

# Performance Measures

## Public Safety

<b>Performance Measures</b>	<b>2018-19 Actual</b>	<b>2019-20 Projected</b>	<b>2020-21 Budget</b>
<b><u>Contract Police Services</u></b>			
<b>Workload Outputs:</b>			
Number of total calls for service	31,081	29,510	30,432
Number of emergency calls received (Priority 1)	303	372	395
Number of traffic collision reports	809	650	650
Number of Part 1 crimes committed per 1,000 population - annual	1.39	1.45	1.49
<b>Efficiency:</b>			
Average response time from dispatch to on-scene emergency calls	4:78	4:50	4:42
# of use of force	34	31	34
# of arrests	1,032	1,004	1,089
# of parking violations	11,242	12,350	13,102
# of moving violations	1,636	1,392	1,412
# of Part 1 Crimes	1,101	917	944
# of Part 2 Crimes	1,613	1,526	1,603
<b>Effectiveness:</b>			
Percentage of emergency calls responded to in 5 minutes or less	57.5%	56.1%	57.6%
Percentage change in Part I crimes from prior year to current year	18.1%	1.0%	2.0%
<b><u>Contract Fire Services</u></b>			
<b>Workload Outputs:</b>			
Number of emergency calls	5,057	4,859	5,081
Number of new construction fire inspections performed	562	461	507
Number of fire inspections performed	1,132	1,047	1,138
Number of fire plan checks completed	308	312	341
<b>Efficiency:</b>			
Average response time for emergency calls	7:09	7:24	7:06
<b>Effectiveness:</b>			
Percentage of calls with response time within 7 minutes	64.0%	59.5%	64.2%
Percentage of technical on-site inspections scheduled within 72 hours	99.9%	94.8%	99.0%
Percentage of all plan checks completed within adopted turn around time goals based on plan types	83.5%	75.0%	90.3%
Percentage of 5 day turn around plan checks completed within goal	94.8%	84.5%	95.9%
Percentage of 10 day turn around plan checks completed within goal	79.3%	86.3%	83.6%

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Performance Measures	2017-18 Actual	2018-19 Projected	2019-20 Budget
<b><u>Contract Police Services</u></b>			
<b>Workload Outputs:</b>			
Number of total calls for service	30,515	29,510	30,432
Number of emergency calls received (Priority 1)	421	372	395
Number of traffic collision reports	472	329	340
Number of Part 1 crimes committed per 1,000 population - annual	14.07	17.40	17.88
<b>Efficiency:</b>			
Average response time from dispatch to on-scene emergency calls	4:56	4:50	4:42
# of use of force	51	31	34
# of arrests	1,224	1,004	1,089
# of parking violations	12,250	12,350	13,102
# of moving violations	1,690	1,392	1,412
# of Part 1 Crimes	932	914	944
# of Part 2 Crimes	1,668	1,526	1,603
<b>Effectiveness:</b>			
Percentage of emergency calls responded to in 5 minutes or less	58.3%	56.1%	57.6%
Percentage change in Part I crimes from prior year to current year	4.3%	1.0%	2.0%
<b><u>Contract Fire Services</u></b>			
<b>Workload Outputs:</b>			
Number of emergency calls	5,226	5,257	5,646
Number of new construction fire inspections performed	541	587	622
Number of fire inspections performed	1,009	1,049	1,077
Number of fire plan checks completed	316	306	360
<b>Efficiency:</b>			
Average response time for emergency calls	7:12	7:07	7:00
<b>Effectiveness:</b>			
Percentage of calls with response time within 7 minutes	57.9%	62.0%	63.0%
Percentage of technical on-site inspections scheduled within 72 hours	97.0%	98.8%	100.0%
Percentage of all plan checks completed within adopted turn around time goals based on plan types	92.5%	89.0%	93.0%
Percentage of 5 day turn around plan checks completed within goal	95.8%	96.5%	97.5%
Percentage of 10 day turn around plan checks completed within goal	90.3%	85.0%	88.0%

