

January 11, 2017

FOR YOUR INFORMATION

To: Mayor and Members of Council
From: Harry Black, City Manager **HB**
Subject: Data Highlights: 2017 Year in Review

As part of our ongoing effort to ensure transparency and enhanced customer service with relation to our operations, the City of Cincinnati has created ["2017 Year-in-Review"](#) dashboards, designed to provide an annual overview for key topic areas by building on existing Open Data and CincyInsights pages.

CincyInsights: 2017 Data Highlights

With this tool, users may quickly and easily view totals, daily/weekly averages, activity high/low points, and much more. All dashboards also filter by neighborhood, allowing anyone to use the drop-down box at the top of each dashboard to view the same key stats by individual neighborhood. As with all CincyInsights pages, all dashboards are accessible via desktop or mobile view.

OPDA has created 2017 Data Highlight dashboards for the following topics:

- Heroin Overdose Responses;
- Fire & Rescue Calls for Service;
- EMS Calls for Service;
- Reported Crime (Part 1);
- Shootings (CIRV);
- Private Lot Abatement Program (PLAP)
- Potholes;
- Customer Service Requests (CSRs); and
- Building Project Permits.

All data used to power this dashboard is found on the City's [Open Data Portal](#).

As with all CincyInsights, community feedback is welcome and necessary. A feedback survey is located at the bottom of each performance profile page. Additional CincyInsights will be added over time to reflect citywide activity and community interest.

Background

Currently, the CincyInsights website features more than 50 interactive data visualization dashboards, ranging from real-time snow plow tracking information to heroin overdoses, customer service requests, and community council information. CincyInsights has been a very successful community engagement tool - receiving national attention and serving as a resource for various City departments and local community groups who report using these dashboards for strategic decision making and outreach. Since its launch eight months ago, CincyInsights has averaged more than 10,000 hits per month.

[ResultsCincy](#) dashboards were launched on June 16, 2017. Results Cincy builds on CincyInsights and the Office of Performance & Data Analytics' (OPDA) broader data efforts to find new and creative ways to make City data easily accessible, interactive, and even more user-friendly. Users may quickly see what's happening where they live, and can filter by date range to check how activity has changed over time.

[Department Performance Management Dashboards](#) were published on August 9, 2017. These dashboards visually frame department performance and activity, and feature three sections: Department spending; employee profile; and strategic performance priorities. Each dashboard also includes a link to other CincyInsights relevant to each Department's activity and performance.

All CincyInsights

Safer Streets

- Heroin Overdose Responses
- Fire & Rescue Responses
- Emergency Medical Services (EMS) Responses
- Police Calls for Service
- Cincinnati Initiative to Reduce Violence: Shootings & other data
- Reported Crime

Growing Economy

- Certified Vendors by ethnicity & vendor category
- Building Project Permits
- Economic Incentives (commercial and residential, by year and neighborhood)

Thriving and Healthy Neighborhoods

- Recycling Participation
- Greenspace Maintenance
- Private Lot Abatement Program
- Community Council Neighborhoods
- Street Sweeping (Sweeper tracker)
- Trash Collection Routes (Trash vehicle tracker)

Innovative Government

- Snow Plow Tracker
- Customer Service: Citizen Service Requests

[Fiscal Sustainability and Strategic Investment](#)

- Streets: Potholes
- Streets: Pavement Condition & Street Rehabilitation

[ResultsCincy](#)

- Safer Streets Results Dashboards
- Growing Economy Results Dashboard
- Thriving & Healthy Neighborhoods Results Dashboards
- Innovative Government Results Dashboard
- Fiscal Sustainability & Strategic Investment Results Dashboard

(Note: all ResultsCincy Dashboards are also embedded in strategic priority landing pages)

[Department Performance Management Agreement Dashboards](#)

[2017 Year in Review](#)

Conclusion

This progress is not possible without the continued commitment and support from the Mayor and City Council for the City's data and performance management initiatives.

At the core, CincyInsights is about transparency, improved customer service and creating inherent performance accountability. These results demonstrate the continued evolution and development of the City's efforts to use data to make Cincinnati the best managed city in the country.

