Date: October 31, 2014
To: Mayor and Members of the City Council
From: Patrick H. West, City Manager
Subject: Code for America Project

In the summer of 2013, the City of Long Beach, under the leadership of Mayor Bob Foster, was selected as one of ten government agencies selected for Code for America's 2014 fellowship program, a year-long partnership where computer application designers (or coders) immerse themselves in civic operations to advance the use of technology and creating greater accessibility of information for employees and residents. Since Mayor Foster’s departure, Mayor Garcia has provided leadership for the project, working with City staff and Code for America.

The three-member Code for America team (Team) began their fellowship in October 2013. After a short period of time, it was determined that team’s efforts would be appropriately directed to help reduce utilization of emergency resources and improve health outcomes. From their research, the Team learned that, as in a number of other cities, a small percentage of the population in Long Beach disproportionately uses emergency services. In fact, in 2013, 52 percent of emergency medical calls came from only 10 percent of addresses. These households have been termed “super-utilizers,” to which emergency medical services staff may respond multiple times in a very short time span, sometimes multiple times per day. Needless to say, these households require an inordinate amount of resources, limiting the ability of emergency medical services staff to respond to other calls for service.

To reduce high frequency or “super-utilization” of emergency medical services, the Team, working with City staff, set about to build an application (app) to identify specific addresses or areas where there is a high concentration of calls to first responders. AddressIQ, as the app is named, helps to identify the reasons for those responses, and to present this information in the form of a “dashboard,” which can be used by staff, across departments, to formulate multi-disciplinary, proactive approaches for reducing the calls for service. A sample of an address summary page is attached. Among other things, these solutions may involve education, health inspections, code enforcement, outreach to social service agencies, and the identification of non-City medical response alternatives. The goal of the app is to reduce the volume of public safety responses, while at the same time increasing positive health outcomes. It will also be used by other City staff as an easy to use tool to determine calls for service at locations, and work with other departments to identify solutions to potential problems. A flowchart of the process is attached.
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The Team will conclude their fellowship in the next two weeks, at which time the project will transition to City staff. The app is expected to go live very shortly. We give our thanks to the Code for America Team, to Mayor Garcia for guiding the effort over the past few months, Mayor Foster and his staff for their efforts in starting the project, and to Molina Healthcare for their participation in the project.

If you have any questions, please contact Tom Modica, Deputy City Manager at 562-570-5091.

ATTACHMENT

PHW:TM:GH

Cc: Jyl Marden, Interim Assistant City Manager
    Reginald Harrison, Deputy City Manager
    Tom Modica, Deputy City Manager
    Mike DuRee, Fire Chief
    Jim McDonnell, Chief of Police
    Kelly Colopy, Director of Health and Human Services
    Chris Wilding, Interim Director of Technology and Innovation
    Amy Bodek, Director of Development Services
**App synthesizes and analyzes data from:**

**Actions**

1. **Identify properties where there are problems**
   - **Coordinator** reviews list of highest-utilizing properties
   - **Coordinator** assigns priority properties to address team

2. **Make an action plan**
   - **Address team** reviews property data
   - **Address team** makes an action plan

3. **Take action (on address)**
   - **Address team** takes action

**How the app helps**

- App presents relevant list of high-utilizing properties
- App notifies strike team that they've been assigned
- App presents information about property and call history
- App allows strike team to communicate about progress on action plan
- App sends relevant notifications to coordinator and strike team
- App tracks calls over time and notifies users about property activity
1234 Main St.

Fire Calls
- Last 30 days: 7
- Last 90 days: 103
- Last 365 days: 154

Police Calls
- Last 30 days: 3
- Last 90 days: 9
- Last 365 days: 25

Top 5 Call Types
1. Assist - 9 calls
2. Unwelcome Guest - 3 calls
3. Investigation - 2 calls
4. Found Property - 2 calls

Marco Lopez
- Amy, do you know what is going on at this location? Sep 9 2014
- Marco Lopez activated this address. Sep 9 2014
- Marco Lopez If they are heat stroke related calls, we can have our health team set up a heat advisory and cooling tips for the community. Sep 9 2014