

# **911 & First Responders**

**Neighborhood Leadership Academy**

**March 3, 2020**

# Tonight's Itinerary

- **Accessing Public Safety Data Overview:** Nicollette Staton
- **Emergency Communications Center/911:** Karli Piper and Jasmine Stokes
- **Break**
- **Cincinnati Police Department:** Lt. Elena Comeaux
- **Collaborative Agreement:** Jason Cooper
- **Cincinnati Fire Department:** Chief Mike Washington
- **Break**
- **Panel Discussion: ECC, CPD, CFD, CMO, OPDA**

# Neighborhood Leadership Academy

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**Office of Performance & Data Analytics**

city of  
**CINCINNATI**



# CINCY INSIGHTS

Welcome to [CincyInsights](#), the City of Cincinnati's official visual open data portal.

Our goal is to make government data **simple to use, easy to understand, and effortless to access. No data or tech knowledge is required!**

Want to see what's happening where you live, work, and play? Click any icon below to start exploring [CincyInsights!](#)

# Welcome to Open Data Cincinnati

We invite you to explore all of the data in the following categories that reflect the priority goals we've established to facilitate the delivery of efficient, effective and improved customer services.



Safety



Growing Economic Opportunities



Thriving Neighborhoods



Efficient Service Delivery



Fiscal Sustainability



Browse All Data



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**CincyInsights**  
**Open Data**  
**Additional Tools**

**PUBLIC**  
**SAFETY**



# Fire & Rescue Response

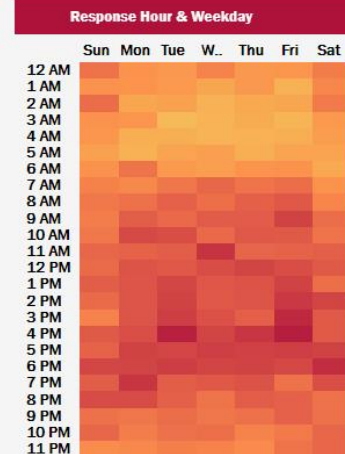
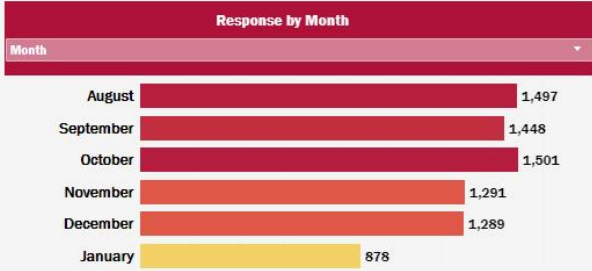
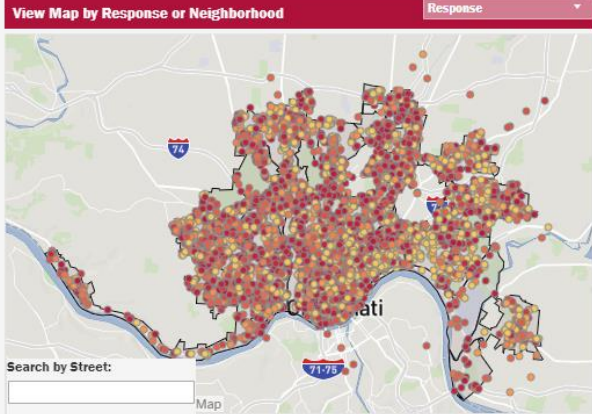
**Total Incident Responses**

7,904

**Response by Neighborhood**

SNA Neighborhoods

AVONDALE	377
BOND HILL	176
CALIFORNIA	35
CAMP WASHINGTON	130
CARTHAGE	90
CLIFTON	172
COLLEGE HILL	274
COLUMBIA TUSCUL..	14
CORRYVILLE	264
CUF	516
DOWNTOWN	695
EAST END	36
EAST PRICE HILL	326
EAST WALNUT HILLS	87
EAST WESTWOOD	57
ENGLISH WOODS	17
EVANSTON	209
HARTWELL	104
HYDE PARK	189
KENNEDY HEIGHTS	54
LINWOOD	34
LOWER PRICE HILL	52



Public Safety

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# Heroin Overdose Responses

Total Heroin Overdose Responses

656

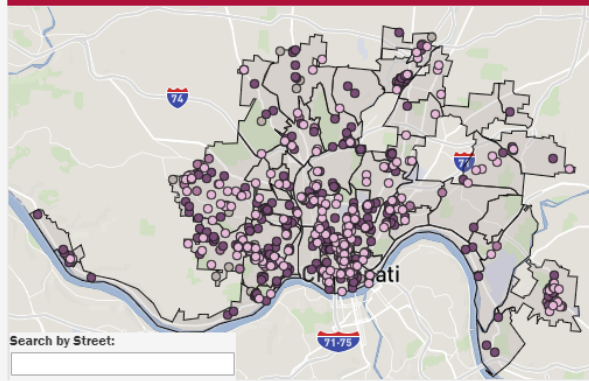
Response by Neighborhood

SNA Neighborhoods

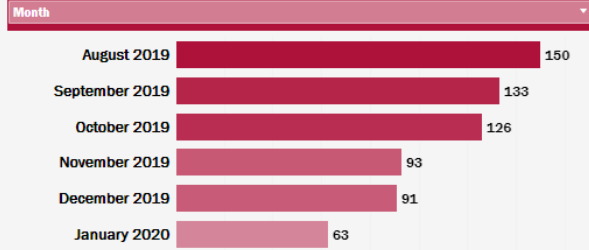
AVONDALE	17
BOND HILL	3
CALIFORNIA	3
CAMP WASHINGTON	23
CARTHAGE	19
CLIFTON	17
COLLEGE HILL	13
CORRYVILLE	18
CUF	24
DOWNTOWN	42
EAST END	2
EAST PRICE HILL	65
EAST WESTWOOD	2
EVANSTON	2
HARTWELL	9
HYDE PARK	2
KENNEDY HEIGHTS	1
LINWOOD	3
LOWER PRICE HILL	6
MADISONVILLE	7
MILLVALE	5
MT. AIRY	8

View Map by Response or Neighborhood

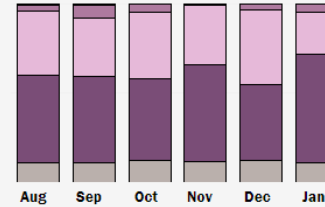
Response



Response by Month

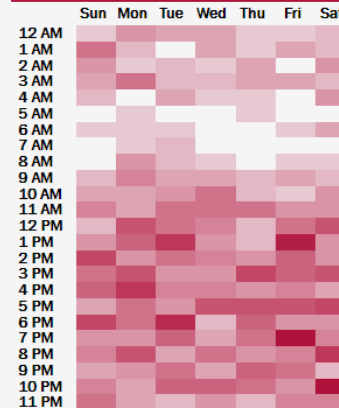


Response Disposition Category



- Medic Response & Transport
- Medic Response and No Transp..
- Narcen & No Transport
- Narcen & Transport
- No Disposition

Response Hour & Weekday



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# Emergency Medical Services

## Total Incident Responses

29,222

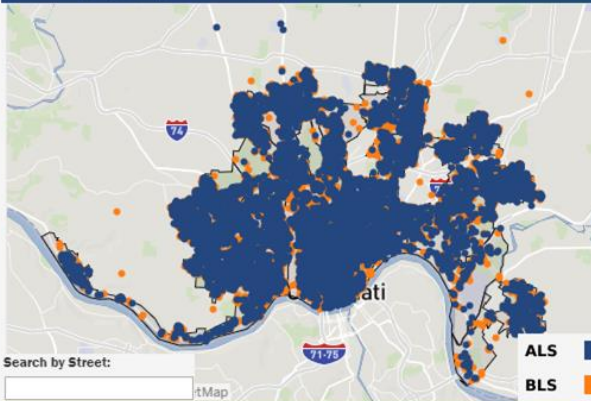
## Incident Response by Neighborh..

SNA Neighborhoods

AVONDALE	1,830
BOND HILL	550
CALIFORNIA	45
CAMP WASHINGTON	277
CARTHAGE	281
CLIFTON	615
COLLEGE HILL	1,095
COLUMBIA TUSCUL..	26
CORRYVILLE	527
CUF	806
DOWNTOWN	1,671
EAST END	76
EAST PRICE HILL	1,732
EAST WALNUT HILLS	206
EAST WESTWOOD	350
ENGLISH WOODS	46
EVANSTON	636
HARTWELL	616
HYDE PARK	330
KENNEDY HEIGHTS	291
LINWOOD	110
LOWER PRICE HILL	192

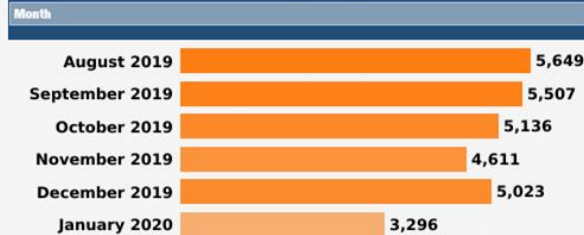
## View Map by Response or Neig..

