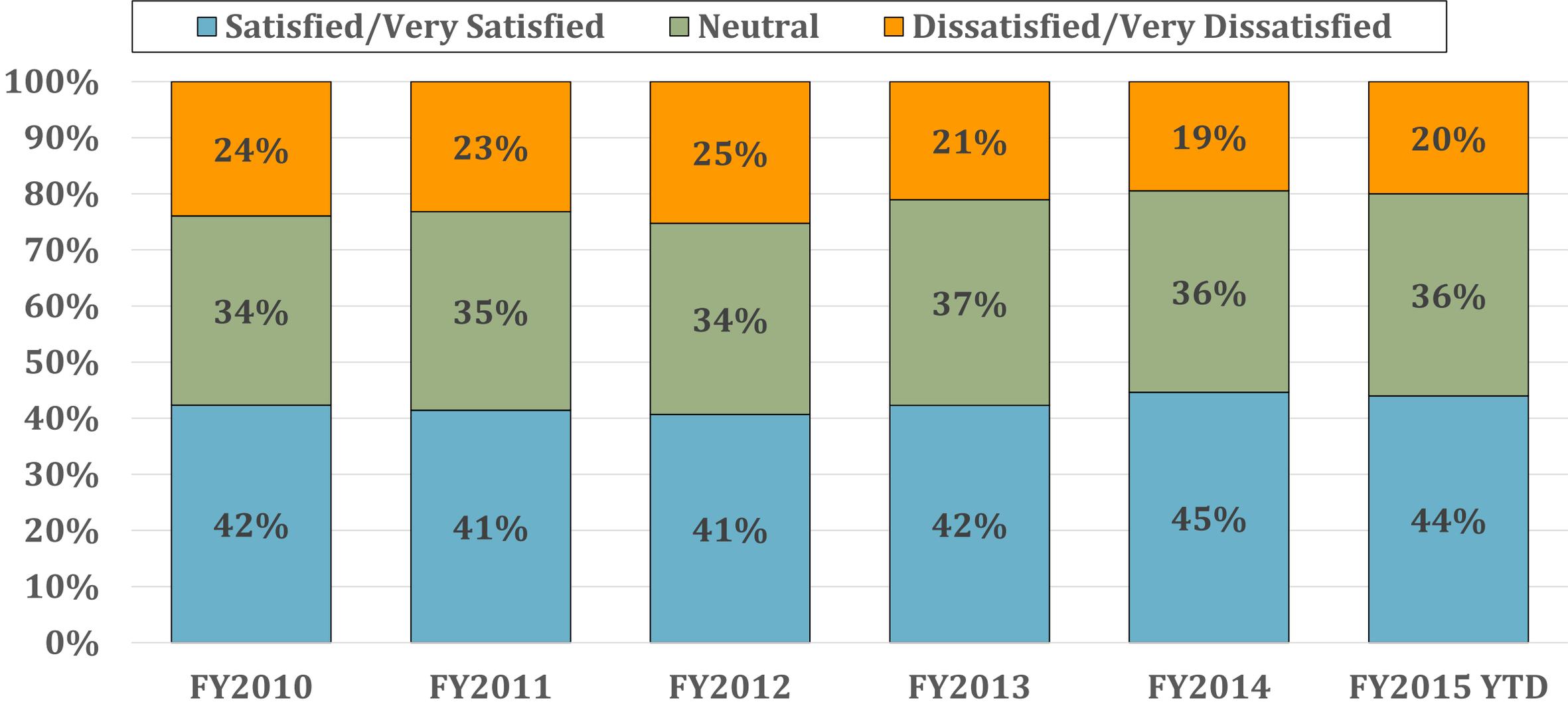
TOPIC AREA: ANIMAL SAFETY AND WELFARE



OBJECTIVE 5:

PREVENT ANIMAL-RELATED THREATS TO PUBLIC SAFETY
AND ANIMAL WELFARE THROUGH IMPROVED PET
LICENSE COMPLIANCE AND EFFECTIVE ANIMAL
RESPONSE OPERATIONS

