

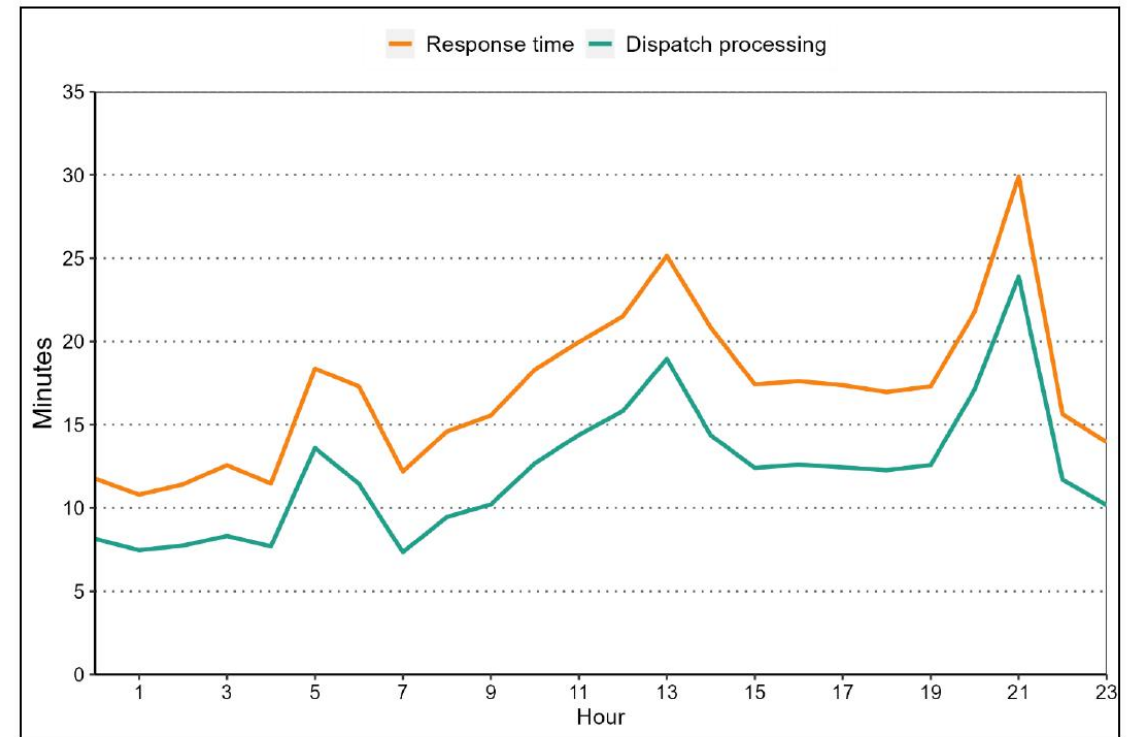
**BILLINGS POLICE DEPARTMENT
MARCH 2025
CPSM UPDATE**



Patrol Recommendations 911 Times

2024 CPSM Report 911 Data and Visualization

Priority	2023			
	Dispatch	Travel	Response	Calls
1-Critical	8.7	3.9	12.6	65
2-High	12.7	4.9	17.6	25,222
3-Medium	23.0	5.9	28.9	14,666
4-Low	37.7	7.7	45.5	7,441
5-CSO	28.2	16.6	44.8	536
7-CPC	18.1	4.1	22.2	2
Total	19.9	5.8	25.7	47,932
Injury Accident	2.9	4.4	7.3	512