Response



Search by Street:

## Incident Response by Month



## Top Incident Response Types

(All)

- WALKIN AT FIRE STATION
- SHOOTING HAS OCCURRED
- UNCONSCIOUS / FAINTING (NEAR)
- HEADACHE
- PERSON DOWN
- ABDOMINAL PAIN / PROBLEMS
- UNKNOWN PROBLEM (PERSON DOWN)
- SUICIDE ATTEMPT
- PREGNANCY / CHILDBIRTH / MISCARRIAGE
- POSSIBLE DOA
- CARDIAC OR RESPIRATORY ARREST / DEATH
- STROKE (CVL) / TRANSIENT ISCHEMIC ATTACK (TIA)
- BACK PAIN (NON-TRAUMATIC OR NON-RECENT TRAUMA)
- FALLS
- CHEST PAIN / CHEST DISCOMFORT
- ALLERGIES (REACTIONS) / ENVENOMATIONS (STINGS, BITES)
- SICK PERSON
- BREATHING PROBLEMS
- HEMORRHAGE / LACERATIONS
- MEDICAL EMERGENCY
- ASSAULT / SEXUAL ASSAULT / STUN GUN
- DIABETIC PROBLEMS
- OVERDOSE / POSITIONING (INGESTION)
- DOMESTIC VIOLENCE WITH INJURY
- CUTTING
- HEROIN OVERDOSE
- TRAUMATIC INJURIES (SPECIFIC)
- HEART PROBLEM / A.I.C.D.
- CONVULSIONS / SEIZURES
- ACCIDENT WITH INJURY

## Incident Response by Hour & Weekday



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# Reported Shootings

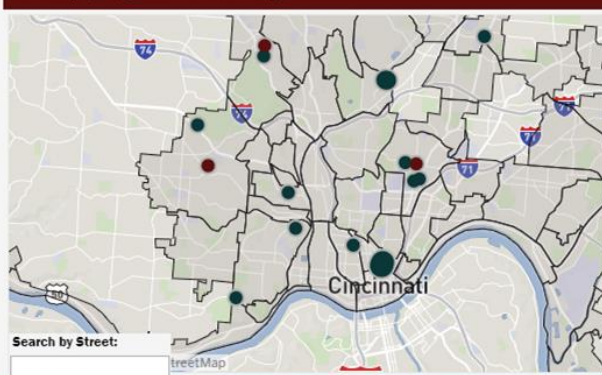
Total 2019 Shootings:

20

Shootings by Neighborhood

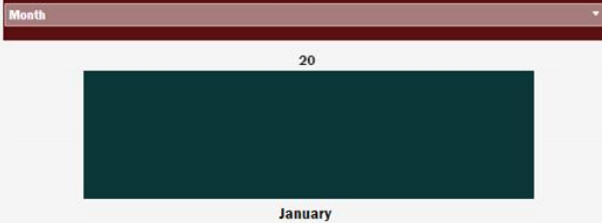
Neighborhood	Count
AVONDALE	4
EAST PRICE HILL	1
MT AIRY	2
NORTH FAIRMOUNT	1
OVER-THE-RHINE	4
RIVERSIDE	1
ROSELAWN	1
SOUTH FAIRMOUNT	1
SPRING GROVE VL.	2
WEST END	1
WESTWOOD	2

View Map by Neighborhood or Shooting



Search by Street:

Shootings by Month

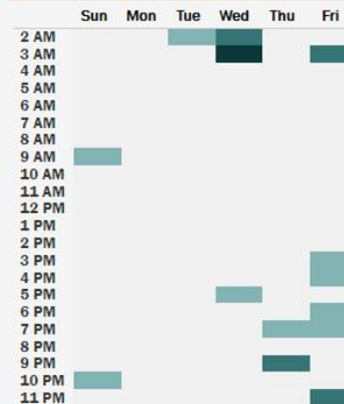


Victims by Fatal/NonFatal

Fatal/NonFatal



Shooting Victims by Hour & Weekday



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# Traffic Crashes

## Total Traffic Crashes

8,813

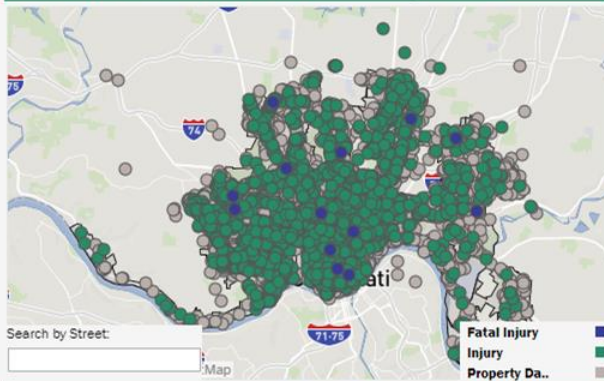
## Traffic Crashes by Neighborhood

Police Reporting

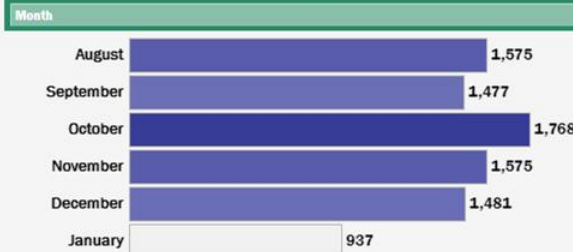
AVONDALE	305
BOND HILL	359
CALIFORNIA	45
CAMP WASHINGT..	326
CARTHAGE	131
CBD/RIVERFRONT	648
CLIFTON	317
COLLEGE HILL	199
COLUMBIA TUSCU..	62
CORRYVILLE	242
EAST END	62
EAST PRICE HILL	287
EAST WALNUT HI..	72
EAST WESTWOOD	44
ENGLISH WOODS	20
EVANSTON	171
FAIRVIEW	142
FAYE APARTMENTS	42
HARTWELL	107
HYDE PARK	163
KENNEDY HEIGHTS	34
LOWER PRICE HII I	49

## View Map by Neighborhood or Traffic Crash

Traffic Crash



## Traffic Crashes by Month



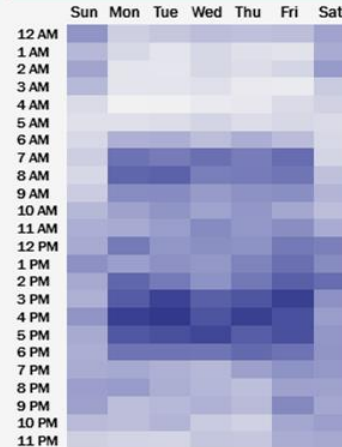
## Demographics: Person Involved

Person Involved

Accidents Involving a Driver	8,792
Accidents Involving a Passe..	999
Accident Involving a Pedestrian	175
Not Provided	19

## Traffic Crashes by Hour & Weekday

Hour & Weekday





# Reported Crime

Total Number of Incidents

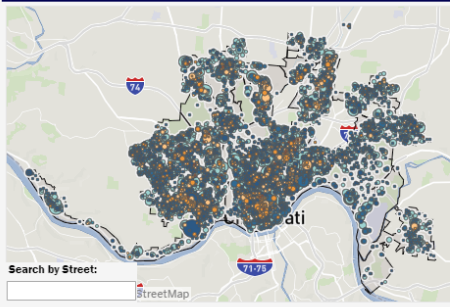
12,112

Incidents by Neighborhood

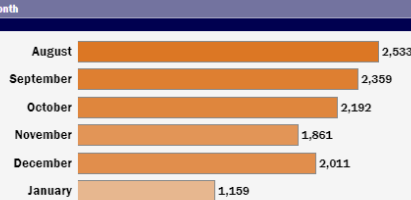
Neighborhood	Incidents
AVONDALE	511
BONDHILL	273
C. B. D. / RIVERFRON..	596
CALIFORNIA	19
CAMP WASHINGTON	91
CARTHAGE	106
CLIFTON	226
CLIFTON/UNIVERSI..	212
COLLEGE HILL	325
COLUMBIA / TUSCU..	30
CORRYVILLE	297
EAST END	47
EAST PRICE HILL	615
EAST WALNUT HILLS	132
EAST WESTWOOD	112
ENGLISH WOODS	65
EVANSTON	271
FAIRVIEW	302
FAY APARTMENTS	155
HARTWELL	141
HYDE PARK	159
KENNEDY HEIGHTS	79

View Map by Neighborhood or Cr..

Reported Crime

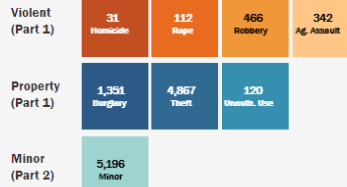


Reported Crime by Month

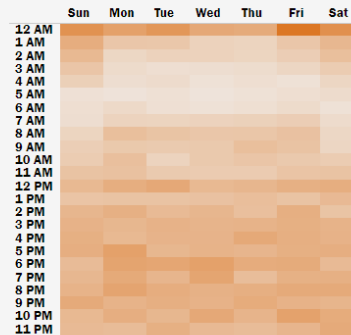


Types of Crime

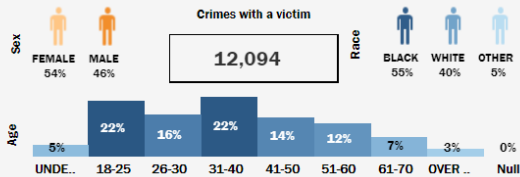
(Multiple values)



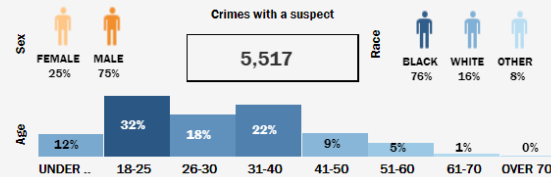
Incidents by Hour & Weekday



Victim Demographics



Suspect Demographics



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# Police Calls for Service

Total Calls for Service:

**142,868**

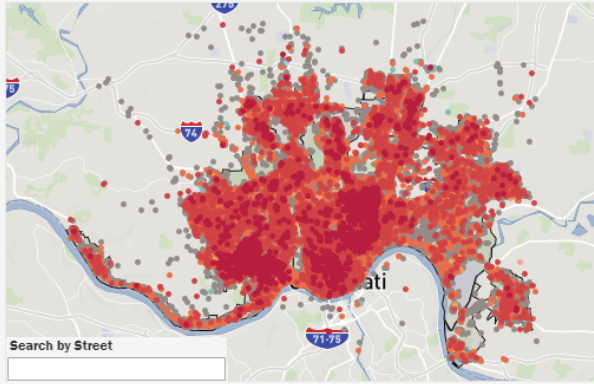
Calls by Neighborhood

Police Reporting

AVONDALE	6,976
BONDHILL	3,873
C. B. D. / RIVERFRO..	12,319
CALIFORNIA	333
CAMP WASHINGTON	2,266
CARTHAGE	1,798
CLIFTON	3,207
CLIFTON/UNIVERSI..	2,190
COLLEGE HILL	3,434
COLUMBIA / TUSCU..	605
CORRYVILLE	4,455
EAST END	715
EAST PRICE HILL	6,764
EAST WALNUT HILLS	1,187
EAST WESTWOOD	1,278
ENGLISH WOODS	249
EVANSTON	3,030
FAIRVIEW	2,999
FAY APARTMENTS	1,147
HARTWELL	1,333
HYDE PARK	2,094
KENNEDY HEIGHTS	640
LINWOOD	200
LOWER PRICE HILL	1,117

View Map by Neighborhood o..