Attachment

2017 Year in Review: Heroin

Total Heroin Overdoses:

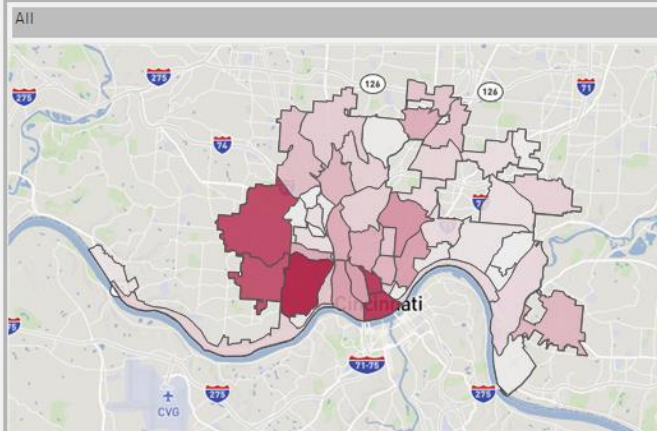
2,388

In 2017 there were **2,388** overdoses. There was an average of **6.542** overdoses per day, **45.92** per week and **199.0** per month.

During 2017 there were **4** days without a reported overdose.

You can also see the highest day, week, and month and the lowest week and month.

Use the drop down menu above the map to select a neighborhood and update the stats for your neighborhood.



Daily Average:

6.542

Weekly Average:

45.92

Monthly Average:

199.0

Days without a reported overdose:

4

Week with fewest overdoses:

Week
53

5

Month with fewest overdoses:

Jan

135

Dec

135

Day with most overdoses:

21

March 17, 2017

Week with most overdoses:

Week
11

78

Month with most overdoses:

Mar

306

2017 Year in Review: Fire & Rescue

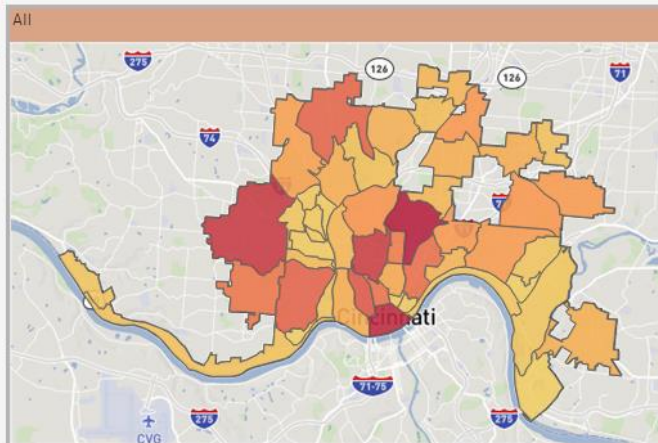
Total Fire & Rescue Incidents

8,133

In 2017, the Cincinnati Fire Department responded to **39,486** Fire & Rescue incidents. On average, there were **108.2** incident responses per day, **759.3** per week, and **3,291** per month.

Below, you can see the days and months with the highest and lowest number of Fire & Rescue incident responses, as well as the top 10 incident call for service types.

Use the drop down menu above the map to select a neighborhood: all stats will automatically update.



Daily Average

22.28

Weekly Average

156.4

Monthly Average

677.8

Top 10 Fire/Rescue Types

FIRE ADVISED
STUCK ELEVATOR LOCK IN/LOCK OUT
CARBON MONOXIDE ALARM

FIRE ALARM

WIRES DOWN
VEHICLE FIRE
FUMES

OUTDOOR FIRE
SALVAGE

Date with most incidents

78

March 1, 2017

Date with fewest incidents

6

January 14, 2017

Month with most incidents

Aug

769

Month with fewest incidents

Jan

472

2017 Year in Review: EMS Incidents

Total EMS Incidents:

39,486

In 2017, the Cincinnati Fire Department responded to 39,486 EMS Incidents. On average, there were 108.2 EMS incident responses per day, 759.3 per week, and 3,291 per month.

Below you can see the days and months with the highest and lowest number of EMS incident responses, as well as the top 10 EMS incident call for service types.

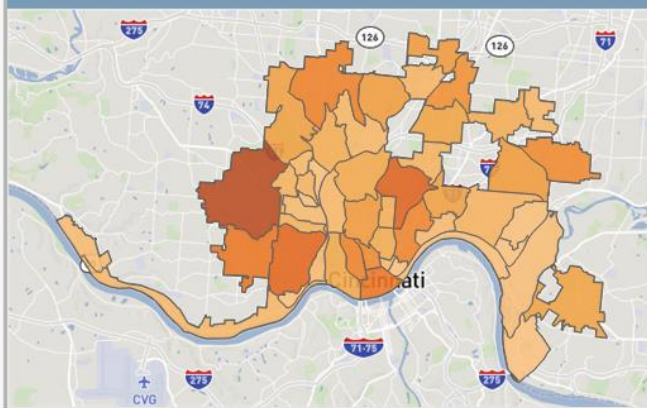
Use the drop down menu above the map to select a neighborhood: all stats will automatically update.