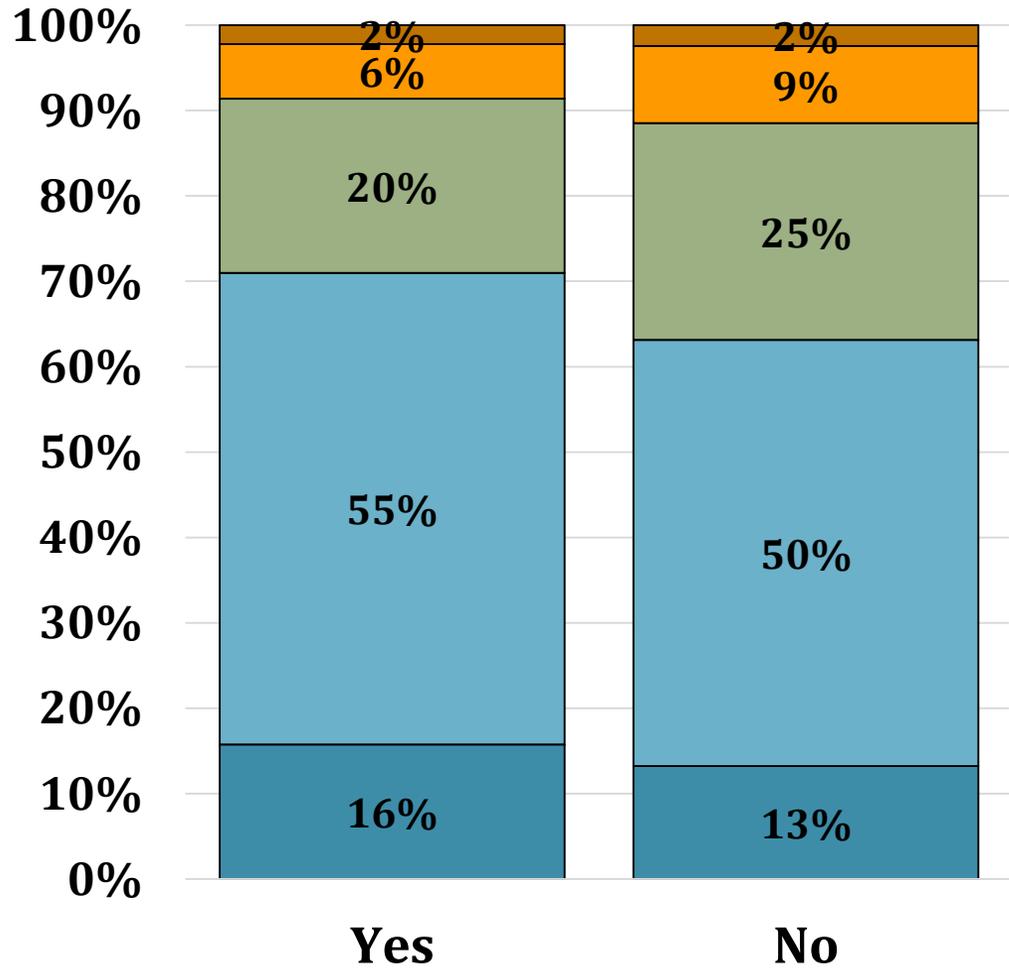
CITIZEN SATISFACTION WITH ANIMAL CONTROL



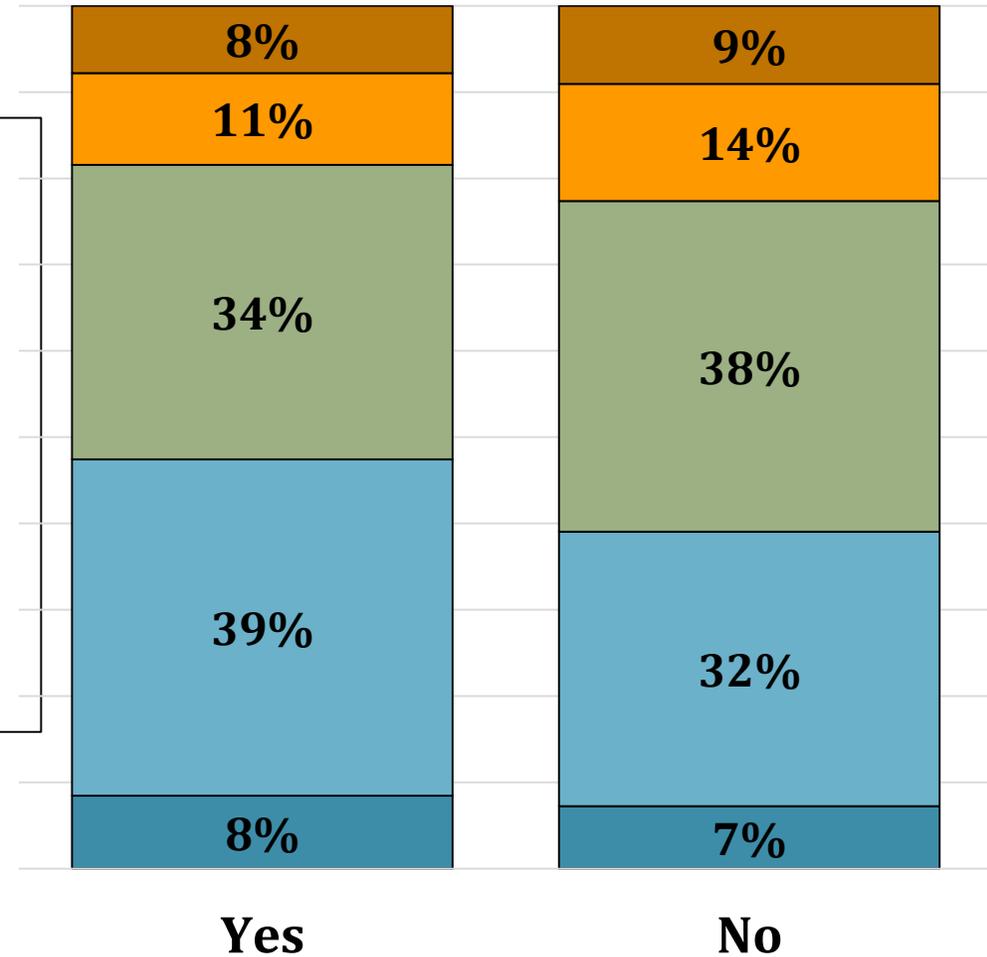
Source: Citizen Survey, FY2010 – FY2015 YTD

CITIZEN SATISFACTION - PET OWNERS

Satisfaction with Quality of Life by Pet Owners/Non-owners



Satisfaction with Animal Control by Pet Owners/Non-owners



Do you own a pet?