Event



Search by Street

Calls by Month

Month

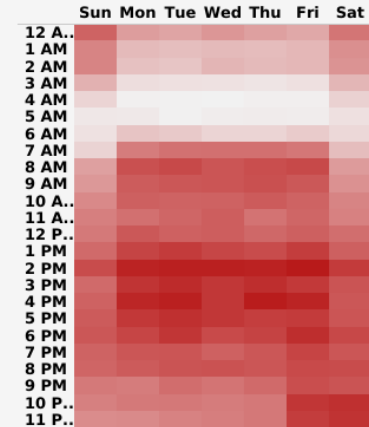


Top 40 Call Types

(All)

Shots Fired  
 Auto Accident: Injury  
 Drug Activity/Complaint/Theft  
 Noise: Mentally Impaired: Violent  
 Residential Burglary Alarm  
 UNK Investigation: Wanted Person  
 Family Trouble  
 INV Auto Accident: No Injury  
 Traffic Hazard  
 WAR SDET  
 Assault: No Injury

Calls by Hour & Weekday



Public Safety

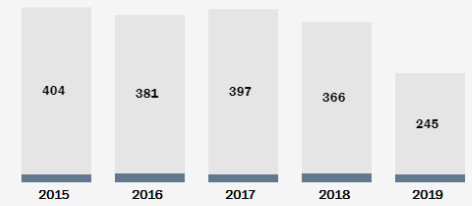
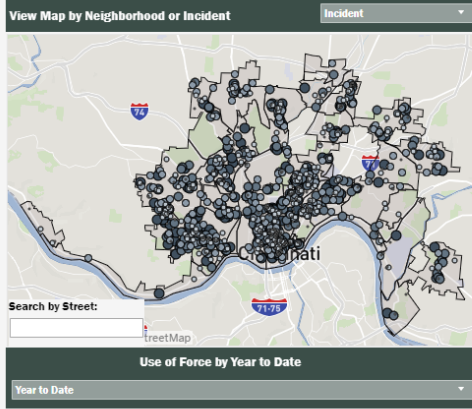
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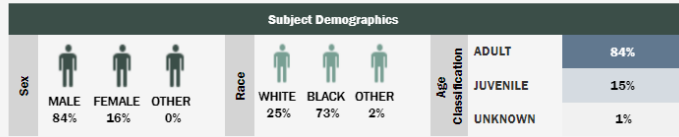
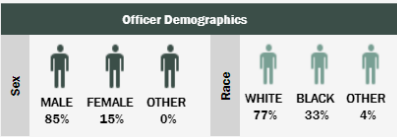
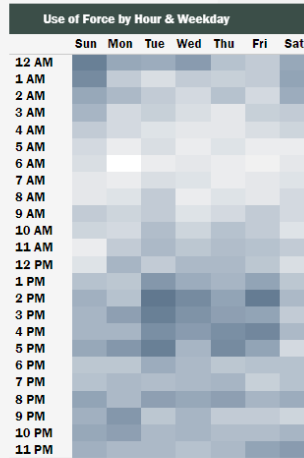
# Officer Use of Force

Total Use of Force	
1,893	
Use of Force by Neighborhood	
Police Reporting	

AVONDALE	62
BONDHILL	27
C. B. D. / RIVERFRON	79
CALIFORNIA	3
CAMP WASHINGTON	11
CARTHAGE	10
CLIFTON	14
CLIFTON/UNIVERSIT	9
COLLEGE HILL	27
COLUMBIA / TUSCU	7
CORRYVILLE	21
EAST END	10
EAST PRICE HILL	74
EAST WALNUT HILLS	12
EAST WESTWOOD	13
ENGLISH WOODS	1
EVANSTON	21
FAIRVIEW	23
FAY APARTMENTS	6
HARTWELL	3
HYDE PARK	11
KENNEDY HEIGHTS	7
LINWOOD	1
LOWER PRICE HILL	6



Use of Force by Type	
TASER-BEANBAG-PEPPERBALL	910
INJURY TO PRISONER	492
NONCOMPLIANT SUSPECT/ARRESTEE	375
USE OF FORCE INVESTIGATION	88
CHEMICAL IRRITANT	28



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# Assaults on Officers

## Total Assaults on Officers

15

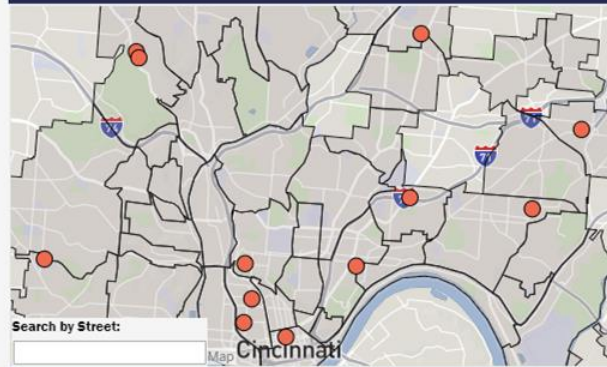
## Assaults on Officers by Neighbor...

Police Reporting

BONDHILL	1
C. B. D. / RIVERFRONT	1
CLIFTON/UNIVERSITY HEIGHTS	1
EVANSTON	1
MOUNT AIRY	1
WALNUT HILLS	1
WEST END	2
WESTWOOD	1
NOT PROVIDED	4
HYDE PARK	1
MADISONVILLE	1

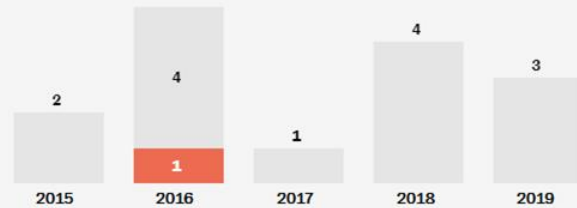
## View Map by Neighborhood or Incid...

Incident



## Assaults on Officers by Year to Date

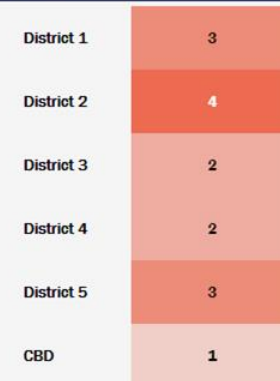
Year to Date



## Officer Demographics



## Assaults on Officers by District



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# Police Firearm Discharge

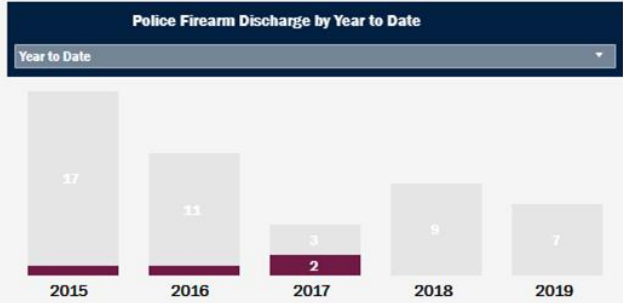
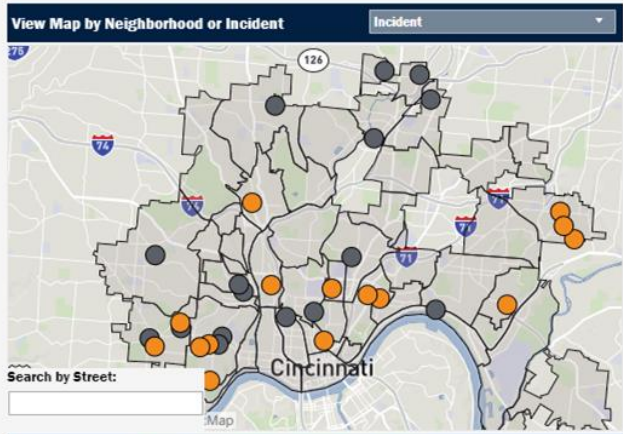
**Total Police Firearm Discharges**

**51**

**Police Firearm Discharge by Neig-**

Police Reporting

AVONDALE	1
CARTHAGE	1
CORRYVILLE	1
EAST PRICE HILL	5
HARTWELL	2
MADISONVILLE	3
NORTH FAIRMO..	1
NORTHSIDE	1
OVER-THE-RHINE	2
RIVERSIDE	1
ROSELAWN	1
WALNUT HILLS	1
WEST PRICE HILL	4
WESTWOOD	1
CAMP WASHIN..	1
COLLEGE HILL	1
EAST END	1
NOT PROVIDED	19
EAST WALNUT ..	1



