

SMART CITY ROADMAP: SAFE CITY STRATEGY STATUS REPORT

February 20, 2020

Agenda Item # d(4)

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Agenda

1. Review Safe City Strategy Goals
2. Provide Project Overviews
3. Demonstrate Fire Department Business Intelligence Tool
4. Next Steps

Safe City Strategy Goals

- Broaden the use of data and data analytics for informed decision making
- Utilize digital platforms to improve public safety and emergency response

Completed Projects

- Omega CrimeView Dashboard (Police Department)
 - *Summary:* Automated access to incident data for use in the field and at community meetings
- Crimemapping.com (Police Department)
 - *Summary:* Public can view crime activity in their neighborhood via web-based dashboard
- CrimeView Advanced Reporting (Police Department)
 - *Summary:* Provides multi-parameter and task-specific statistical reports of incident data
- Central Emergency Vehicle Preemption (Fire Department)
 - *Summary:* Saves an average of 24s per emergency response, deployed all 956 City-managed intersections

Projects Under Development

- Predictive Missions (Police Department)
 - *Summary:* Provides patrol staff with an accessible resource to proactively identify areas of high risk for proactive patrol
 - *Status:* Issuing new Request for Proposals due to critical issues identified with initial solution
- Fire Station Alerting System (Fire Department)
 - *Summary:* System automates key dispatch steps, resulting in reduced call processing and overall response time
 - *Status:* Network architecture modification underway; estimated completion date is Spring 2020
- Mass Notification System (Office of Emergency Management)
 - *Summary:* Increases City's capability to alert and notify San José residents during emergency events
 - *Status:* Currently implementing recommendations based on San José State University Mass Warning Study

New Projects

- Text-to-911 (Police Department)
 - *Summary:* By texting to '911', potential victims can contact the Department's emergency services when a voice call is not possible or not desired
 - *Status:* In Use (There were 894 texts to '911' in 2019)
- Business Intelligence Tool (Fire Department)
 - *Summary:* Provides near real-time information to Fire Department leadership on key business metrics to help the department understand and improve its performance
 - *Status:* Demonstration to follow

Demonstration

Fire Department Business Intelligence

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Data Analytics Business Intelligence Solution

What is Business Intelligence?

- Information on Demand
- Simplifies Complex Data
- Data Visualizations (e.g., Graphs, Charts, Maps)



Data Analytics Business Intelligence Solution

Why Business Intelligence?



- Ability to mine large amounts of Data
- Improved Data Analysis
- Monitor Key Performance Metrics
- Readily Accessible to Department Leadership