311 CUSTOMER SATISFACTION WITH ANIMAL CONTROL

Animal Control Customer Satisfaction

82
Percent of customers satisfied

Goal = 85% satisfied

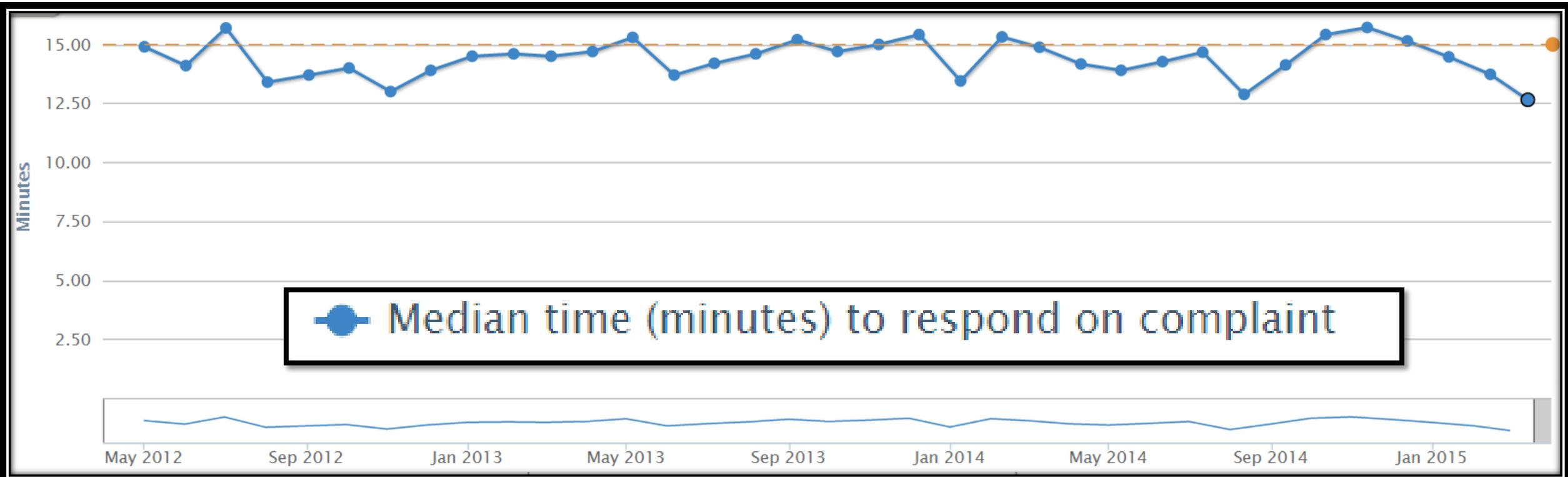
[Explore the data](#)

This goal is measured by tracking the percent of customers who are satisfied with the service they received on their animal control service request. This feedback is gathered via the 311 survey that is sent to customers when a 311 service request is closed.