**Officer Demographics**

Sex: FEMALE 15%, MALE 85%

Race: WHITE 65%, BLACK 33%, OTHER 2%

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**Subject Demographics**

Sex: FEMALE 10%, MALE 90%

Race: BLACK 75%, WHITE 15%, OTHER 10%

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**Incident Type**

WEAPON DISCHARGE AT A SUBJECT 39%

WEAPON DISCHARGE AT AN ANIMAL 61%



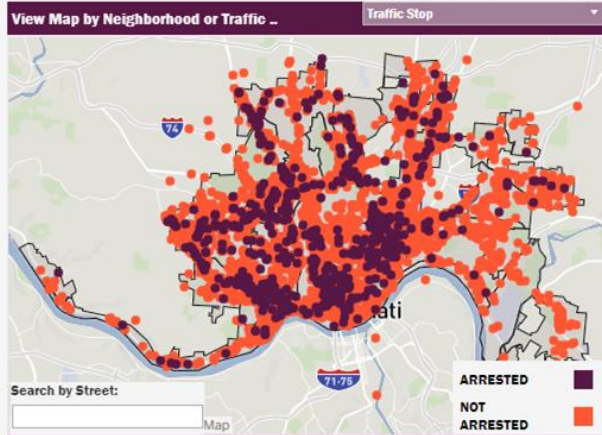


# Traffic Stops

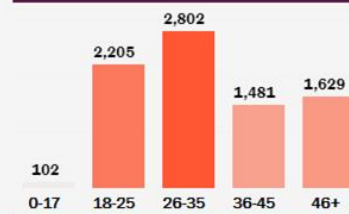
Total Traffic Stops  
**8,213**

Traffic Stops by Neighborhood  
SNA Neighborhood

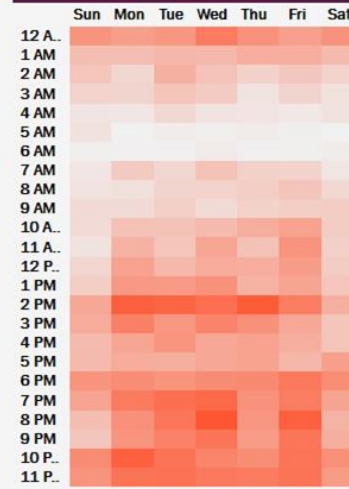
AVONDALE	648
BOND HILL	120
CALIFORNIA	9
CAMP WASHINGTON	214
CARTHAGE	118
CLIFTON	116
COLLEGE HILL	100
COLUMBIA TUSCUL...	22
CORRYVILLE	118
CUF	171
DOWNTOWN	131
EAST END	26
EAST PRICE HILL	571
EAST WALNUT HILLS	44
EAST WESTWOOD	90
ENGLISH WOODS	1
EVANSTON	387
HARTWELL	28
HYDE PARK	121
KENNEDY HEIGHTS	8
LINWOOD	20
LOWER PRICE HILL	196
MADISONVILLE	105



Traffic Stop Demographics  
Age Range



Traffic Stops by Hour & Weekday



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# 911 Calls

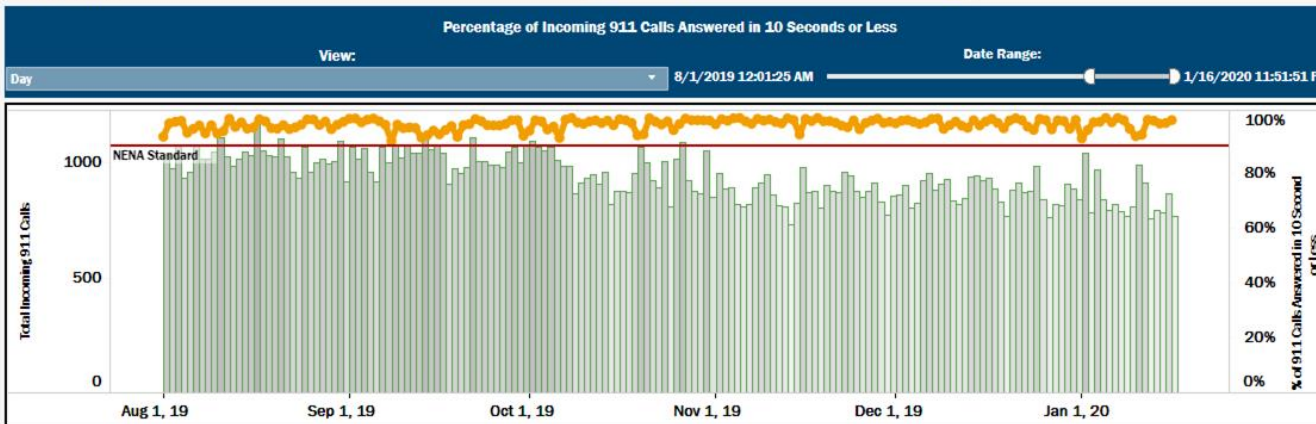
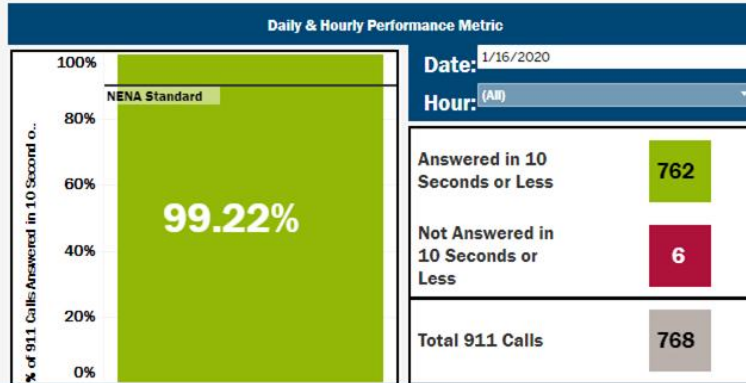
**NA Standard** The National Emergency Number Association (NENA)'s standard for 911 call taking is 90% of all incoming 911 calls should be answered within 10 seconds.

### Daily & Hour Performance Metric

The visualization in the upper right hand corner of this dashboard allows users to choose a day and hour to see the total percentage of incoming 911 calls meeting the NENA performance standard.

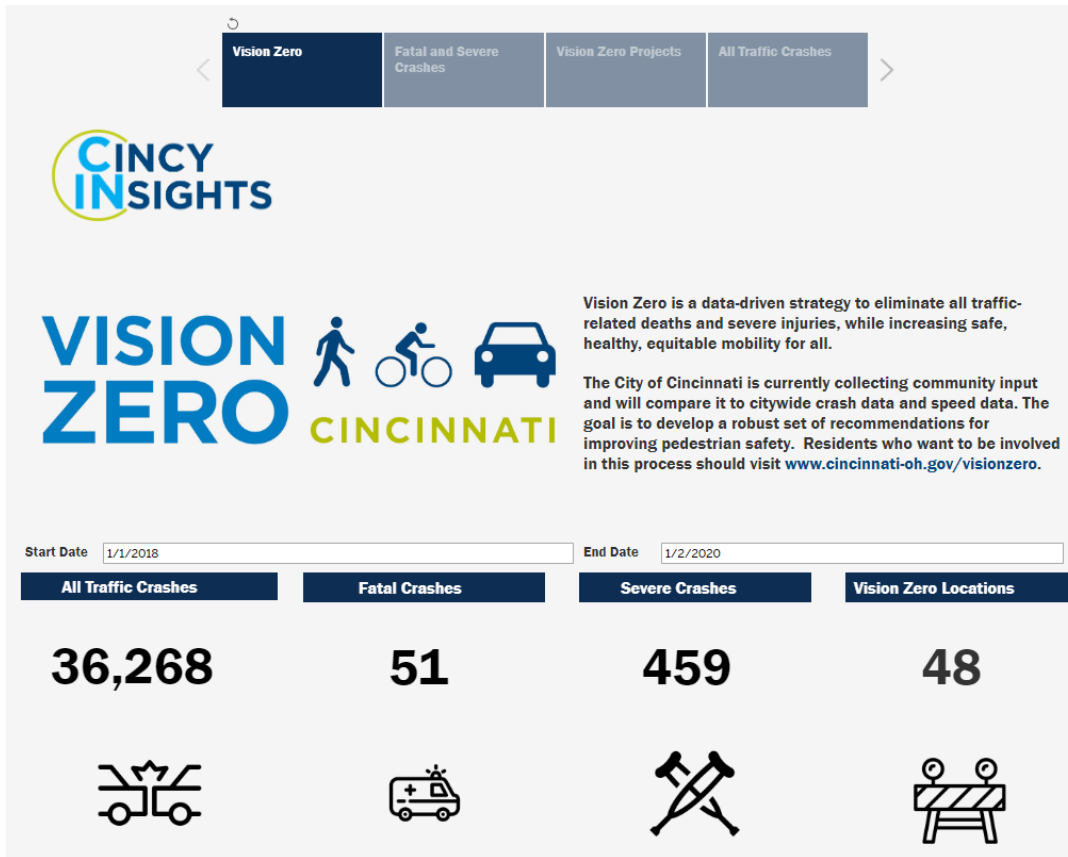
### Call Performance & Volume by Day, Week, Month, or Year

The visualization at the bottom of this dashboard allows users to choose a date range and choose a view of day, week, month, or year to see the percentage of calls reaching the NENA standard (orange line) and the volume of 911 calls during that time.



