ADVANCE PHX

MONTHLY UPDATE AND STATUS REPORT – JULY 2018

DATE	PROJECT NAME
7/22/2018	**Arrest-to-Court Improvement Initiative**

MOUNTAIN VIEW PRECINCT EFFECIENCY STUDY

PURPOSE	Evaluate the amount of time patrol officers spend booking an arrestee when the arrestee is processed by the Central Booking Detail (CBD) staff at a decentralized location and compare to the Current State. Utilize data gathered to assist with determining the feasibility of proposed Future State recommendation, FR5 (Explore Locations for Decentralized Processing Centers). Assess findings to identify possible efficiencies in the arrest-to-initial appearance process for arrestees. Provide all metrics and findings to PPD Executives and Arrest-to-Court Champions.
LOCATION	Mountain View Precinct (MVP) – 1975 E Maryland Ave
START DATE	June 18, 2018 END DATE July 21, 2018 DURATION OF STUDY 5 weeks
HOURS OF OPERATION	M, Tu, W, Th, F, Sa 3 p.m. to 1 a.m.
KEY EFFICIENCY FACTORS TESTED	Patrol officers transported arrestees to the MVP precinct, where custody was transferred to the on-site CBD staff, which was temporarily stationed at the precinct for efficiency study
	CBD staff took custody and completed the processing of arrestee and released the officer to submit booking to on-site Police Records Clerk (PRC)
	On-site PRC assisted officers and ensured all booking paperwork was complete and accurate
	→ Errors in booking paperwork were corrected on-site; eliminating phone call loops and phone hold times
	Upon receipt of the booking paperwork, the on-site PRC informed the officer they may return to service

ARRESTEES PROCESSED BY MVP CBD STAFF

		Week 1	Week 2	Week 3	Week 4	Week 5	**Total**	**Average**
TOTAL ARRESTEES PROCESSED		109	87	152	123	123	**594**	**119**
DAILY TOTALS	MONDAY	13	3	21	11	13	**61**	**12.2**
	TUESDAY	13	13	25	21	18	**90**	**18**
	WEDNESDAY	20	19	18	19	23	**99**	**19.8**
	THURSDAY	24	10	24	29	17	**104**	**20.8**
	FRIDAY	25	22	38	25	29	**139**	**27.8**
	SATURDAY	14	20	26	18	23	**101**	**20.2**

	OVERALL		ARRESTS PROCESSED IN UNDER AN HOUR
TOTAL ARRESTS PROCESSED BY MVP	594	⇒	**446 (75% OF THE OVERALL ARRESTS)**
SHORTEST PROCESSING TIME (officer released to service)	5 minutes		
TOP 25TH PERCENTILE* OF PROCESSING TIMES	20 minutes (n=112 arrests)		
50TH PERCENTILE PROCESSING TIME (MEDIAN)	35 minutes (n=190 arrests)		
75TH PERCENTILE PROCESSING TIME	60 minutes (n=148 arrests)		
LONGEST PROCESSING TIME	4 hours, 35 minutes		
MEAN AVERAGE PROCESSING TIME	50 minutes, 17 seconds	⇒	**30 MINUTES, 21 SECONDS**
MEDIAN AVERAGE PROCESSING TIME	35 minutes	⇒	**30 MINUTES**
TOTAL NUMBER OF WARRANT TEMPLATES CREATED	304	⇒	**242 UNDER AN HOUR (80% OF TOTAL)**
AVERAGE TIME WARRANT ARRESTS TOOK	Approx. 41 minutes	⇒	**28 MINUTES, 41 SECONDS**

*percentiles in the context of this data indicates the *shortest/fastest* processing times, i.e. the "top 25th percentile" of officers were released back to service in 20 minutes or less (faster than 75% of others in the study)