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Performance Measures	2016-17 Actual	2017-18 Projected	2018-19 Budget
<b><u>Contract Police Services</u></b>			
<b>Workload Outputs:</b>			
Number of total calls for service	31,632	32,539	33,000
Number of emergency calls received (Priority 1)	229	396	400
Number of traffic collision reports	321	410	425
Number of Part 1 crimes committed per 1,000 population	13.47	1.18	2.60
<b>Efficiency:</b>			
Average response time from dispatch to on-scene emergency calls	4:27	4:35	5:01
# of use of force	32	51	53
# of arrests	1,298	1,300	1,323
# of parking violations	7,735	13,200	13,350
# of moving violations	1,611	1,675	1,703
# of Part 1 Crimes	673	813	863
# of Part 2 Crimes	1,529	1,601	1,700
<b>Effectiveness:</b>			
Percentage of emergency calls responded to in 5 minutes or less	53.1%	62.1%	62.2%
Percentage change in Part I crimes from prior year to current year	1.7%	5.0%	6.0%
<b><u>Contract Fire Services</u></b>			
<b>Workload Outputs:</b>			
Number of emergency calls	4,544	5,200	5,300
Number of new construction fire inspections performed	497	920	700
Number of fire inspections performed	835	700	760
Number of fire plan checks completed	233	675	450
<b>Efficiency:</b>			
Average response time for emergency calls	6:29	7:20	7:16
<b>Effectiveness:</b>			
Percentage of calls with response time within 7 minutes	75.8%	70.0%	66.0%
Percentage of technical on-site inspections scheduled within 72 hours	84.3%	90.0%	90.0%
Percentage of all plan checks completed within adopted turn around time goals based on plan types	91.5%	80.0%	85.0%
Percentage of 5 day turn around plan checks completed within goal	98.0%	93.0%	94.0%
Percentage of 10 day turn around plan checks completed within goal	87.5%	69.0%	77.0%

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Performance Measures	2015-16 Actual	2016-17 Projected	2017-18 Budget
<b><u>Contract Police Services</u></b>			
<b>Workload Outputs:</b>			
Number of total calls for service	28,089	30,541	35,000
Number of emergency calls received (Priority 1)	138	336	373
Number of traffic collision reports	354	400	425
Number of Part 1 crimes committed per 1,000 population	1.18	1.15	2.50
<b>Efficiency:</b>			
Average response time from dispatch to on-scene emergency calls	4:14	4:25	4:55
# of use of force	35	40	42
# of arrests	710	756	842
# of parking violations	9,544	9,000	9,202
# of moving violations	1,352	1,500	2,000
# of Part 1 Crimes	931	850	945
# of Part 2 Crimes	1,462	1,400	1,700
<b>Effectiveness:</b>			
Percentage of emergency calls responded to in 5 minutes or less	67.1%	62.1%	62.1%
Percentage change in Part I crimes from prior year to current year	30.1%	4.0%	5.0%
<b><u>Contract Fire Services</u></b>			
<b>Workload Outputs:</b>			
Number of emergency calls	5,077	5,200	5,360
Number of new construction fire inspections performed	890	920	920
Number of fire inspections performed	680	700	700
Number of fire plan checks completed	655	675	675
<b>Efficiency:</b>			
Average response time for emergency calls	6:03	7:20	7:20
<b>Effectiveness:</b>			
Percentage of calls with response time within 7 minutes	68.0%	70.0%	72.0%
Percentage of technical on-site inspections scheduled within 72 hours	88.0%	90.0%	93.0%
Percentage of all plan checks completed within adopted turn around time goals based on plan types	78.0%	80.0%	80.0%
Percentage of 5 day turn around plan checks completed within goal	91.0%	93.0%	97.0%
Percentage of 10 day turn around plan checks completed within goal	67.0%	69.0%	71.0%