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## Public Safety

# Pedestrian Stops

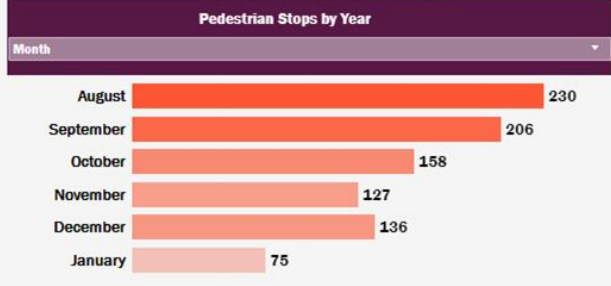
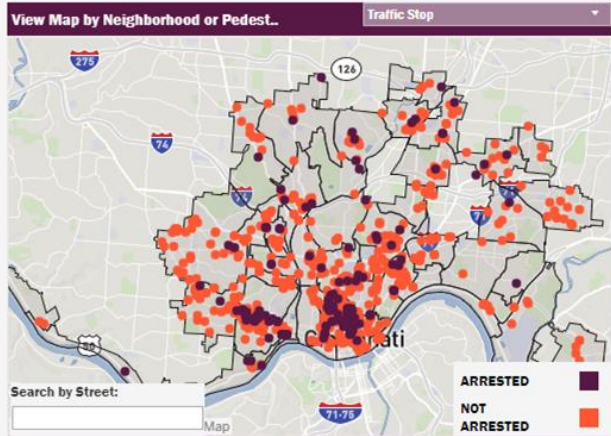
**Total Pedestrian Stops**

932

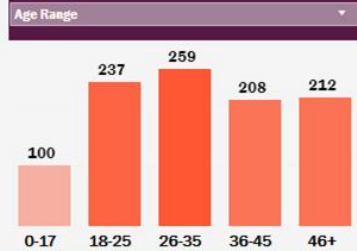
**Pedestrian Stops by Neighborho...**

SNA Neighborhood

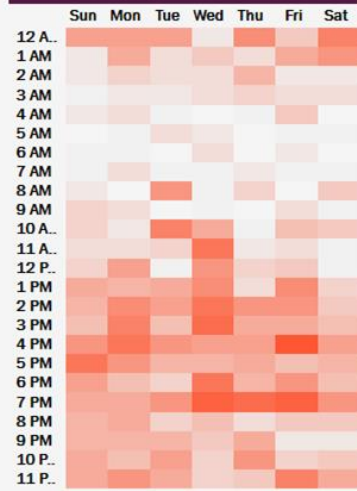
AVONDALE	46
BOND HILL	10
CALIFORNIA	1
CAMP WASHINGTON	17
CARTHAGE	19
CLIFTON	6
COLLEGE HILL	8
COLUMBIA TUSCUL..	1
CORRYVILLE	18
CUF	28
DOWNTOWN	59
EAST END	3
EAST PRICE HILL	91
EAST WALNUT HILLS	6
EAST WESTWOOD	11
ENGLISH WOODS	1
EVANSTON	20
HARTWELL	3
HYDE PARK	2
KENNEDY HEIGHTS	3
LINWOOD	4
LOWER PRICE HILL	13
MADISONVILLE	15



**Pedestrian Stops Demographics**



**Pedestrian Stops by Hour & Weekday**



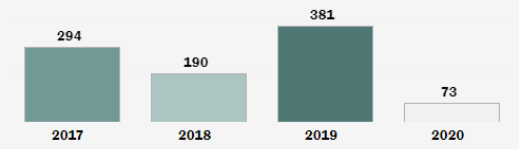
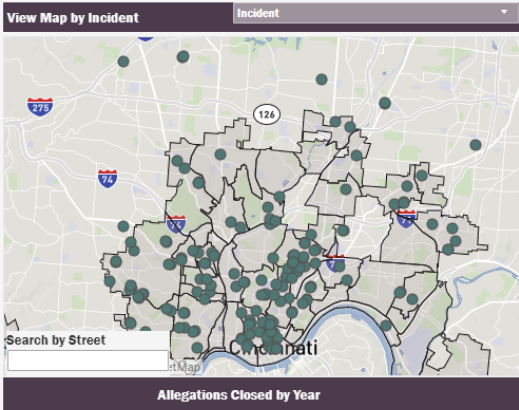


## Closed Citizen Allegations

Total Allegations  
**938**

Allegations by Neighborhood  
Community Council

AVONDALE	171
BOND HILL	2
CAMP WASHINGT..	21
CARTHAGE	1
CBD	21
CENTRAL BUSINE..	25
CLIFTON	35
CLIFTON-UNIVERS..	13
COLLEGE HILL	21
CORRYVILLE	23
EAST END	3
EAST PRICE HILL	23

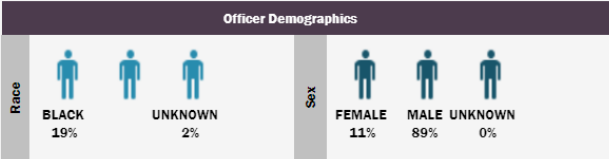
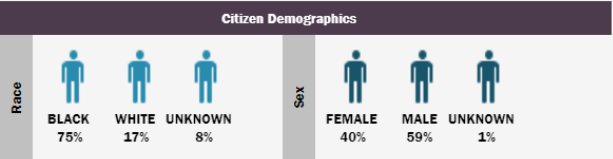


Allegations by Finding

	2017	2018	2019	2020
EXONERA..	167	98	158	19
NOT SUST..	51	32	74	22
SUSTAINED	26	28	77	17
UNFOUND..	50	32	72	15

Allegations Against Officers by Allegation Type

Allegation Type	
CANINE OPERATIONS	1
DEATH IN CUSTODY	13
DETENTION	11
DISCHARGE OF A FIREARM	13
DISCOURTESY	74
DISCRIMINATION	48
EXCESSIVE FORCE	87
EXCESSIVE FORCE (CANI..	1
HARASSMENT	38
IMPROPER ENTRY	41
IMPROPER PROCEDURE	130
IMPROPER SEARCH	128
IMPROPER SEIZURE	7
IMPROPER STOP	141
LACK OF SERVICE	18
MVR/DVR (SOUND)	3
POINTING OF A FIREARM	45
PROCEDURE (BWC - TURN..	10



# Public Safety

CINCY  
INSIGHTS

## Traffic Crash Reports (CPD) Safety

[View Data](#) [Visualize](#) [Export](#) [API](#) [...](#)

Traffic Crash Reports are records in the event of a response to a traffic crash.

This dataset includes fatal, injury, and non-injury crashes.

[More](#)

Updated  
February 3, 2020  
Data Provided by  
City of Cincinnati

### About this Dataset

Updated

**February 3, 2020**

Data Last Updated  
February 3, 2020

Metadata Last Updated  
February 3, 2020

Date Created  
May 31, 2018

Views

**24.7K**

Downloads

**589**

Data Provided by  
City of Cincinnati

Dataset Owner  
Brandon Crowley

[Contact Dataset Owner](#)

#### Topics

Category	Safety
Tags	police, cpd, traffic crash, traffic, crash, vision, zero

#### Licensing and Attribution

License	Public Domain
---------	---------------

# Traffic Crash Reports (CPD)

**OPEN  
DATA**

## PDI (Police Data Initiative) Police Calls for Service (CAD) Safety

[View Data](#) [Visualize](#) [Export](#) [API](#) [...](#)

Calls For Service are the events captured in an agency's Computer-Aided Dispatch (CAD) system used to facilitate incident response.

This dataset includes both proactive and reactive police incident data.

[More](#)

**Updated**  
February 3, 2020

**Data Provided by**  
City of Cincinnati

### About this Dataset

Updated

**February 3, 2020**

**Data Last Updated** February 3, 2020  
**Metadata Last Updated** February 3, 2020

**Date Created**  
October 25, 2016

**Views** 8,515  
**Downloads** 2,866

**Data Provided by** City of Cincinnati  
**Dataset Owner** Brandon Crowley

[Contact Dataset Owner](#)

#### Topics

Category	Safety
Tags	police, cad, crime, incidents, cpd, cincinnati police department, pdi, white house police data initiative, police data, calls for service, ca
	<a href="#">Show More</a>

#### Licensing and Attribution

License	Public Domain
---------	---------------

# Police Data Initiative

**OPEN  
DATA**

## Cincinnati Fire Incidents (CAD) (including EMS: ALS/BLS) Safety

View Data Visualize Export API ...

Fire Incident data includes all fire incident responses. This includes emergency medical services (EMS) calls, fires, rescue incidents, and all other services handled by the Fire Department.

[More](#)

Updated  
February 3, 2020  
Data Provided by  
City of Cincinnati

### About this Dataset

Updated  
**February 3, 2020**

Data Last Updated February 3, 2020  
Metadata Last Updated February 3, 2020

Date Created  
October 25, 2016

Views **9,633**  
Downloads **2,103**

Data Provided by City of Cincinnati  
Dataset Owner Brandon Crowley

Contact Dataset Owner

#### Attachments

- Fire Disposition Codes.pdf
- CFD Data Visualization Exclusions.pdf
- Cincinnati Fire Incidents (CAD) Data Dictionary.pdf

#### Topics

Category Safety  
Tags fire, incidents, cad, cfd, cincinnati fire department, ems data, fire data, fire incident data

#### Licensing and Attribution

License Public Domain

# Cincinnati Fire & EMS Incidents

**OPEN  
DATA**



## 2019 NFIRS Cincinnati Fire Department

Incident Data Safety

[View Data](#) [Visualize](#) [Export](#) [API](#) [...](#)

The National Fire Incident Reporting System (NFIRS) is a reporting standard that fire departments nationwide use to uniformly report on the full range of fire department activities. This dataset encompasses all fire incidents reported to NFIRS that were responded to by the Cincinnati Fire Department in the year 2019.

[More](#)

Updated  
January 14, 2020

### About this Dataset

Updated  
**January 14, 2020**

Data Last Updated: January 6, 2020  
Metadata Last Updated: January 14, 2020

Date Created  
January 6, 2020

Views: **5**  
Downloads: **1**

Data Provided by: *(none)*  
Dataset Owner: Brandon Crowley

[Contact Dataset Owner](#)

#### Topics

Category	Safety
Tags	cfd, fire, nfirs

#### Licensing and Attribution

License	Public Domain
---------	---------------

# National Fire Incident Reporting System (NFIRS)

**OPEN  
DATA**

## Emergency Communications Center (ECC)

View Data

Visualize ▾

Export

API

⋮

### Calls Safety

Emergency Communications Center Calls are records captured for each call. The call data does not contain the nature of the emergency or dispatched resources. For dispatch data reference Police Calls for Service (CAD) or Cincinnati Fire Incidents (CAD).