Data Analytics Business Intelligence Solution

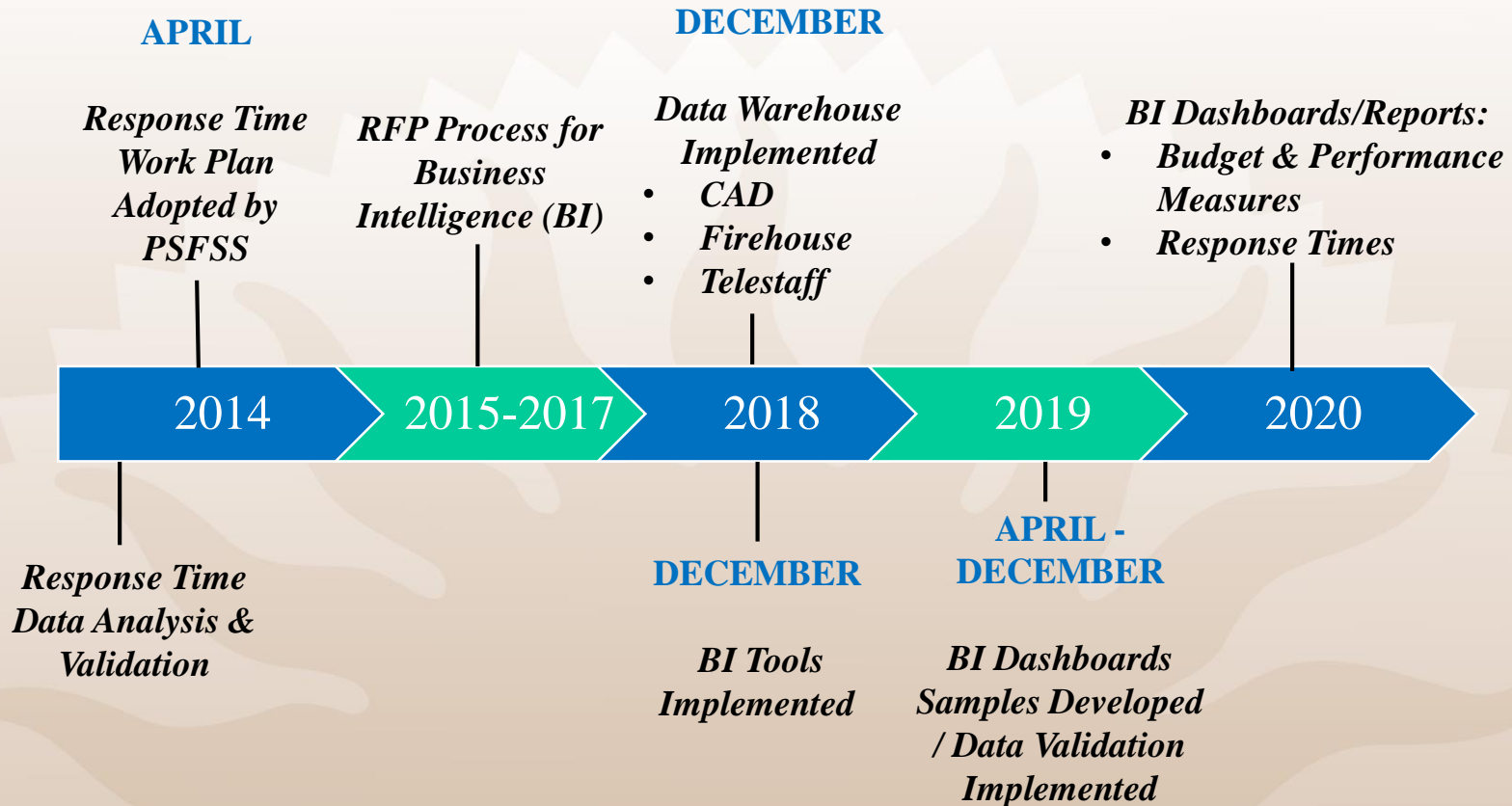
Department Challenges

- Response times were compiled on a monthly basis
 - Limited aggregate data
 - Response time segments were not individually monitored
 - Data was not available to key personnel
- Process to request and fulfill data requests was too slow
- Performance measures completed manually and collected annually during budget process
- No insight into large amounts of existing data
- Data resides in disparate systems (CAD, Firehouse, TeleStaff)

Data Analytics

Business Intelligence Solution

Response Time Work Plan Timeline – Reliable Data Project



Data Analytics

Business Intelligence Solution



Department Divisions That Benefit from the Tool:

- Senior Management
- Field Operations
- Fire Prevention & Development Services
- Public Information
- Administration
 - Budget
 - HR

Data Analytics Business Intelligence Solution

How will Business Intelligence Help?

- Monitor and Improve Department Business Strategies (e.g., Response Time Compliance, Turnout Times)
- Advance Decision Making and Productivity
- Centralize Data from Disparate Systems
- Minimize Data Validation

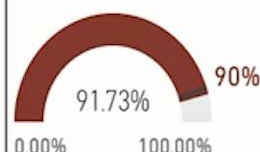
Data Analytics Business Intelligence Solution DEMO

County EMS Contract Response Time Compliance

Total Incidents

46183

EMS Code 3 (<8 minutes)



Fiscal Year	Month Abrv	Total C3 Response	Late Response	On Time (OT) Cancelled	Exemption	Total C3 Incident Less OT Cancelled	Unadjusted Compliance	Total C3 Incident Less Cancelled OT & Exemption	Total Late Incident Less Exemption	Reconciled Compliance
2019 - 2020	AUG	5,568	518	246	124	5322	90.27 %	5198	394	92.42 %
2019 - 2020	JAN	5,416	503	222	58	5194	90.32 %	5136	445	91.34 %
2019 - 2020	OCT	5,489	556	233	139	5256	89.42 %	5117	417	91.85 %
2019 - 2020	DEC	5,420	527	199	119	5221	89.91 %	5102	408	92.00 %
2019 - 2020	JUL	5,278	633	222	169	5056	87.48 %	4887	464	90.51 %
2019 - 2020	SEP	5,042	448	213	115	4829	90.72 %	4714	333	92.94 %
2019 - 2020	NOV	5,021	511	216	103	4805	89.37 %	4702	408	91.32 %
2019 - 2020	FEB	1,961	186	79	18	1882	90.12 %	1864	168	90.99 %
Total		39,195	3,882	1630	845	37565	89.67 %	36720	3037	91.73 %

EMS Code 2 (<12 minutes)



Fiscal Year	Month Abrv	Total C2 Response	Late Response	On Time (OT) Cancelled	Exemption	Total C2 Incident Less OT Cancelled	Unadjusted Compliance	Total C2 Incident Less Cancelled OT & Exemption	Total Late Incident Less Exemption	Reconciled Compliance
2019 - 2020	DEC	998	44	30	9	968	95.45 %	959	35	96.35 %
2019 - 2020	JAN	1,043	33	34	2	1009	96.73 %	1007	31	96.92 %
2019 - 2020	JUL	938	34	29	5	909	96.26 %	904	29	96.79 %
2019 - 2020	OCT	901	33	25	7	876	96.23 %	869	26	97.01 %
2019 - 2020	AUG	893	41	35	16	858	95.22 %	842	25	97.03 %
2019 - 2020	NOV	938	30	34	9	904	96.68 %	895	21	97.65 %
2019 - 2020	SEP	918	25	25	12	893	97.20 %	881	13	98.52 %
2019 - 2020	FEB	359	8	17	3	342	97.66 %	339	5	98.53 %
Total		6,988	248	229	63	6759	96.33 %	6696	185	97.24 %

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County EMS Contract Response Time Com...

City Response Time Compliance

SJFD Budget Performance Measures

Data Analytics

Business Intelligence Solution

Business Intelligence Tool – Next Steps

- Automate (from manual process)
 - Budget Performance Measures
 - Expense Reports
 - Department Inventory
- Develop Dashboards for:
 - BFP – Inspections / Permits
 - BFO – Turnout Times by Unit Company
- Continued investment in Business Intelligence tools.
- Expand data analytic capabilities (currently one Analyst).
Anticipate the need for 1 programmer and 1 analyst.

Next Steps

1. Secure appropriate resourcing to develop Safe City Strategy
2. Refine scope of Safe City Strategy
3. Report back to PSFSS Committee in spring of 2021 with an update on Safe City Strategy

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