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Performance Measures	2015 Actual	2016 Projected	2017 Budget
<b><u>Contract Police Services</u></b>			
<b>Workload Outputs:</b>			
Number of total calls for service	26,217	29,064	30,541
Number of emergency calls received (Priority 1)	202	287	336
Number of traffic collision reports	377	379	400
Number of Part 1 crimes committed per 1,000 population	3.08	1.02	1.15
<b>Efficiency:</b>			
Average response time from dispatch to on-scene emergency calls	4:03	4:09	4:25
# of use of force	New	32	40
# of arrests	New	651	756
# of parking violations	New	7,985	9,000
# of moving violations	New	12,695	1,500
# of Part 1 Crimes	New	784	850
# of Part 2 Crimes	New	988	1,400
<b>Effectiveness:</b>			
Percentage of emergency calls responded to in 5 minutes or less	57.3%	61.8%	62.1%
Percentage change in Part I crimes from prior year to current year	2.4%	3.5%	4.0%
<b><u>Contract Fire Services</u></b>			
<b>Workload Outputs:</b>			
Number of emergency calls	4,929	5,200	5,400
Number of new construction fire inspections performed	581	620	620
Number of fire inspections performed	736	800	800
Number of fire plan checks completed	348	460	460
<b>Efficiency:</b>			
Average response time for emergency calls	5:46	5:50	5:55
<b>Effectiveness:</b>			
Percentage of calls with response time within 7 minutes	77.0%	80.0%	80.0%
Percentage of technical on-site inspections scheduled within 72 hours	86.0%	86.0%	86.0%
Percentage of all plan checks completed within adopted turn around time goals based on plan types	91.0%	85.0%	85.0%
Percentage of 5 day turn around plan checks completed within goal	99.0%	99.0%	99.0%
Percentage of 10 day turn around plan checks completed within goal	88.3%	83.0%	83.0%

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Performance Measures	2014 Actual	2015 Projected	2016 Budget
<b><u>Contract Police Services</u></b>			
<b>Workload Outputs:</b>			
Number of total calls for service	23,729	24,265	24,068
Number of emergency calls received (Priority 1)	230	208	481
Number of traffic collision reports	371	361	490
Number of Part 1 crimes committed per 1,000 population	1.15	1.04	1.12
<b>Efficiency:</b>			
Average response time from dispatch to on-scene emergency calls	3:95	4:13	4:82
Average response time from receipt of call to on-scene emergency calls	4:83	4:02	5:31
Percentage of preventative patrol time - day shift (6:00 a.m. to 6:00 p.m.)	41.3%	34.2%	40.0%
Percentage of preventative patrol time - day shift (10:00 a.m. to 8:00 p.m.)	40.0%	38.2%	35.0%
Percentage of preventative patrol time - night shift (6:00 p.m. to 6:00 a.m.)	40.0%	37.6%	40.0%
Percentage of preventative patrol time - night shift (5:00 p.m. to 3:00 a.m.)	42.9%	37.4%	40.0%
<b>Effectiveness:</b>			
Percentage of emergency calls responded to in 5 minutes or less	60.9%	61.6%	70.9%
Percentage change in Part I crimes from prior year to current year	3.5%	2.5%	9.0%
<b><u>Contract Fire Services</u></b>			
<b>Workload Outputs:</b>			
Number of emergency calls	3,134	3,449	3,500
Number of new construction fire inspections performed	484	524	500
Number of fire inspections performed	1,406	252	1,250
Number of fire plan checks completed	311	363	260
<b>Efficiency:</b>			
Average response time for emergency calls	5:42	5:45	5:20
<b>Effectiveness:</b>			
Percentage of calls with response time within 5 minutes	52.3%	54.0%	85.0%
Percentage of technical on-site inspections scheduled within 24 hours	96.0%	60.0%	98.0%
Percentage of all plan checks completed within adopted turn around time goals based on plan types	81.0%	83.0%	98.0%
Percentage of 5 day turn around plan checks completed within goal	99.0%	100.0%	98.0%
Percentage of 10 day turn around plan checks completed within goal	81.0%	83.0%	98.0%