Use the filter below to filter Advanced Life Support (ALS) incidents and Basic Life Support (BLS) incidents.

Filter by ALS/BLS incidents

All

All



Top 10 EMS Call Types:

HEROIN-COMBINED
FALLS (BACK, CHEST, PELVIS, ETC)
SICK PERSON-ABNORMAL BREATHING
ABDOMINAL PAIN
MEDICAL EMERGENCY
BREATHING PROB-DIFF SPEAKING BTWN
BREATHS
SICK PERSON-ALTERED LEVEL OF CONSCIOUSNESS
SICK PERSON-OTHER PAIN
CHEST PAIN-DIFF SPEAKING BTWN BREATHS
FALLS (NON RECENT >6 HOURS)

Date with most EMS Incidents:

168

January 13, 2017

Date with least EMS Incidents:

62

July 28, 2017

Daily Average:

108.2

Weekly Average:

759.3

Monthly Average:

3,291

Month with most EMS Incidents:

Jan **4,359**

Month with least EMS Incidents:

Feb **2,939**

Year in Review: Part 1 Crime

Total Part 1 Crimes:

17,279

In 2017 there were 17,274 part 1 crimes reported. There was an average of 47.33 overdoses per day, 332.2 per week and 1,440 per month.

Part 1 Crime includes: Homicide, Rape, Aggravated Assault, Robbery, Theft, Burglary/Breaking Entering, & Unauthorized Use.

You can also see the highest and lowest days and months

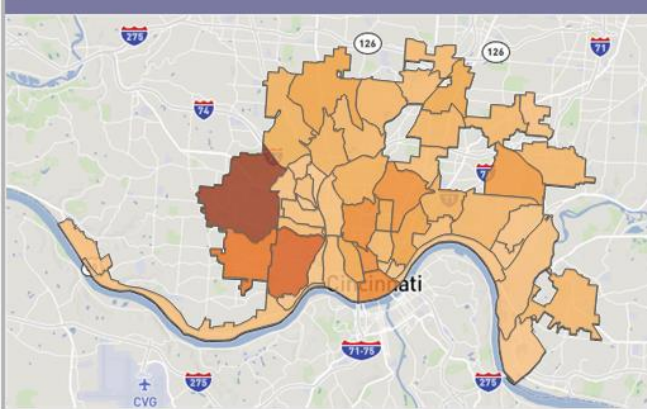
Use the drop down menu above the map to select a neighborhood and update the stats for your neighborhood.

Use the filter below to filter the dashboard by a crime category.

Filter by crime categories

All

All



Part 1 Crime Categories:

THEFT	11,617
BURGLARY/BE	3,184
ROBBERY	1,191
AGGRAVATED ASSAULTS	851
RAPE	261
UNAUTHORIZED USE	242
HOMICIDE	66

Day with least crimes:

Dec 25 **18**

Day with most crimes:

Jan 01	72
Sep 18	72

Daily Average:

47.34

Weekly Average:

332.3

Monthly Average:

1,440

Month with least crimes:

Mar **1,188**

Month with most crimes:

Jul **1,657**

2017 Year in Review: Shootings

Total Shooting Victims:

410

In 2017 there were **410** shootings. There was an average of **1.123** shootings per day, **7.885** per week and **34.17** per month.

During 2017 there were 142 days without a reported shooting.

Below you can see the highest day, week, and month and the lowest week and month.

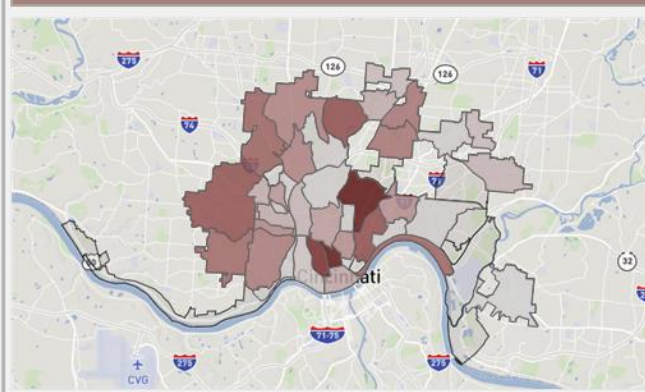
Use the drop down menu above the map to select a neighborhood and update the stats for your neighborhood.