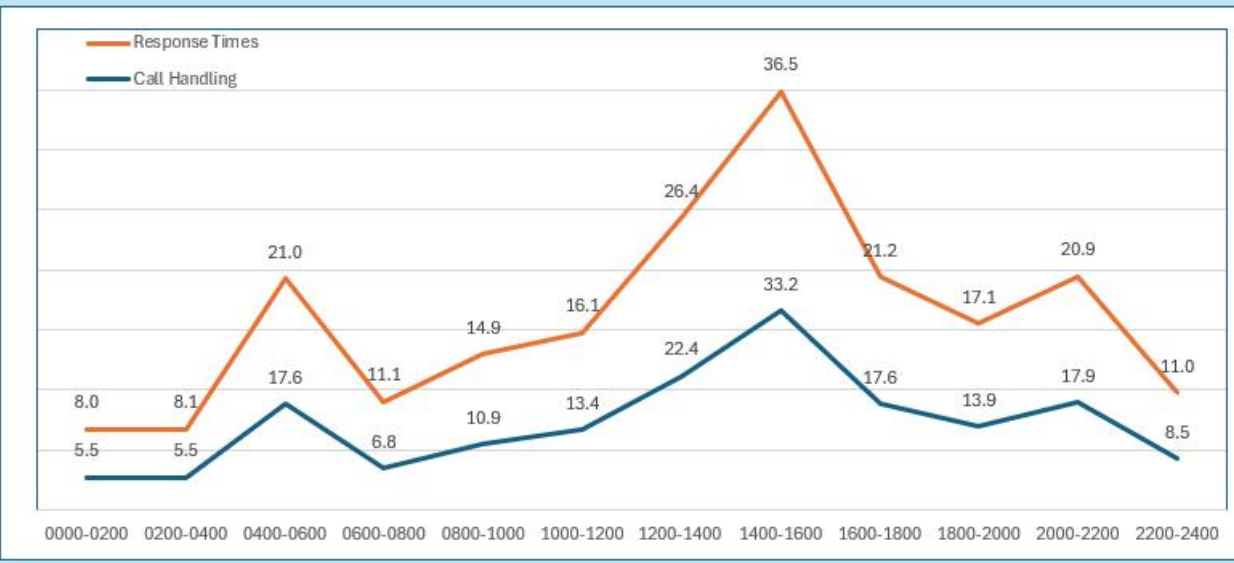
Average Response Times by Priority (in minutes) 10/01/2024 - 10/31/2024

Priority	Minutes			Calls
	Dispatch	Travel	Response	
1 - Critical	18.3	2.9	21.1	15
2 - High	9.5	2.7	12.2	3888
3 - Medium	18.7	3.5	22.2	1811
6 - Low	30.5	3.6	34.0	1403
8 - CSO	22.5	10.2	32.7	279
10 - Follow Up	29.0	13.0	42.0	1
X - New Call	3.9	0.1	4.0	12
Total	18.9	5.1	24.0	7409

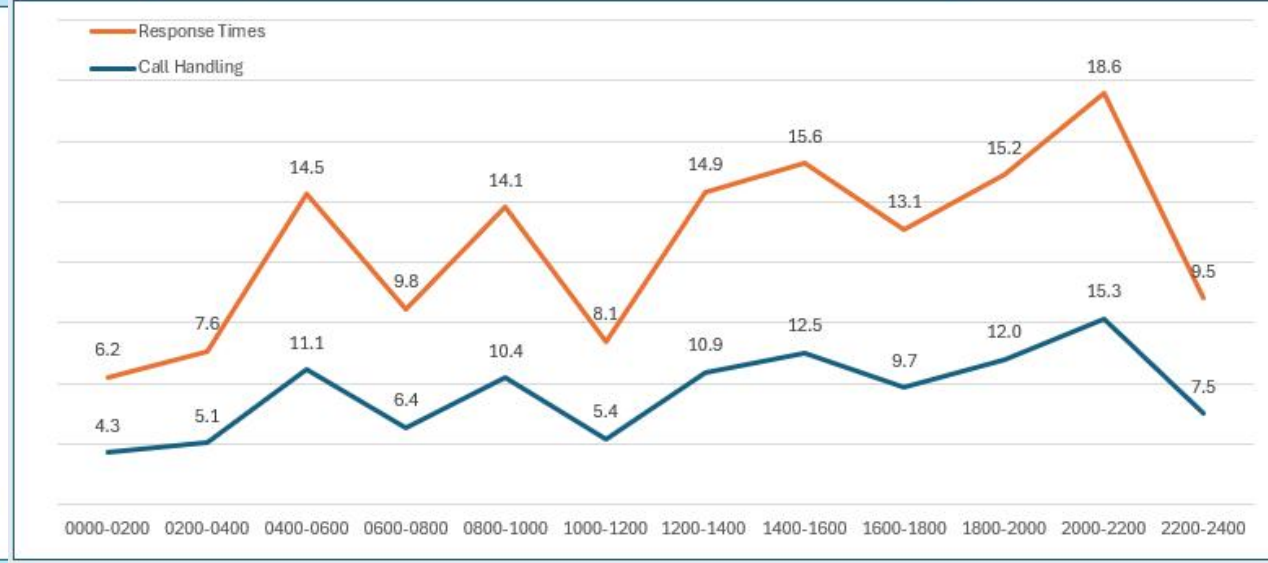
Average Response Times by Priority (in minutes) 01/01/2025 - 01/31/2025