ANIMAL CONTROL RESPONSE TIME

Goal = median of 15 minutes

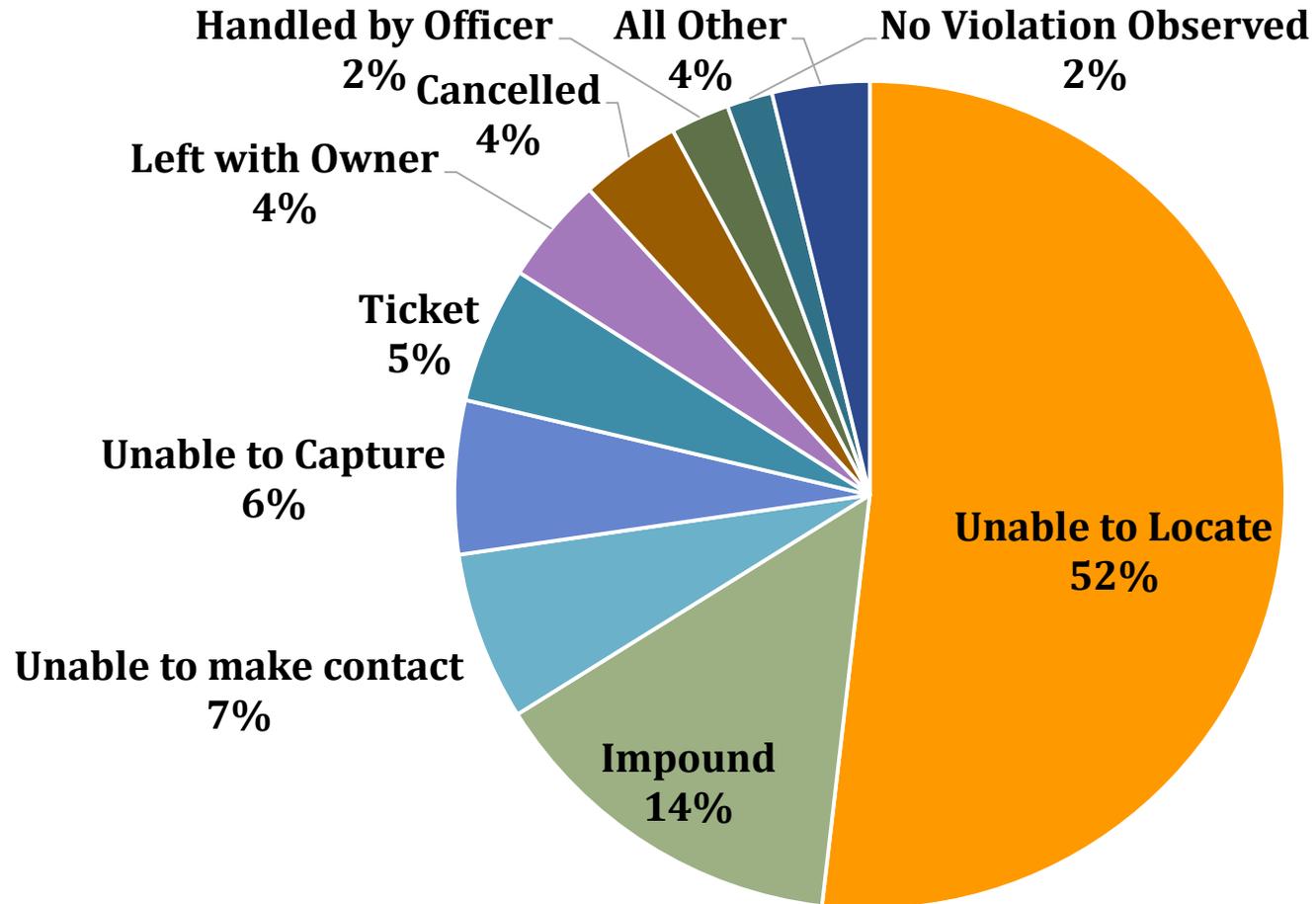


● Median time (minutes) to respond on complaint



Source: KCPD (Tiberon System)

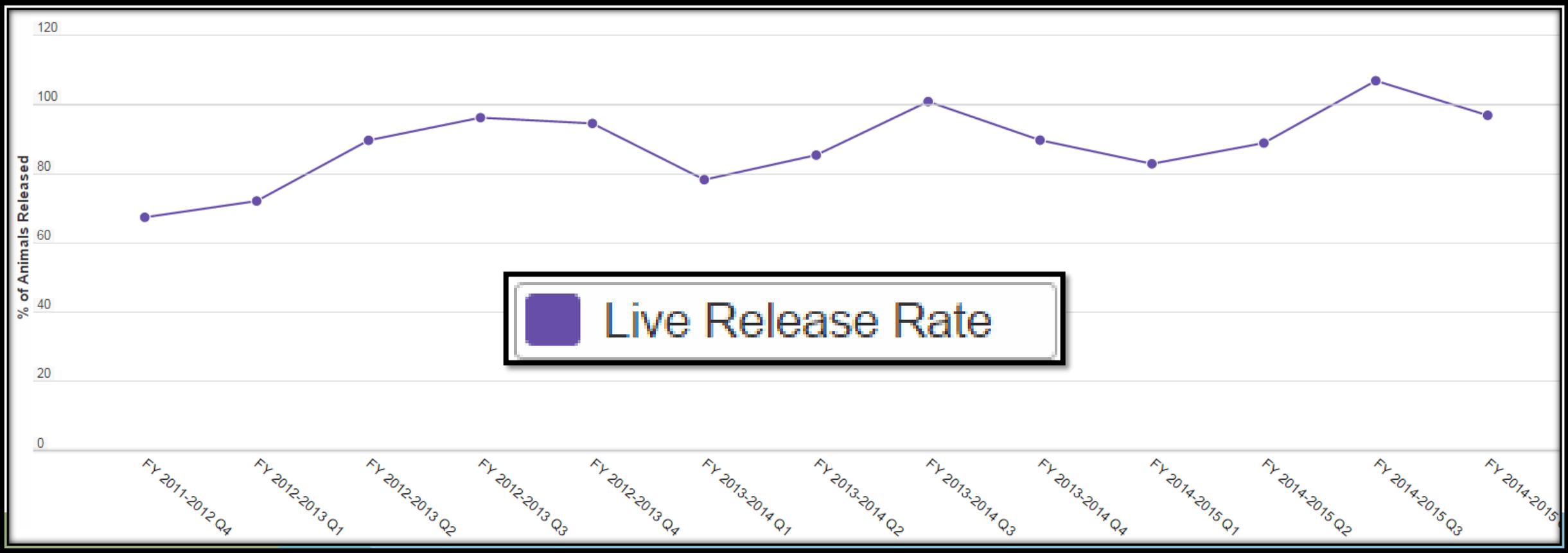
ANIMAL-AT-LARGE OUTCOMES: CALENDAR YEAR 2014