PROJECT STATUS OVERVIEW					
TASK FR/QH#	START DATE EST. DUE DATE	% DONE	STATUS	TITLE STATUS UPDATE NOTE (IF APPLICABLE)	
QH1 AtoB ☐ RMS ☒	2/20/2018 TBD Team Owner: R. Brown	66%	*(green light)*	**PILOT of an Electronic Docket for B & C Docket** (11 a.m. & 2 p.m.) Servers have been identified and creating test processes for CBD staff to save docket documents to two separate servers. Team identified the need for a business process mapping session which is scheduled for August 1, 2018.	
QH2 AtoB ☒ RMS ☐	2/21/2018 TBD Team Owner: Tommy Saballa	15%	*(green light)*	**Explore Options for Alternatives to Booking** QH renamed *Explore Options for Alternatives to Booking.* It was determined based on scope this is no longer a QH rather will move under FR3 as discussions continue. Discussions have begun surrounding the function of "jail court" and evaluating costs associated in contracting with MCSO for Phoenix "jail court". Electric Home Monitoring (EHM) has begun being addressed. Legislative concerns being researched by prosecutor's office. ***Risk/Issue Identified; page 5***	
QH3 AtoB ☒ RMS ☐	TBD Team Owner: *Tied to MVP FR 5*		*(yellow light)*	**Install Video Appearance (VA) Equipment in Processing Centers** Installation of VA equipment dependent on a number of other factors and QH/FR. Evaluation of locations for PILOT programs (FR5) to be brainstormed as dependent processes (QH2) formalize.	
QH4 AtoB ☐ RMS ☐	2/5/2018 2/5/2019 Team Owner: G. Carnicle	70%	*(green light)*	**Implement Citywide Wagon Response Program** The citywide wagon program continues to operate 24 hours / 6-days a week by utilizing 3/13s scheduling. The wagon program participated in the MVP Booking Efficiently Study. Tracking data approximates 25-35% of citywide bookings utilize the wagon program (n=220 wagons/week) to monitor successes and areas of opportunity as program continues. Increased availability dependent upon an increased staffing model.	
QH6 AtoB ☒ RMS ☒	2/14/2018 TBD Team Owner: S. Carroll	20%	*(yellow light)*	**CBD Recommended Process Changes and Training Opportunities** QH6 currently on hold as MVP Efficiency Study is conducted. Alternative-to-Booking: CBD staff continue to make officers aware of bond out eligibility when they call with an eligible warrant. CBD staff working on a bulletin / newsletter entry to raise awareness around bondable arrestees. Team has started creating training outlines for PPD-related training opportunities. City Prosecutor's office liaison has agreed to assist with creation of a PPDTV video with PPD personnel. ***Risk/Issue Identified; page 6***	
QH7 AtoB ☐ RMS ☐	TBD Team Owner: R. Brown	5%	*(yellow light)*	**Reevaluate Court Docket Times** – Determine feasibility of adding or modifying current court docket times QH Team is currently focusing available time to successful deployment of PILOT for QH1. Based on data identified in related QHs docket times will be reevaluated.	
QH8 AtoB ☒ RMS ☐	2/15/2018 8/15/2018 Team Owner: D. Albertson	25%	*(green light)*	**Reassess Police Procedures for Bookable Offenses/CLD options** Agency benchmarking research continues with Scottsdale, Tempe, and Tucson.	
QH9 AtoB ☐ RMS ☐	2/5/2018 TBD Team Owner: B. Smith	25%	*(green light)*	**Bifurcated Charging between County and City** This QH was reassigned to the City Prosecutors office as discussions have begun between the County and City for a more unified case handling protocol.	

QH6 AtoB ☐ RMS ☒	***Critical RMS Interface Conversion Issue with Arrestee Criminal History*** Sarah Carroll (PPD CBD) | CBD Process Changes/Training	*Prior to RMS implementation, the Domestic Violence (DV) indicator on an arrestee's criminal history was automatically populated through an interface with MCSO PreBooking module. Since the implementation of RMS/FBR Booking Form, the interface migration to MCSO PreBooking was not connected. This specific field precludes a DV arrestee from eligibility to purchase a firearm (through mandated interfaces with FBI databases). Due to the RMS—MCSO Prebooking—FBI database interface not existing, every booking must be manually reviewed by a fingerprint technician so the DV charge can be added and properly reported as DV to the Criminal History database.* *Similarly, the FBR Booking Form does not capture if the victim is Law Enforcement, Minor, Vulnerable Adult or a Dangerous Crime against a child, again not properly being reported to their Criminal History; possibly resulting in an arrestee of a disqualifying crime to attain AZ Level 1 or standard fingerprint clearance cards.*

ABBREVIATIONS, INITIALISMS, AND REFERENCE INFORMATION

A Docket: Delivered at 5 a.m. to Court and Prosecutors
B Docket: Delivered at 11a.m. to Court and Prosecutors
C Docket: Delivered at 2 p.m. to Court and Prosecutors
A to B: Alternative-to-Booking
CAA: Court Appointed Attorney-Phoenix Public Defender
CAD: Computer Automated Dispatch
CBD: Central Booking Detail
CLD: Citation in Lieu of Detention
DO: Detention Officer
Docket Report: Recap of defendant arrested and scheduled for
DV: Domestic Violence
Initial Appearance at 10 a.m. or 4 p.m.
FBR: Field Based Reporting System used by patrol
FTA: Fail to Appear
FTP: Fail to Pay
IA: Initial Appearance
MCSO: Maricopa County Sheriff's Office
MVP: Mountain View Precinct
PCP: Phoenix City Prosecutor
PMC: Phoenix Municipal Court
PRC: Public Records Clerk (PPD Central Booking Detail Staff)
RMS: PPD Records Management System
VA: Video Appearance

	Team is moving ahead; not experiencing any current roadblocks to slow down their momentum in achieving milestones
	Team is having to yield, not stopped but rather waiting for something; this could be due to another QH or FR working on a dependent or linked milestone, or current milestone is waiting for approval or a feasibility question to be answered by another entity
	Team is stopped; waiting for a process, dependent task to be completed, or perhaps another dependent QH or FR to establish its processes before the team can begin movement again

Check boxes:
AtoB ☒ indicates the QH / FR is an Alternative to Booking
RMS ☒ indicates the QH / FR identified a necessary RMS related fix or issue rectified