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## Public Safety

<b>Performance Measures</b>	<b>2013 Actual</b>	<b>2014 Projected</b>	<b>2015 Budget</b>
<b><u>Contract Police Services</u></b>			
<b>Workload Outputs:</b>			
Number of total calls for service	24,082	24,068	24,068
Number of emergency calls received (Priority 1)	336	481	481
Number of traffic collision reports	487	450	490
Number of Part 1 crimes committed per 1,000 population	1.12	1.12	1.12
<b>Efficiency:</b>			
Average response time from dispatch to on-scene emergency calls	4:07	3:99	4:82
Average response time from receipt of call to on-scene emergency calls	6:09	4:86	5:31
Percentage of preventative patrol time - day shift (6:00 a.m. to 6:00 p.m.)	43.8%	43.3%	40.0%
Percentage of preventative patrol time - day shift (10:00 a.m. to 8:00 p.m.)	40.2%	39.5%	35.0%
Percentage of preventative patrol time - night shift (6:00 p.m. to 6:00 a.m.)	36.8%	41.0%	40.0%
Percentage of preventative patrol time - night shift (5:00 p.m. to 3:00 a.m.)	45.8%	44.2%	40.0%
<b>Effectiveness:</b>			
Percentage of emergency calls responded to in 5 minutes or less	88.9%	65.4%	70.9%
Percentage change in Part I crimes from prior year to current year	-10.6%	12.5%	9.0%
<b><u>Contract Fire Services</u></b>			
<b>Workload Outputs:</b>			
Number of emergency calls	2,977	3,100	3,200
Number of new construction fire inspections performed	364	390	410
Number of fire inspections performed	1,239	1,238	1,250
Number of fire plan checks completed	297	240	260
<b>Efficiency:</b>			
Average response time for emergency calls	5:51	5:40	5:20
<b>Effectiveness:</b>			
Percentage of calls with response time within 5 minutes	57.3%	85.0%	85.0%
Percentage of technical on-site inspections scheduled within 24 hours	100.0%	98.0%	98.0%
Percentage of all plan checks completed within adopted turn around time goals based on plan types	100.0%	98.0%	98.0%
Percentage of 5 day turn around plan checks completed within goal	100.0%	98.0%	98.0%
Percentage of 10 day turn around plan checks completed within goal	100.0%	98.0%	98.0%

# Performance Measures

## Public Safety

<b>Performance Measures</b>	<b>2012 Actual</b>	<b>2013 Projected</b>	<b>2014 Budget</b>
<b><u>Contract Police Services</u></b>			
<b>Workload Outputs:</b>			
Number of total calls for service	23,651	24,000	25,000
Number of emergency calls received (Priority 1)	248	295	300
Number of traffic collision reports	257	450	250
Number of Part 1 crimes committed per 1,000 population	1.28	1.12	1.15
<b>Efficiency:</b>			
Average response time from dispatch to on-scene emergency calls	3:45	4:20	5:00
Average response time from receipt of call to on-scene emergency calls	7:04	6:40	6:00
Percentage of preventative patrol time - day shift (6:00 a.m. to 6:00 p.m.)	41.8%	43.0%	40.0%
Percentage of preventative patrol time - day shift (10:00 a.m. to 8:00 p.m.)	41.3%	39.5%	40.0%
Percentage of preventative patrol time - night shift (6:00 p.m. to 6:00 a.m.)	39.3%	39.8%	40.0%
Percentage of preventative patrol time - night shift (5:00 p.m. to 3:00 a.m.)	41.8%	44.0%	40.0%
<b>Effectiveness:</b>			
Percentage of emergency calls responded to in 5 minutes or less	89.0%	93.2%	95.0%
Percentage change in Part I crimes from prior year current year	8.0%	-10.5%	1.0%
<b><u>Contract Fire Services</u></b>			
<b>Workload Outputs:</b>			
Number of emergency calls	2,840	2,950	3,000
Number of new construction fire inspections performed	433	370	400
Number of fire inspections performed	150	140	400
Number of fire plan checks completed	210	225	200
<b>Efficiency:</b>			
Average response time for emergency calls	5:47	5:49	7:00
<b>Effectiveness:</b>			
Percentage of calls with response time within 7 minutes	75.5%	57.0%	85.0%
Percentage of technical on-site inspections scheduled within 24 hours	100.0%	100.0%	98.0%
Percentage of all plan checks completed within adopted turn around time goals based on plan types	100.0%	100.0%	98.0%
Percentage of 5 day turn around plan checks completed within goal	100.0%	100.0%	98.0%
Percentage of 10 day turn around plan checks completed within goal	100.0%	100.0%	98.0%