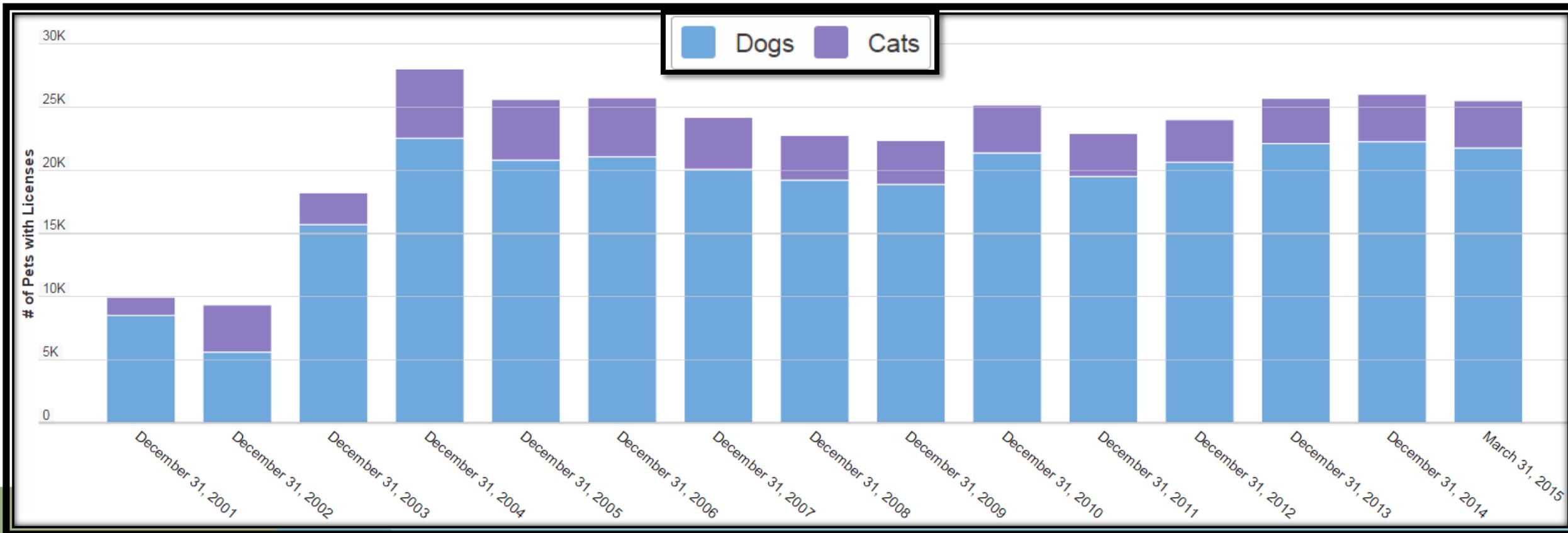
Animal-At-Large call code represents stray animals