Updated  
January 31, 2020

Data Provided by  
City of Cincinnati

[More](#)

### About this Dataset

Updated

**January 31, 2020**

Data Last Updated  
January 31, 2020

Metadata Last Updated  
January 31, 2020

Date Created  
May 18, 2018

Views  
**260**

Downloads  
**43**

Data Provided by  
City of Cincinnati

Dataset Owner  
Brandon Crowley

Contact Dataset Owner

#### Attachments

[ECaTS\\_Data\\_Dictionary.docx](#)

#### Topics

Category  
Safety

Tags  
911, ecc, emergency, call, police, fire

#### Licensing and Attribution

License  
Public Domain

# Emergency Communications Center (ECC) Calls

**OPEN  
DATA**

## Cincinnati Fire Department Unit Response

[View Data](#) [Visualize](#) [Export](#) [API](#) [...](#)

Safety

CFD Unit Response Data includes all CFD units (vehicles) that responded to an incident. This dataset provides enhancement to the Cincinnati Fire Incidents (CAD) dataset (<https://data.cincinnati-oh.gov/Safer-Streets/Cincinnati-Fire-Incidents-CAD-including-EMS-ALS-BL/vnsz-a3wp>) in providing the data for each unit responding to a single incident.

[More](#)

Updated

February 3, 2020

Data Provided by  
City of Cincinnati

### About this Dataset

Updated

**February 3, 2020**

Data Last Updated  
February 3, 2020

Metadata Last Updated  
February 3, 2020

Date Created  
July 11, 2018

Views  
**200**

Downloads  
**67**

Data Provided by  
City of Cincinnati

Dataset Owner  
Brandon Crowley

[Contact Dataset Owner](#)

#### Attachments

[Cincinnati Fire Unit Response Data Dictionary.pdf](#)

[Fire Disposition Codes.pdf](#)

[CFD Data Visualization Exclusions.pdf](#)

#### Topics

Category  
Safety

Tags  
fire, incidents, cad, cfd, cincinnati fire department, ems data, fire data, fire incident data, units, runs, unit responses

#### Licensing and Attribution

License  
Public Domain

# Fire Department Unit Response

**OPEN  
DATA**

Smart 911 Enrollments Safety

- View Data
- Visualize
- Export
- API
- ...

In July 2018, the City of Cincinnati launched an emergency communication tool, Smart911, that provides 9-1-1 call takers and first responders with additional critical information about participating residents. This technology helps reduce response times and provide first responders with vital information that can help improve incident outcomes. Through [More](#)

**Updated**  
February 3, 2020  
**Data Provided by**  
Emergency Communication Center

About this Dataset

**Updated**  
**February 3, 2020**  
Data Last Updated February 3, 2020  
Metadata Last Updated February 3, 2020

Date Created  
February 2, 2019

Views Downloads  
**84** **37**

Data Provided by  
Emergency Communication Center  
Dataset Owner  
Brandon Crowley

Contact Dataset Owner

**Attachments**  
[Smart\\_911\\_Enrollment\\_Data\\_Dictionary.pdf](#)

**Topics**  
Category Safety  
Tags smart, 911, smart911, enrollment, ecc, emergency communications

**Licensing and Attribution**  
License Public Domain

# Smart911 Enrollments

**OPEN  
DATA**

## Citizen Complaint Authority (CCA) Closed Complaints

[View Data](#) | [Visualize](#) | [Export](#) | [API](#) | [...](#)

Safety

This data is all closed Citizen Complaint Authority (CCA) complaints that have been received in the past five years. This data set contains complaints that are processed, investigated and closed by CCA. It includes data such as the type of event reported, date and time of incident, officer and citizen demographics, and allegation investigated.

[More](#)

**Updated**  
February 3, 2020

**Data Provided by**  
Citizen Complaint Authority (CCA)

### About this Dataset

Updated  
**February 3, 2020**

**Data Last Updated** February 3, 2020  
**Metadata Last Updated** February 3, 2020

**Date Created**  
December 13, 2019

**Views**  
**35**

**Downloads**  
**6**

**Data Provided by**  
Citizen Complaint Authority (CCA)

**Dataset Owner**  
Brandon Crowley

[Contact Dataset Owner](#)

#### Attachments

[CCA\\_Closed\\_Complaints\\_\\_Data\\_Dictionary.pdf](#)

#### Topics

**Category** Safety

**Tags** cca, complaints, citizen complaint, police, cpd

#### Licensing and Attribution

**License** Public Domain

**Source Link** <https://www.cincinnati-oh.gov/ccia/>

# Citizen Complaint Authority Closed Complaints

**OPEN  
DATA**

**Questions?**

# **Cincinnati Emergency Communications Center**

# ECC Mission Statement

*Our mission is to provide prompt, professional, and courteous handling of all emergency calls for service and clear, concise, and expedient dispatching of first responders in order to protect and save lives and ensure the public safety of the citizens who live, work, and enjoy life in the City of Cincinnati.*





# 2019 Call Statistics

Total Inbound 911 calls.....365,459

Total Non-emergency calls

Inbound.....238,108

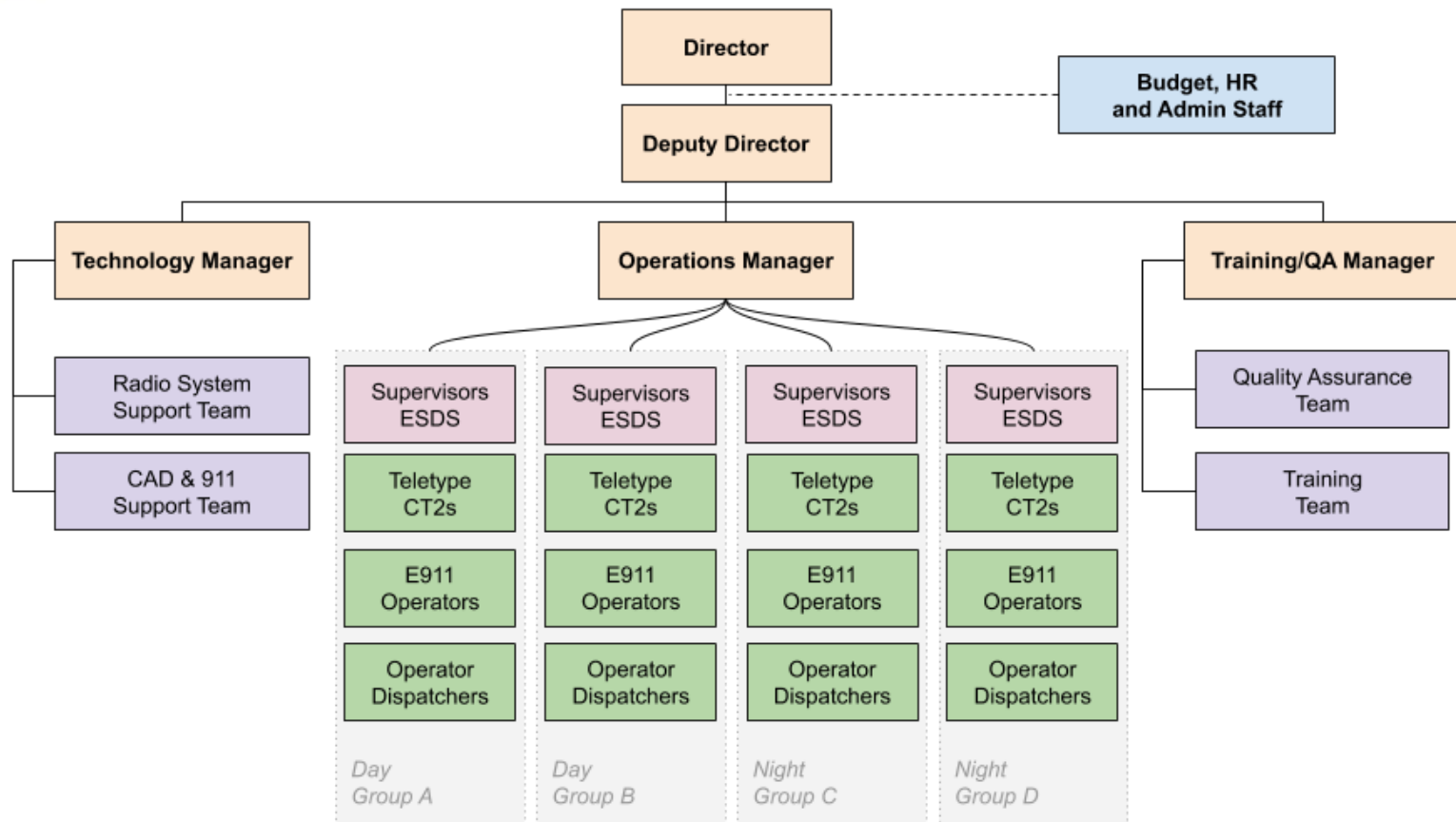
Outbound.....188,922

**Total Calls for 2019.....792,489**

# The ECC's Role

- The Emergency Communications Center is staffed 24/7 by call takers and dispatchers. This includes nights, weekends, and holidays. The center is the link between the community and Cincinnati Fire and Police Departments.
- There are essentially two main duties within the communications center: call taking and dispatching. These duties are divided into two separate positions.

# ECC Organizational Chart





# Call Takers

- First point of contact.
- Responsible for gathering relevant information and entering calls for service.
- Provide safety and patient care instructions to callers.
- Classify and prioritize calls as they are received. Call takers determine the nature of the call (what is happening at the scene) through efficient and effective information gathering. This determines the urgency and priority of the call.
- Impacting lives via the telephone.

# Dispatchers

- Dispatch/allocate resources.
- Provide information to responders quickly and accurately.
- Monitor the safety of responders.
- Coordinate logistics, resources, and services.



# Calling 911

When you call 911, be prepared to answer the call-taker's questions, which may include:

- The location of the emergency, including the street address.
- The phone number you are calling from.
- The nature of the emergency.
- Details about the emergency, such as physical descriptions of people/vehicles involved, safety hazards, injuries/symptoms being experienced by someone having a medical emergency.