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## Public Safety

Performance Measures	2011 Actual	2012 Projected	2013 Budget
<b><u>Contract Police Services</u></b>			
<b>Workload Outputs:</b>			
Number of total calls for service	25,008	25,000	25,000
Number of emergency calls received (Priority 1)	240	264	300
Number of traffic collision reports	426	200	200
Number of Part 1 crimes committed per 1,000 population	1.11	1.08	1.15
<b>Efficiency:</b>			
Average response time from dispatch to on-scene emergency calls	4:27	5:00	5:00
Average response time from receipt of call to on-scene emergency calls	6:27	6:00	6:00
Percentage of preventative patrol time - day shift (6:00 a.m. to 6:00 p.m.)	39.1%	40.0%	40.0%
Percentage of preventative patrol time - day shift (10:00 a.m. to 8:00 p.m.)	39.8%	40.0%	40.0%
Percentage of preventative patrol time - night shift (6:00 p.m. to 6:00 a.m.)	40.2%	40.0%	40.0%
Percentage of preventative patrol time - night shift (5:00 p.m. to 3:00 a.m.)	40.2%	40.0%	40.0%
<b>Effectiveness:</b>			
Percentage of emergency calls responded to in 5 minutes or less	94.5%	95.0%	95.0%
Percentage change in Part I crimes from prior year current year	-5.7%	-7.5%	1.0%
<b><u>Contract Fire Services</u></b>			
<b>Workload Outputs:</b>			
Number of emergency calls	2,695	3,000	3,000
Number of new construction fire inspections performed	349	480	400
Number of fire inspections performed	674	775	1,000
Number of fire plan checks completed	308	300	300
<b>Efficiency:</b>			
Average response time for emergency calls	5:53	5:52	7:00
<b>Effectiveness:</b>			
Percentage of calls with response time within 7 minutes	75.8%	76.0%	85.0%
Percentage of technical on-site inspections scheduled within 24 hours	100.0%	100.0%	90.0%
Percentage of all plan checks completed within adopted turn around time goals based on plan types	100.0%	100.0%	90.0%
Percentage of 5 day turn around plan checks completed within goal	100.0%	100.0%	90.0%
Percentage of 10 day turn around plan checks completed within goal	100.0%	100.0%	90.0%