Priority	Minutes			Calls
	Dispatch	Travel	Response	
1 - Critical	2.1	4.3	6.3	12
2 - High	3.5	2.2	5.7	2014
3 - Medium 1	12.5	3.8	16.3	2035
4 - Medium 2	8.8	2.8	11.5	505
5 - Medium 3	18.7	5.9	24.5	103
6 - Low	32.2	3.2	35.5	963
8 - CSO	14.3	10.2	24.5	158
10 - Follow Up	15.2	4.8	20.0	53
X - New Call	5.5	0.0	5.5	12
Total	12.5	4.1	16.7	5855

Call Handling vs Response Times Over 24 hours 10/01/2024-10/31/2024



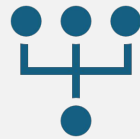
Call Handling vs Response Times Over 24 hours 01/01/2025 - 01/31/2025



Records & Support Services



3 candidates in backgrounds will be fully staffed when hired.

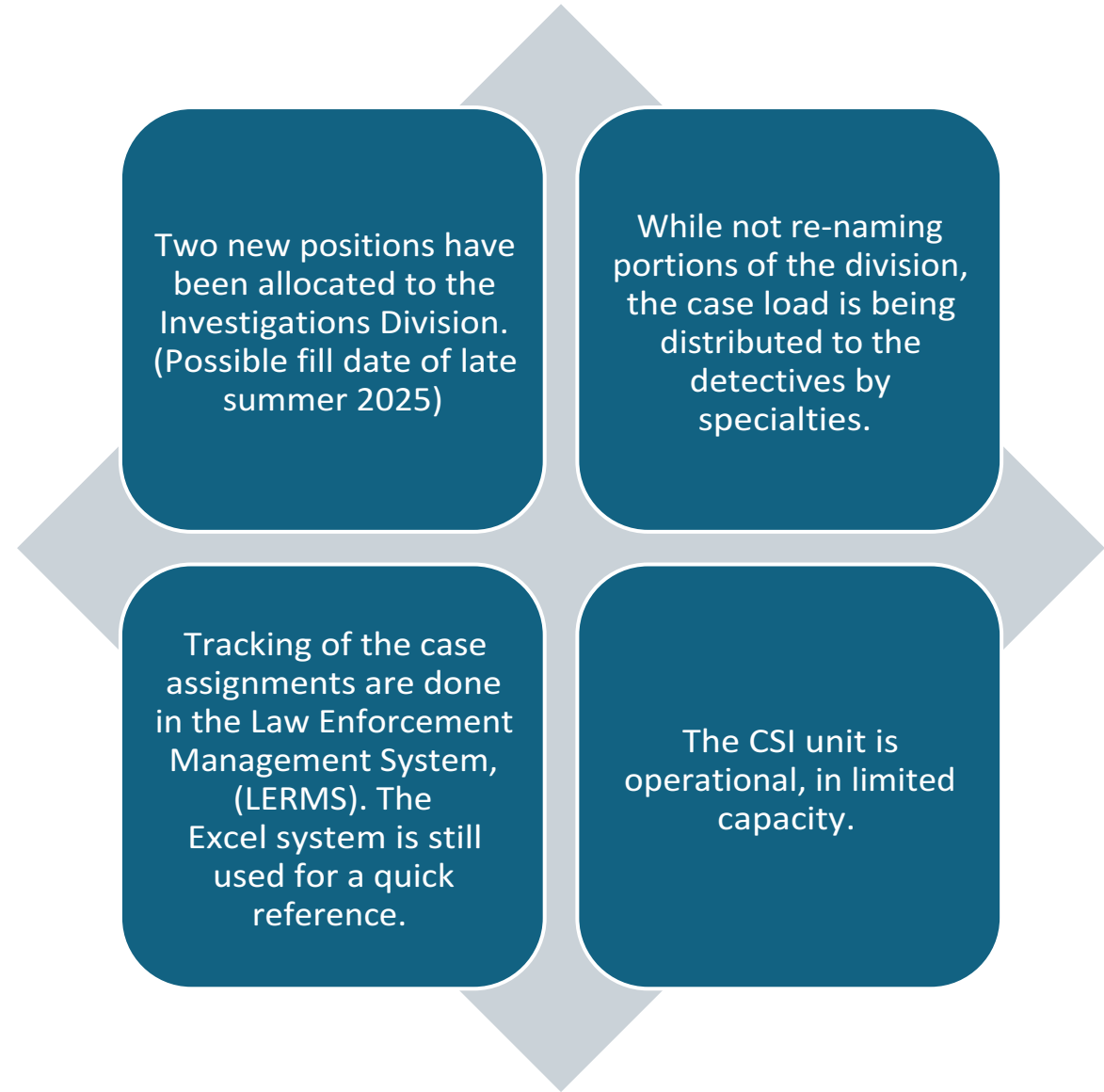


Move into new building completed, working on process to implement volunteers at front counter.



Work continues to establish workload metrics and quarterly reports on performance

Investigations



Information Technology

- Conversations with IT resulted in a mutual decision to leave the IT Specialist with IT and call when needed.
- We have two separate working groups one for the mobile system and one for LERMS.
- The suggestion to send an officer, or other person to Tyler Technologies for immersion training is on hold. Currently the Police Department is considering other options for a Records Management System (RMS).

OVERTIME RECOMMENDATIONS

- Consider providing budget training to division/section managers, provide monthly access to applicable budget reports, and hold these personnel accountable for managing their budgets. This is neither a difficult nor time consuming exercise. (Recommendation No. 19.) **Completed and on-going.**