ANIMAL SHELTER LIVE RELEASE RATE

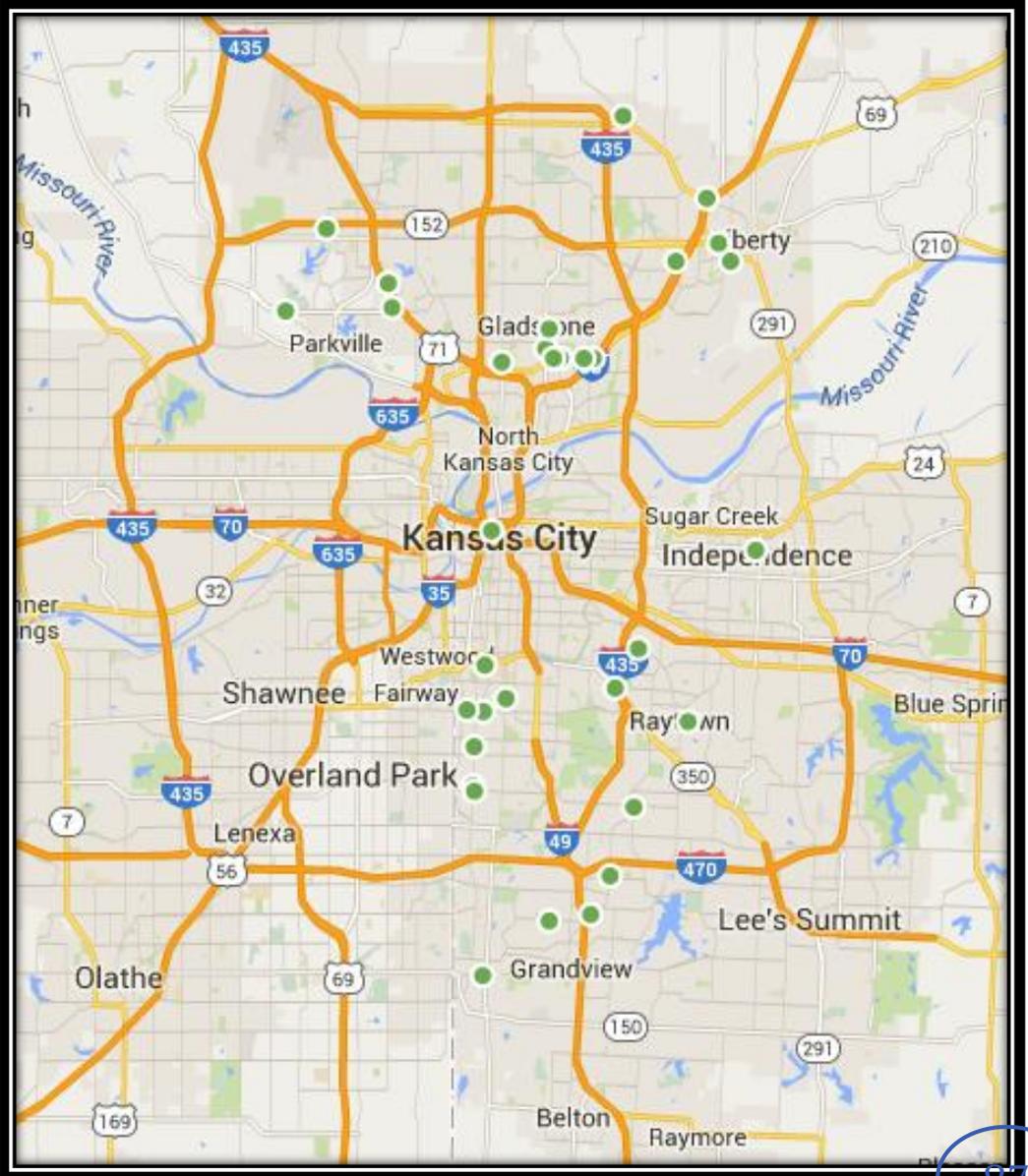
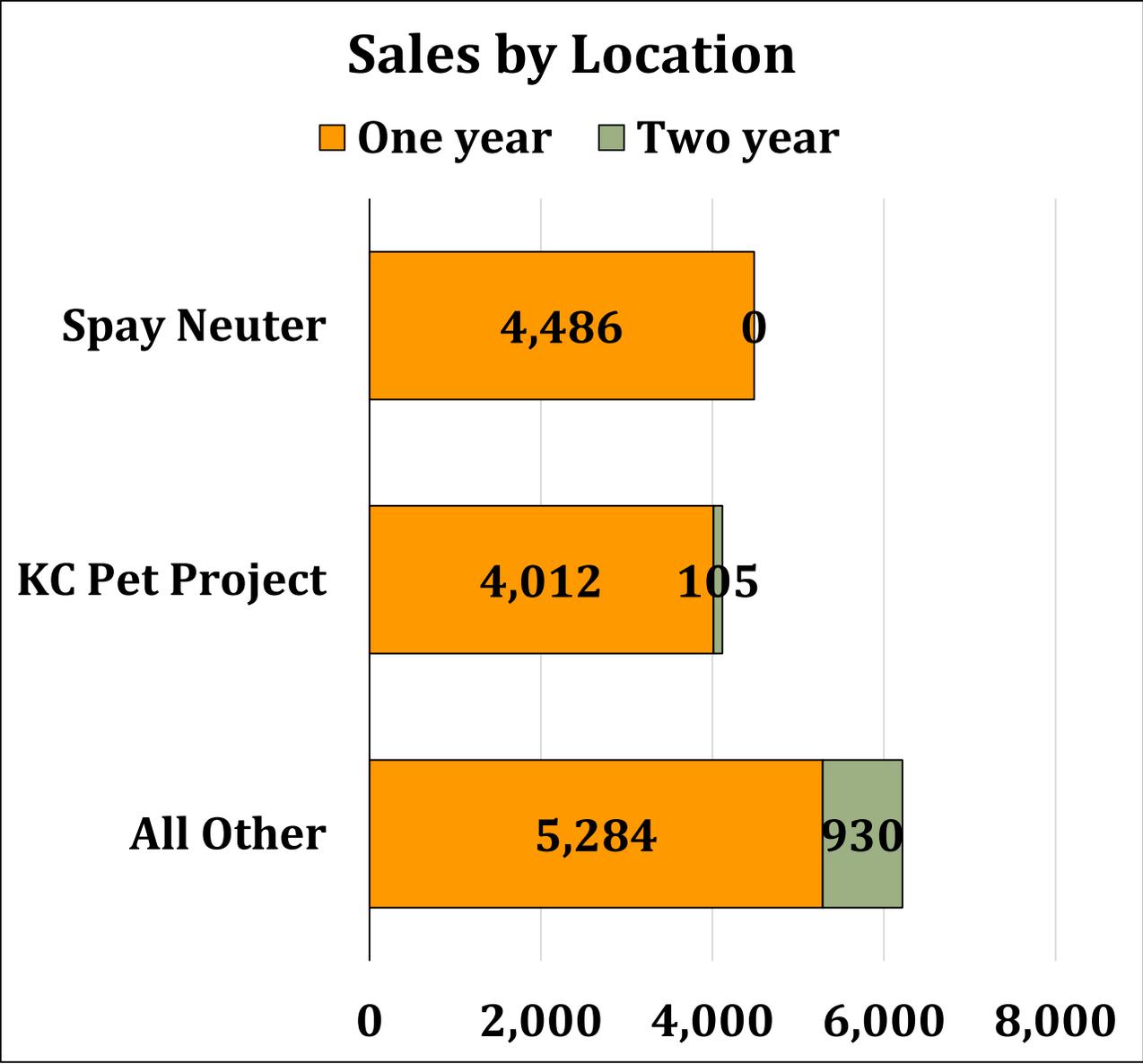
Goal = 90% live release rate