Use the filter below to filter between fatal and nonfatal shootings.

Filter by Fatal/Nonfatal Shootings

All

All



Daily Average:

1.123

Weekly Average:

7.885

Monthly Average:

34.17

Days without a shooting:

142

Week with least victims:

Week 15

1

Month with fewest victims:

Apr

20

Day with most victims:

17

Week with most victims:

Week 13

26

Month with most victims:

Jul

49

March 26, 2017

2017 Year in Review: PLAP

Total Abatements:

2,214

In 2017 there were **2,214** abatements. There was an average of **6.066** abatements per day, **42.58** per week and **184.5** per month.

During 2017 there were 92 days without a completed abatement.

Below you can see the highest day, week, and month and the lowest week and month.

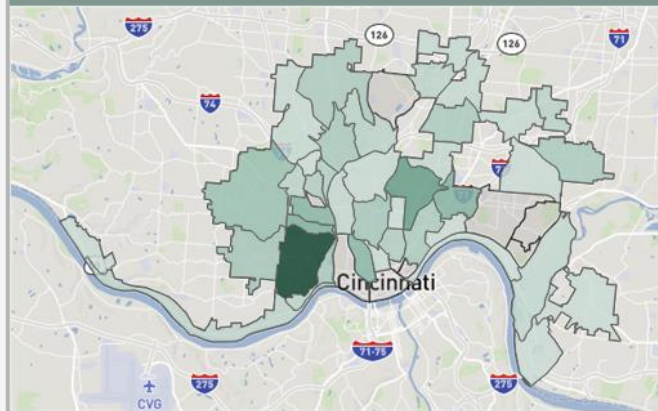
Use the drop down menu above the map to select a neighborhood and update the stats for your neighborhood.

Use the filter below to filter between fatal and nonfatal shootings.

Filter type of abatement

All

All



Daily Average:

6.066

Weekly Average:

42.58

Monthly Average:

184.5

Days with no abatements:

92

Week with least abatements:

1/1/17

4

12/24/17

4

Month with least abatements:

Jan

43

Day with most abatements:

32

Week with most abatements:

5/21/17

95

Month with most abatements:

Oct

297

May 21, 2017

2017 Year in Review: Potholes

Total Potholes Completed:

3,398

In 2017 there were **3,398** Completed potholes. There was an average of **9.310** Completed per day, **65.35** per week and **283.2** per month.

During 2017 it took an average of **2.131** days to complete a requested pothole repair.

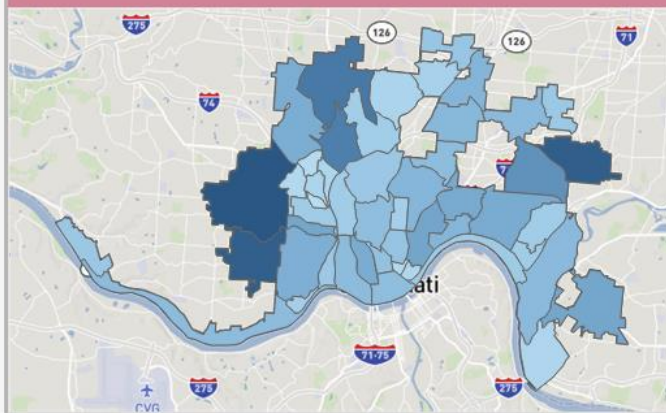
Below you can see the highest day, week, and month and the lowest week and month.

Use the drop down menu above the map to select a neighborhood and update the stats for your neighborhood.

Use the filter below to filter between potholes requested and repaired in 2017.

Filter by Requested/Completed Potholes
Completed

All



Average Days to Complete:

2.131

Week with least Completed:

07/02/17

19

Daily Average Completed:

9.310

Weekly Average Completed:

65.35

Monthly Average Completed:

283.2

Month with least Completed:

Sep

130

Day with most Completed:

55

January 18

Week with most Completed:

01/15/17

183

Month with most Completed:

Mar

517

2017 Year in Review: Customer Service Requests

Total Service Requests

35,533

In 2017, the City of Cincinnati Created 35,533 customer service requests. On average, there were 97.35 service requests Created per day, 683.3 service requests Created per week, and 2,961 service requests Created per month.