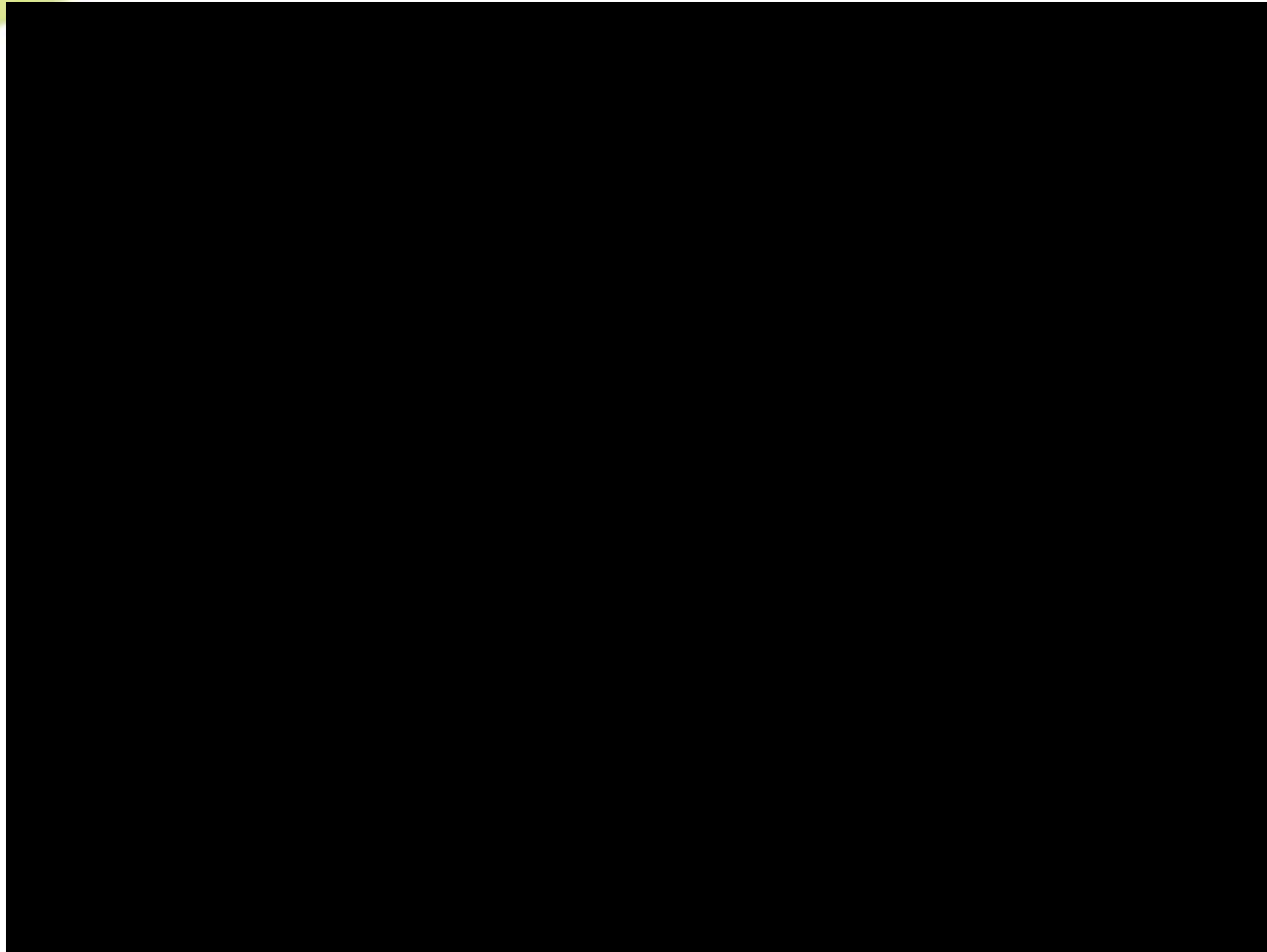


# Calling 911



- Be prepared to follow any instructions the call taker gives you. Our call takers are EMD Certified and trained to provide step by step instructions to aid someone who is choking or needs CPR or first aid.
- Do not hang up until the call-taker instructs you to do so.

# Emergency Medical Dispatch & ProQA





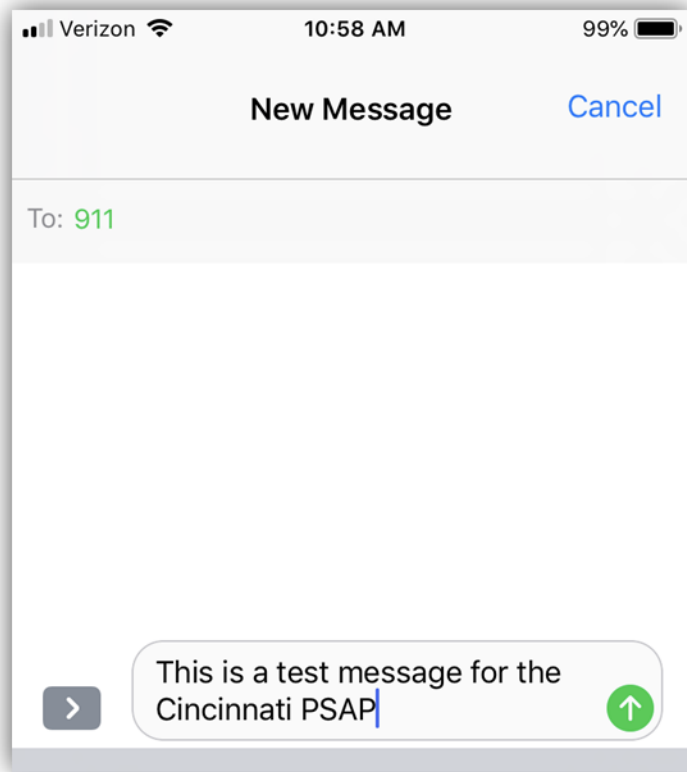
# Text to 911



## Why do we have Text to 911?

- Callers with **hearing and speech impairments** will have better access to request emergency services vs TDD/TTY phones
- Callers with a **safety issue** that rules out making a voice call (domestic, hiding, abduction, etc)

# How does Text to 911 work?



- You can simply compose a new text message on your wireless device with 911 in the “To” field.
- The first text to 911 should be short, include the location and the nature of the emergency.
- Push the “Send” button.

# Text to 911

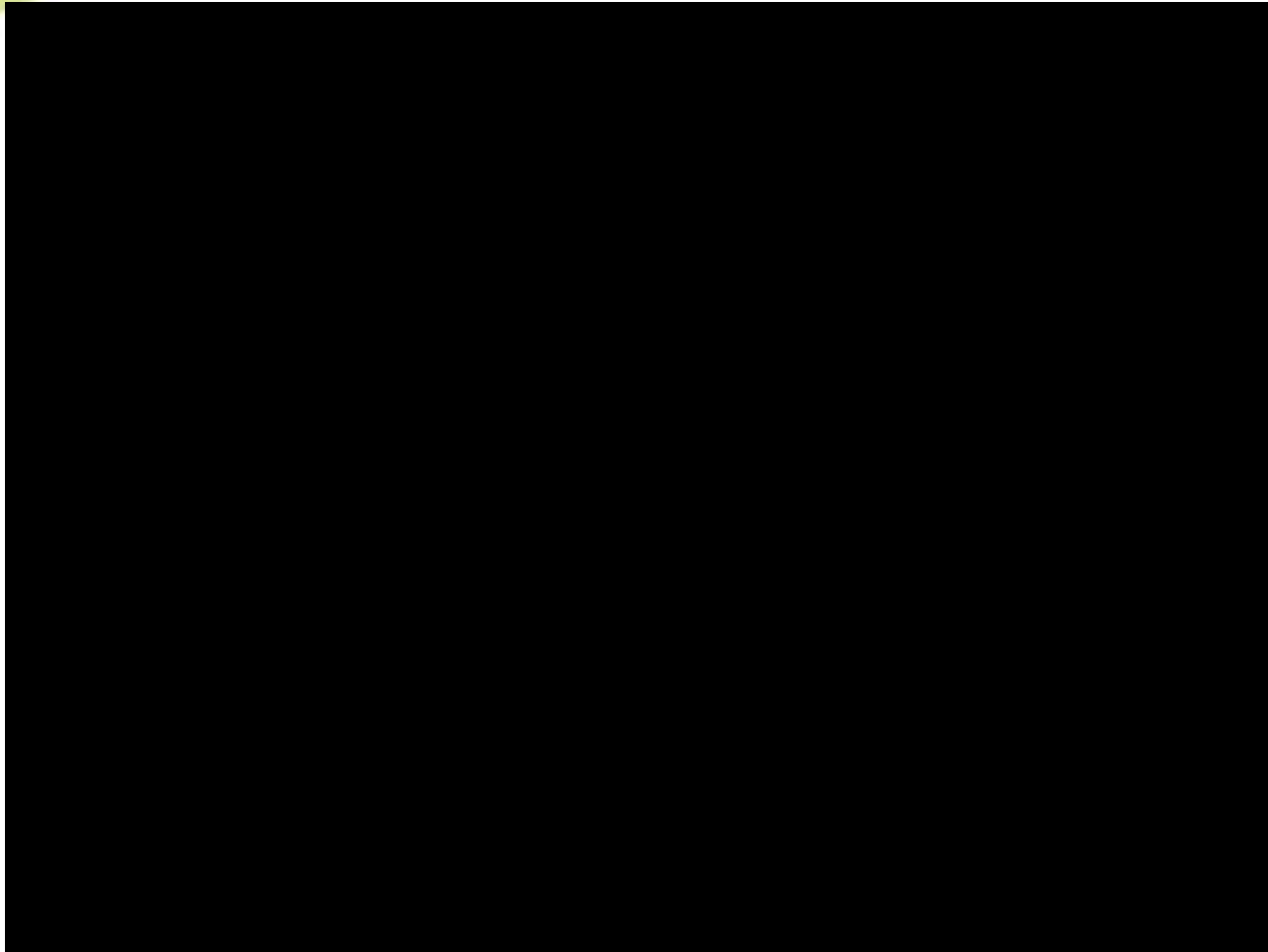
- The location information available with a text-to-911 is not equal to wireless voice call location technology.
- As with all text messages, 911 text messages can take longer to receive and may be delivered out of order.
- A text or data plan is required to place a text to 911.
- If texting to 911 is not available in the area or is temporarily unavailable, you will receive a message indicating that texting 911 is not available and to contact 911 by other means.