TOTAL PET LICENSES SOLD



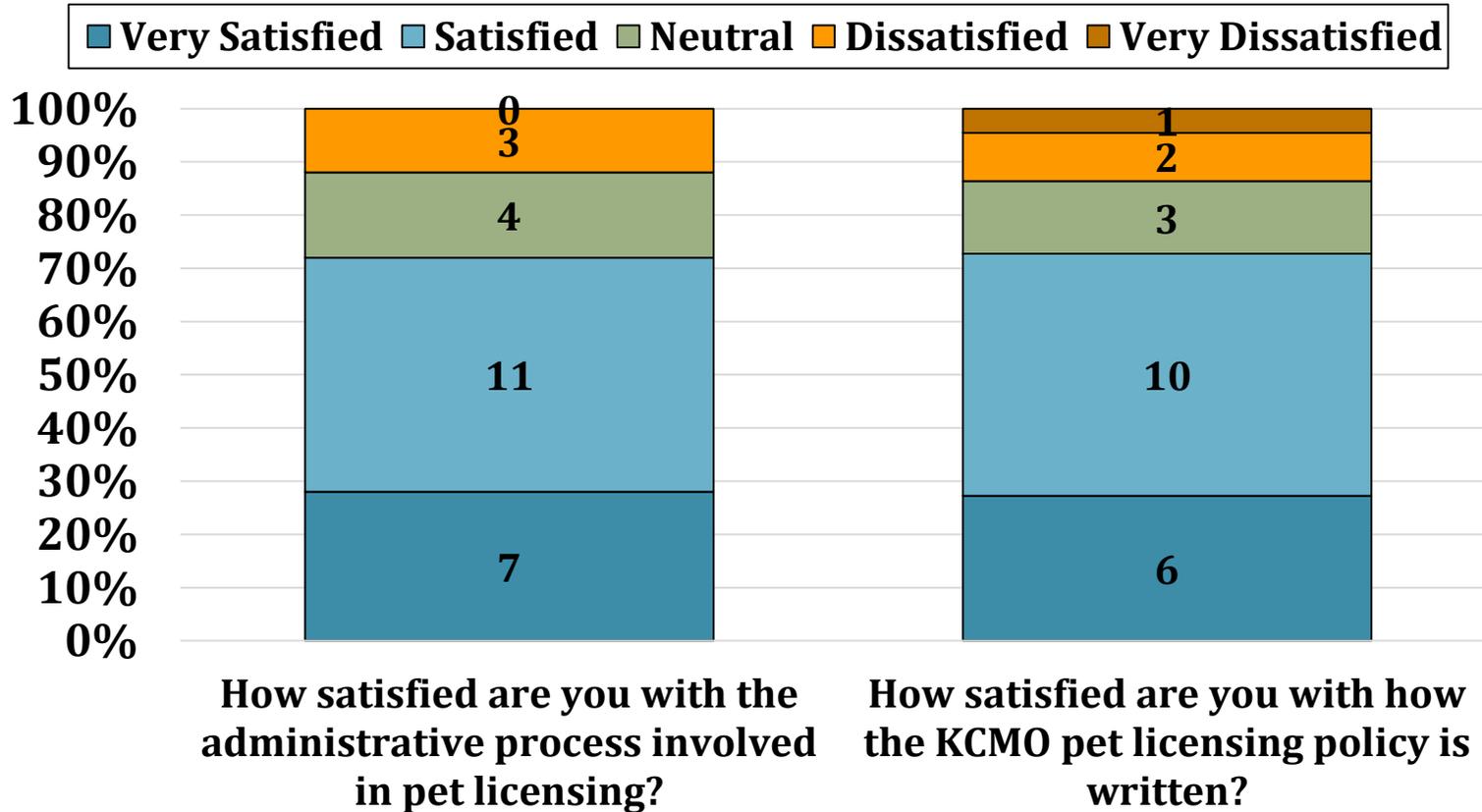
LOCATIONS WHERE PET LICENSES ARE SOLD



Source: Animal Control

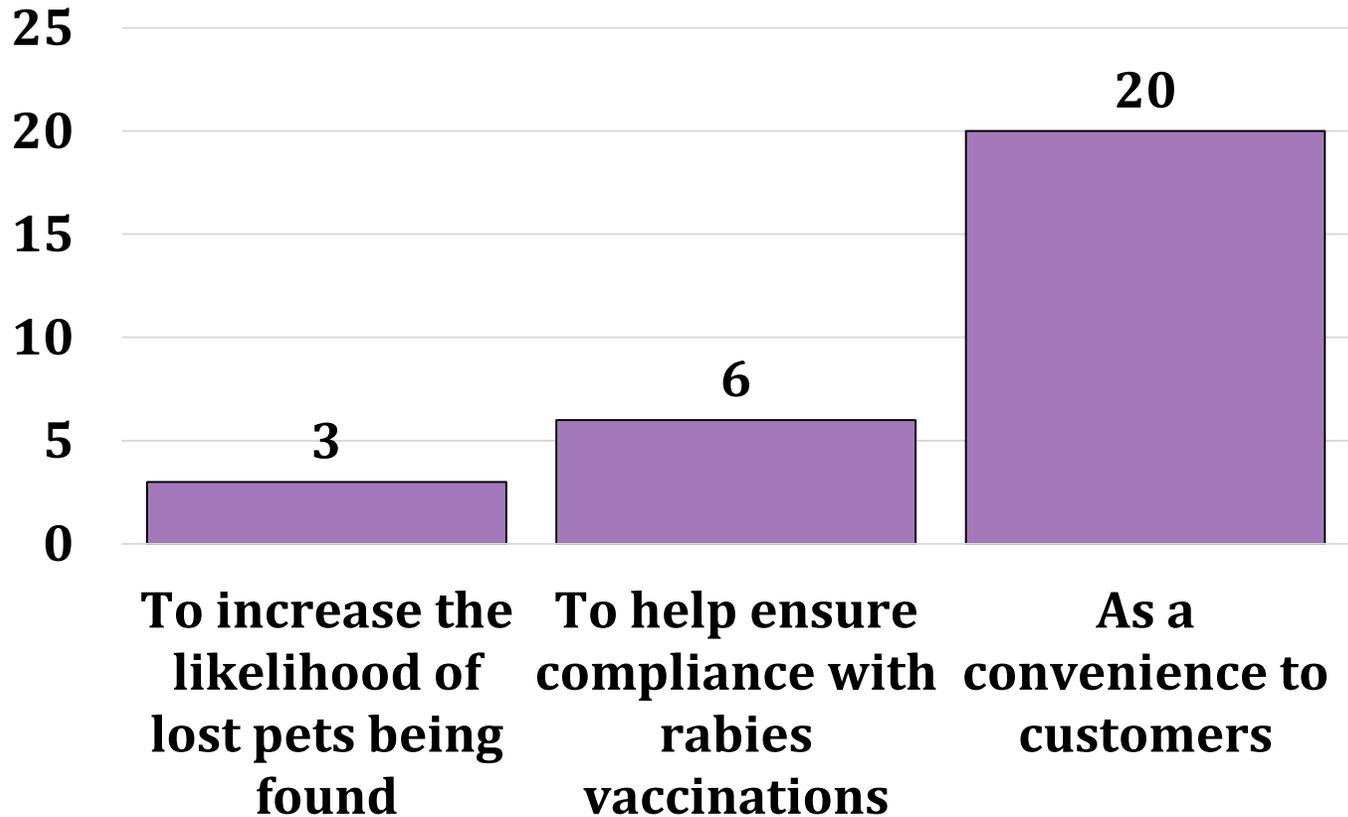
VET SURVEY RESULTS

Satisfaction with Administrative Process and Pet Licensing Policy