# Performance Measures

## Public Safety

Performance Measures	2010 Actual	2011 Projected	2012 Budget
<b><u>Contract Police Services</u></b>			
<b>Workload Outputs:</b>			
Number of total calls for service	26,233	25,868	28,000
Number of emergency calls received (Priority 1)	269	264	300
Number of traffic collision reports	404	144	350
Number of Part 1 crimes committed per 1,000 population	0.98	1.08	1.15
<b>Efficiency:</b>			
Average response time from dispatch to on-scene emergency calls	5:65	4:46	5:00
Average response time from receipt of call to on-scene emergency calls	New	6:04	6:00
Percentage of preventative patrol time - day shift (6:00 a.m. to 6:00 p.m.)	43.7%	36.7%	40.0%
Percentage of preventative patrol time - day shift (10:00 a.m. to 8:00 p.m.)	34.6%	36.2%	40.0%
Percentage of preventative patrol time - night shift (6:00 p.m. to 6:00 a.m.)	38.4%	38.5%	40.0%
Percentage of preventative patrol time - night shift (5:00 p.m. to 3:00 a.m.)	42.9%	40.3%	40.0%
<b>Effectiveness:</b>			
Percentage of emergency calls responded to in 5 minutes or less	93.6%	95.3%	95.0%
Percentage change in Part I crimes from prior year current year	-10.6%	-7.5%	1.0%
<b><u>Contract Fire Services</u></b>			
<b>Workload Outputs:</b>			
Number of emergency calls	2,778	2719	3,000
Number of new construction fire inspections performed	363	344	500
Number of fire inspections performed	1137	775	1000
Number of fire plan checks completed	328	304	500
<b>Efficiency:</b>			
Average response time for emergency calls	5:51	5:52	7:00
<b>Effectiveness:</b>			
Percentage of calls with response time within 7 minutes	75.8%	76.0%	85.0%
Percentage of technical on-site inspections scheduled within 24 hours	100.0%	100.0%	90.0%
Percentage of all plan checks completed within adopted turn around time goals based on plan types	100.0%	100.0%	90.0%
Percentage of 5 day turn around plan checks completed within goal	100.0%	100.0%	90.0%
Percentage of 10 day turn around plan checks completed within goal	100.0%	100.0%	90.0%

# Performance Measures

## Public Safety

Performance Measures	FY 2009 Actual	FY 2010 Projected	FY 2011 Approved
<b>Police</b>			
<b>Workload Output</b>			
● Number of total calls for service	25,351	27,750	28,000
● Number of emergency calls received (Priority 1) <sup>1</sup>	294	280	285
● Number of traffic collision reports <sup>1</sup>	450	340	345
● Number of Part 1 crimes reported <sup>1</sup>	1.10	1.10	1.15
<b>Efficiency</b>			
● Average response time from receipt to on-scene emergency calls	5:62	5:00	5:00
● Percent of preventative patrol time- day shift (6:00am-6:00pm)	44.8%	40.0%	40.0%
● Percent of preventative patrol time- day shift (10:00am-8:00pm)	40.7%	40.0%	40.0%
● Percent of preventative patrol time- night shift (6:00pm-6:00am)	40.3%	40.0%	40.0%
● Percent of preventative patrol time- night shift (5:00pm-3:00am)	44.3%	40.0%	40.0%
<b>Effectiveness</b>			
● Percent of emergency calls responded to in 5 minutes or less	94.3%	90.0%	95.0%
● Percent change in Part I crimes from prior year current year <sup>1</sup>	-4.3%	1.0%	1.0%
<sup>1</sup> This measure is an annual measure.			
<b>Fire</b>			
<b>Workload Output</b>			
● Number of emergency calls per year	1,956	2,618	3,000
● Number of new construction fire inspections performed	346	824	500
● Number of annual fire inspections performed	679	755	1,000
● Number of fire plan checks completed per year	248	440	500
<b>Efficiency</b>			
● Average response time for emergency calls	6:01	5:52	5:52
<b>Effectiveness</b>			
● Percent of calls with response time within 7 minutes	72.8%	76.0%	76.0%
● Percent of technical on-site inspections scheduled within 24 hours	100.0%	100.0%	90.0%
● Percent of all plan checks completed within adopted turn around time goals based on plan types	100.0%	100.0%	90.0%
● Percent of 5 day turn around plan checks completed within goal	100.0%	100.0%	90.0%
● Percent of 10 day turn around plan checks completed within goal	100.0%	100.0%	90.0%