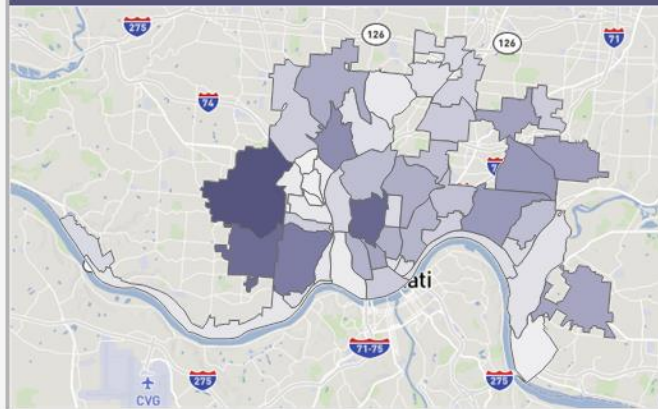
Below, you can see the top 10 customer service request categories by volume, longest average time to process, and shortest average time to process.

The filter below allows you to select either all customer service requests created in 2017, or all requests closed out/completed in 2017.

Use the drop down menu above the map to select a neighborhood: all stats will automatically update.

View requests created or completed?
Created

All



Top 10 Service Request Types
Longest Average Time to Close

Guardrail, DOTE new
**Litter, Commun Dev
property**
Food operation,
rodents

Top 10 Service Request Types
(Service Request Volume)

Graffiti, removal
Litter, private property
Metal Furniture/
Spec Collectn
Tail grass/weeds, private prop
Pothole, repair

Daily Average

97.35

Weekly Average

683.3

Monthly Average

2,961

Top 10 Service Request Types
Shortest Average Time to Close

Steps, repair
Cincinnati gaslight
Signal, audible signal
repair
Light, pedestal repair
Service Complaint, simple recy
Spill, non toxic

2017 Year in Review: Building Project Permits

Total Project Permits Issued

9,726

In 2017, the City of Cincinnati issued **9,726** Building Project Permits. On average, there were **38.90** project permits issued per business day, **187.0** issued per week, and **810.5** issued per month.

Below, you can see the average permit processing time by project category, permit volume by category, and the top 10 streets with building project permits issued in 2017.

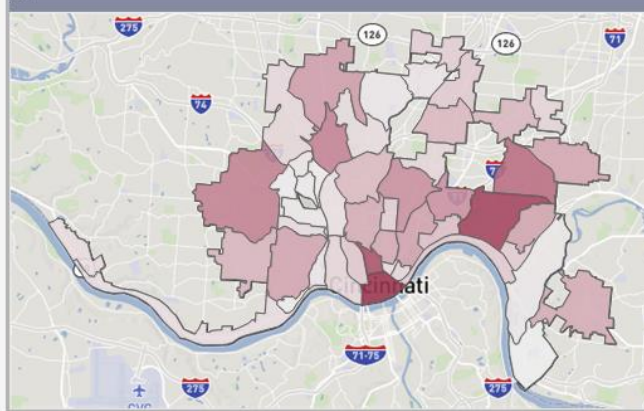
The filter below allows you to select residential, non-residential, or other building project permit types.

Use the drop down menu above the map to select a neighborhood: all stats will automatically update.

Permit Class

All

All



Daily Average (Permit Volume)

38.90

Weekly Average (Permit Volume)

187.0

Monthly Average (Permit Volume)

810.5

Average Time to Process
(business days)

BUILDING	26.0
ELEVATOR	0.7
EXCAVATION	29.9
FENCES	3.0
FIRE	13.0
HVAC	18.0
OTHER	18.8
PARKING	35.6
PLUMBING	2.9
SIGNS	19.1
WRECKING	13.3

Top 10 Streets
(project permits issued)

VINE ST	205
ELM ST	134
WALNUT ST	128
E 4TH	116
RACE ST	116
READING RD	113
MADISON RD	108
HAMILTON AV	104
MAIN ST	83
E MCMILLAN	79

Issued Permit Volume
(by project category)

BUILDING	2,652
ELEVATOR	172
EXCAVATION	682
FENCES	2
FIRE	734
HVAC	2,750
OTHER	462
PARKING	40
PLUMBING	2,794
SIGNS	266
WRECKING	415