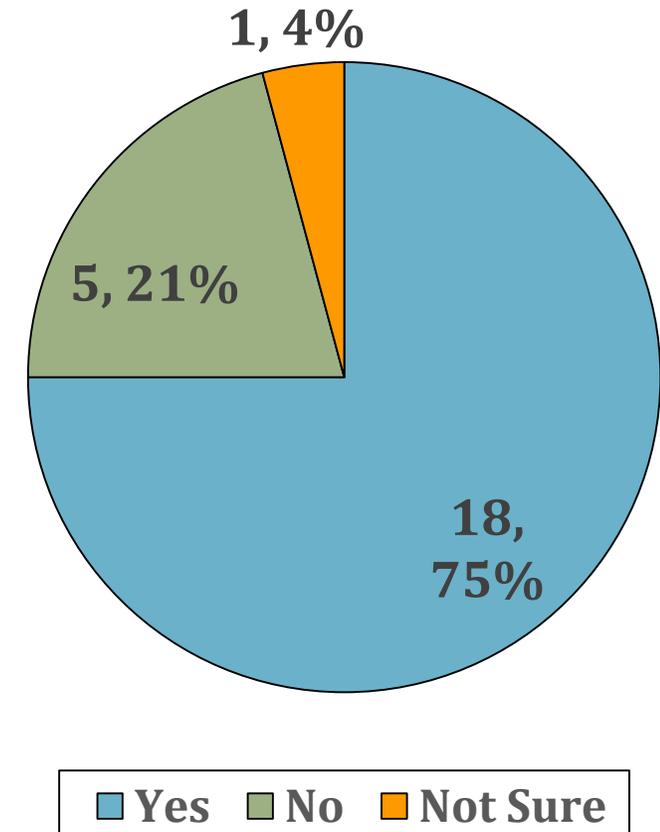


Vet Survey Results

Primary reason your practice offers pet licenses?



Is the current administrative fee (\$2) adequate?



Final Thoughts or Questions?