## Text to 911

- Photos and videos cannot be sent to 911 at this time.
- The infrastructure and equipment that processes and delivers text calls to the ECC does not support graphical emojis commonly used. Avoid emojis and text in simple words – no abbreviations or slang.
- Keep text messages short.

# Smart 911



# Smart 911

## Sign Up Now



### City of Cincinnati, OH

Sign up here to provide important emergency information to City of Cincinnati 911 operators when you call 911 from your home or cell phone. To learn more, be sure to also check out the helpful information and topics outlined on the Frequently Asked Questions "FAQ" page; located at: <https://smart911.zendesk.com/hc/en-us/>

\* = required field

First Name \*

Last Name \*

Receiving Assistance  Someone is assisting me in setting up my account ?

Email Address

User ID \*  
We recommend using your email address for your User ID.

Password \*

Confirm Password \*

- Password Requirements**
- 8 or more characters
  - at least 1 lower case letter
  - at least 1 upper case letter
  - at least 1 number
  - at least 1 special character or symbol

Phone number \*

Phone type \*  Mobile  Other (Land Line, VOIP, Cable)

Receive profile update reminders on this phone? \*  Yes  No ?

Group Code (OPTIONAL):  ?

\* I agree to the [Terms of Use](#).

**CREATE ACCOUNT**

**DOWNLOAD THE SMART911 APP TODAY**



Smart911



Create Your Safety Profile

[www.smart911.com](http://www.smart911.com)



# Thank You!

- Any questions?
- Contact information

Emergencies: 911

Non-Emergencies: 513-765-1212

Website: [Cincinnati-oh.gov/Smart911](http://Cincinnati-oh.gov/Smart911)

# BREAK

## Up Next:

- **Cincinnati Police Department:** Lt. Elena Comeaux
- **Collaborative Agreement:** Jason Cooper
- **Cincinnati Fire Department:** Chief Mike Washington
- **Break**
- **Panel Discussion: ECC, CPD, CFD, CMO, OPDA**



**Neighborhood Leadership Academy  
Public Safety Committee**

**Cincinnati Police Department**

**3/3/2020**

**Neighborhood Leadership Academy  
Public Safety Committee**

**Cincinnati Police Department**

**3/3/2020**

# Dispatched Runs (How and Why?)

- Calls for service
- Emergency vs. Non-Emergency
- How runs are dispatched
- Why is reporting so important
- How it impacts CPD strategically with deployment

# P.I.V.O.T

- **Place-Based Investigations of Violent Offender Territories**

- Crime Triangle



- Focused Deterrence Principles

- The 7 Step Process

- PIVOT Strengthens CPD's Crime Fighting & Problem Solving Capabilities

# Community Outreach

- Community Relations Squad
- Youth Services (SRO, Programs, Cadets)
- Districts Community Engagement
- Citizens on Patrol
- Community Meetings (Councils, Resource, Safety)
- Partnerships
- Citizen's Academy

# Community Problem-Oriented Policing

- Problem Solving at District Level
- Mostly Quality of Life Issues
- Who can start a project
- Internal Workshop Series to help officers fine tune problem-solving skills
- Questions?



# **Collaborative Agreement Sustainability**

Jason Cooper, Division Manager, Criminal Justice Initiatives

# Fast Facts

## **Q: What is the Collaborative Settlement Agreement?**

A court mediated agreement between the Cincinnati Black United Front, the City of Cincinnati and the Fraternal Order of Police that resulted in part from the widespread belief that too many unarmed African Americans had died in police custody and the demand that police officers stop killing and causing harm to unarmed African Americans.

## **Q: What are the Key Components of the Agreement?**

- Reduce harm to suspects and officers during law enforcement interactions.
- Increase overall transparency and accountability
- Implement bias free and community-oriented policing to reduce crime and build community trust.

## **Q: Is the City still under supervision or oversight as a result of the Collaborative?**

No. Court Monitoring of the City ended in 2008. The values underpinning the historic agreement continues to guide all that we do.



# Collaborative Agreement Outcomes

## Use of Force Polices/Training

Use of force policies were revised, training developed, and use of force investigation protocols improved

## Injuries to Citizens

Injuries to citizens during arrests have been dramatically reduced

## Videotaped Stops and Contact Cards

Stops are routinely taped, and contacts cards are completed to conduct traffic stop analysis

## Deadly Force

Use of deadly force by the Cincinnati Police Against African American citizens has been dramatically reduced

## Mentally Ill

Responses to mentally ill citizens have improved due to training and deployment of Mental Health Response Teams

## Employee Tracking Solutions System

19 types of officer conduct, performance and activity are tracked and evaluated

## Injuries to Police Officers

Injuries to police officers during arrests have been dramatically reduced

## Citizens Complaint Authority

Officers are more accountable through investigations by the Citizens Complaint Authority

## Community Police Partnering Center

Secured \$5 million in initial private funding to establish the Community Police Partnering Center

## Violence Reduction Efforts Using Problem-Solving

## Publicized Police Policies and Crime Statistics

# Collaborative Refresh Evaluation Themes

- Does the city have effective **performance measures and analytical frameworks** in place to adequately evaluate and report on the progress and impact of Collaborative agreement goals and provisions?
- Does the current **culture of the police department** a) value problem solving as a key crime reduction strategy, and b) the participation of community members as a key indicator of success and sustainability?
- How do we improve **community education and engagement** to improve the number and efficacy of police-community partnerships (*to reduce crime*) while also improving police-community relationships (*trust and sense of legitimacy*).

# Outcomes: 2019 Criminal Justice Initiatives

## Policies & Procedures

- Use of Force Policies & Procedures Updated
- Bias Free Policing Policies & Procedures Updated
- Problem Oriented Policing Policies & Procedures Updated
- CPD reinstates monthly CPOP review panel to assess and provide TA to proposed projects.

## Education, Training & Engagement

- Procedural Justice & Police Legitimacy Training
- Fair & Impartial Policing Training for CPD

## Technology

- Acquired Axon Body 3, new body worn camera – *Improved Transparency and Accountability*
- Acquired Axon Standards – *New system to help better understand performance at the officer and agency-wide levels*
- Acquired commitment from Axon to build out new RMS – *Replacement data management system in use to improve data management, analysis and reporting.*

## Assessments

- CPD CPOP internal assessment completed by UC ICS with recommendations for improving performance and accountability.

## Data Collection, Analysis & Evaluation

- Bias Free Policing Analytical Framework – Initial Review & Analysis Phase
- Collaborative Agreement Quarterly Performance and Reporting Template Created & shared with public
- CCA & Pedestrian Stop data added to CincyInsights & Open Data Portal
- CCA Complaint forms available in Spanish
- Electronic Contact Card Implemented City Wide

# **Cincinnati Fire Department**

**Response & Risk Reduction**

# Cincinnati Fire Department (CFD)

- First Professional Paid Fire Department in United States
- Established April 1, 1853
- First Steam Powered Fire Pumper
- Unionized in 1918 AFL-CIO
- Home Fire Inspection Program 1955
- Advanced Life Support (Paramedic) 1974
- Daily Staffing today 193 members operating out of 26 fire stations, a fire station in every other neighborhood

# Unit Types



# Operation Bureau

- CFD operates out of 26 fire stations over 4 Districts
- Staff each fire company with 4 firefighters (841 FF)
- 26 Paramedic Staffed Engine Companies
- 12 Paramedic Staffed Ladder Companies
- 12 Paramedic Medic Units
- 2 Heavy Rescue Companies
- 1 Explosive Ordinance Disposal Unit
- 1 Aircraft Fire & Rescue Unit

# Dispatch & Call Processing

Currently CFD measures the performance of call processing time for incidents that fall under National Fire Protection Association (NFPA) 1221

Between 1/1/2019 & 12/31/2019, the average alarm processing time for Fire & EMS calls is 2:45 seconds. Resources are usually already enroute prior to the call ending with the citizen.



# Turnout Time

Turnout Time is defined as the duration it takes firefighters in the fire station to receive a response alarm, get dressed in firefighter protective clothing, board the apparatus and then leave the fire station.

In 2019, the average “Turnout Time” was 1 minute and 15 seconds.

# The average response time for 1<sup>st</sup> Engine Co.

The average response time for the first arriving Engine Company to the scene of a structure fire in Cincinnati?

2 Minutes and 39 seconds



# The average response for the 1<sup>st</sup> Ladder Co.

The average response time for the 1<sup>st</sup> Ladder Company to the scene for a structure fire in Cincinnati?

2 minute and 31 seconds



# Fire Prevention Risk Reduction Bureau

- Fire Company-Level Inspection Program, est. 1955
- Specialized Fire Inspection and Permits Program
- All-Hazard Risk Reduction Program; elderly fall protection, fire safety, gun safety, bike helmet safety, smoke alarm installation and water safety
- Juvenile Fire Setter Program
- Stop the Bleed (STB) Program
- Reduction of Infant Mortality Program 2020

## Break -> Panel Discussion

- Office of Performance & Data Analytics
- Emergency Communications Center
- Cincinnati Police Department
- Cincinnati Fire Department
- City Manager's Office