

Business Plan

Public Safety Scorecard

Dept.	Goal Categories	Key Measures	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Annual Target
Fire	Dispatch and Response	Average Total Response Time (Dispatch to First Unit Onscene in M:SS Format) (Implementation of new NFPA 1710 Requirements in FY 2013) ⁽²⁾	5:20	5:31	5:32	5:20
Fire		Fires – Response objective = 320 seconds or (5:20) ⁽²⁾⁽³⁾	5:10	5:16	5:27	5:20
Fire		Emergency Medical Service – Response objective = 300 seconds or (5:00) ⁽²⁾	5:22	5:13	5:12	5:00
Fire		Fire P1 and P2 (emergency) calls dispatched within 25 seconds (average)	24.66	26.19	21.16	25.00
Fire		Police E and P1 (emergency) calls dispatched within 2 minutes (average)	2.59	2.02	2.2	2.00
Fire		Annual Growth Rate in Unit Responses	2.9%	6.5%		3.5%
Fire		9-1-1 calls answered within 10 seconds	New Measure in FY 2015		86%	90%
Fire		Police E and P1 (emergency) calls dispatched within 120 seconds	New Measure in FY 2015			80%
Police		Response time to priority 1 calls (minutes)	10	9.01	9.38	10
Police		Citizen satisfaction with police services [annual survey]	88%	76%	74%	90%
Police		Sustained Complaints (Internal Affairs)	83	104	93	88
Police		Use of Force Incidents (2010-2014 calendar year)	971	907	875	840
CDP		% of initial health inspections with a Satisfactory Score	98%	98%	96%	95%
Fire		Prevention	Percent of Outdoor Warning Sirens Successfully Tested	New Measure in FY 2015		95%
Fire	Fire Prevention Business Inspections		15,199	15,652	5,818	15,500
Fire	Fire Prevention Business Violations Addressed		6,375	4,947	4,319	
PWT	% storm drainage inlets inspected (current total number of inlets = 13,098; City of Arlington owned = 9,705)		134%	106%	101%	100%
PWT	% concrete channels inspected (total linear feet = 174,376; City of Arlington owned = 166,730)		108%	100%	102%	100%
CDP	% of gas well operation components in compliance [reported quarterly]		94%	99%	99%	100%
Court	Crime and Compliance	% of cases completed	106%	94%	100%	102%
Court		% of Warrants Cleared	New Measure in FY 2016			110%
Court		% of Payments Collected after 31 day phone call	New Measure in FY 2016			35%
Court		% of Payments collected after 30 Day Post card	New Measure in FY 2016			60%
Court		% of Citations Keyed Without Error	New Measure in FY 2016			100%
Court		% of Cashier Errors in Case Management	New Measure in FY 2016			1%
Court		% of Citations entered within 5 days	New Measure in FY 2016			100%
Police		% of UCR Part I crimes cleared (not to be used for official reporting purposes)	20%	28%	29%	20%
Police		Committed Time to all calls (minutes)	75.43	87.83	86.47	80
Police		Arrests (target based on historical estimate)	18,145	17,046	15,186	16,000
Police		APD Facebook Likes	8,878	38,398	59,553	60,000
Police		APD Twitter Followers	9,946	23,567	43,280	42,000
Police		APD YouTube Channel Views	365,590	500,458	1,911,188	1,500,000
Police		DWI Crashes	458	441	450	427
Police	Domestic Violence Reports	3,744	3,741	3,800	3,610	
Police	Domestic Violence Victims Served	5,059	4,181	4,843	4,900	
Police	Human Trafficking Victims Served	18	16	20	50	

Business Plan

Public Safety Scorecard (cont.)

Dept.	Goal Categories	Key Measures	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Annual Target
Police	Crime and Compliance (cont.)	Injury Crashes	2,468	2,524	2,670	2,375
Police		Violent Crimes Index (not to be used for official reporting purposes)	1,865	1,808	2,040	1,615
Police		Property Crimes Index (not to be used for official reporting purposes)	15,427	13,196	13,744	12,350
Police		Social Media Reach – Impression Demographics	New Measure in FY 2015		744,000	750,000
Police		Number of Procedural Justice Stories for the public	New Measure in FY 2016			24
Police		Outreach Presentations Dedicated to Human Trafficking	New Measure in FY 2016			75
Police		Outreach Hours Dedicated to Domestic Violence	New Measure in FY 2016			3,500
Fire	Workload Measures	9-1-1 Dispatch Center Calls For Service (calls from 9-1-1 phone switch)	419,463	427,837	427,050	430,000
Fire		Police Calls for Service Handled and Processed by PD Dispatch	350,127	323,999	328,599	325,000
Fire		Emergency Calls	2,734	1,453	1,160	1,750
Fire		Priority 1 Calls	114,093	90,759	93,524	90,000
Fire		Priority 2 Calls	53,171	51,519	60,549	52,000
Fire		Priority 3 Calls	180,129	180,268	173,366	180,000
Fire		Officer Initiated (not included in total)	136,956	68,873	162,623	110,000
Fire		Ambulance Dispatched Calls for Service	47,186	45,879	48,217	47,500
Fire		Fire Dispatched Calls for Service ⁽²⁾	36,512	38,564	41,011	40,600
Fire		Fires ⁽²⁾	3,272	3,647	3,388	3,800
Fire		Emergency Medical Service ⁽²⁾	29,346	30,744	31,645	32,500
Fire		Other ⁽²⁾	3,894	4,176	5,259	4,300
Fire		Dispatched Animal Services After-Hours Calls for Service ⁽²⁾	757	635	659	750
Fire		Fire Department Incidents (un-audited) ⁽²⁾	35,572	38,542	40,496	39,935
Fire		Fires ⁽²⁾	976	1,004	836	985
Fire		Emergency Medical Service ⁽²⁾	17,928	18,925	19,209	19,500
Fire		Other Emergency Incidents ⁽²⁾⁽³⁾	16,668	18,613	20,451	19,450
Fire		Fire Department RMS Unit Responses (un-audited) ⁽²⁾⁽⁴⁾	48,785	51,975	54,915	55,373
Police		Total patrol responses (target based on historical estimate)	186,621	175,214	176,915	175,000