- Consideration be given to centralizing all accounting for fully reimbursable “off-duty” events, and that this responsibility fall under the direction of the Billings Finance Department. (Recommendation No. 23.) **Disagree in concurrence with finance. Tracking and billing procedures adequate and transparent.**
- To allow for a more detailed analysis of activities that generate overtime associated with both the *Police Overtime* and *Comp Cash Out* cost centers, CPSM recommends that budget reports be amended to include “*Account Names*” for activities associated with meeting minimum patrol staffing and training as articulated in our reporting. (Recommendation No. 24.) **Completed and on-going.**

OVERTIME RECOMMENDATIONS Cont.

- Consideration should be given to establishing an overtime “*Segment*” for the Professional Standards Division as well as an “*Account Name*” or cost center for costs associated with training related overtime as addressed in this report. (Recommendation No. 25.)
Completed.
- To reduce overtime costs, CPSM recommends that the department explore hiring retired police officers to conduct background investigations. In the alternative, this duty could be outsourced to a private company that specializes in this work. (Recommendation No. 26.) *In progress.*
- Consideration should be given to centralizing the command of specialized field units that operate in direct support of the core patrol function. As well, a specific budget “*Segment*” should be established for this central command to allow for appropriate financial controls over expenditures, including overtime. (Recommendation No. 27.) *In progress.*

QUESTIONS / DISCUSSION

