

# Public Safety Scorecard

Dept.	Goal Categories	Key Measures	FY 2012 Actual	FY 2013 Actual	FY 2014 Estimate	FY 2015 Annual Target
Fire	Dispatch and Response	Answer 9-1-1 calls in 6 seconds or less [reported annually]	91.12%	89.83%	87%	90%
Fire		Police E and P1 Calls Dispatched within 2 Minutes or Less	81.63%	82.08%		89%
Fire		Average Police E and P1 Dispatch Time (in Minutes)	1.93	2.59	2	2
Fire		Fire P1 and P2 Calls Dispatched within 25 Seconds or Less <sup>(2)</sup>	84.23%	71.53%		72%
Fire		Average Fire P1 and P2 Calls Dispatch Time (in Seconds) <sup>(2)</sup>	23.75	24.66	25	25
Fire		Average Total Response Time (Dispatch to First Unit On Scene) (Implementation of NFPA 1710, 2010 Edition Requirements) <sup>(2)</sup>	5:18	5:20	5:20	5:20
Fire		Emergency Medical Service - Response objective = 300 seconds or (5:00) <sup>(2)</sup>	5:22	5:22	5:00	5:00
Fire		Fires - Response objective = 320 seconds or (5:20) <sup>(2)(3)</sup>	5:06	5:10	5:20	5:20
Fire		Other Emergency Incidents - Response objective = 320 seconds or (5:20) <sup>(2)(3)</sup>	5:34	5:37	5:20	5:20
Police		Response time to priority 1 calls (minutes)	10.21	10	10	10
Police		Total police responses (historical estimate)	202,694	186,621	177,000	177,000
Police		Citizen satisfaction with police services [annual survey]	75%	88%	76%	90%
Fire		Prevention	Outdoor Warning Siren Tests Conducted	6	11	9
Fire	Fire Prevention Business Inspections		14,955	15,199	13,000	13,000
Fire	Fire Prevention Business Violations Addressed		7,353	6,375	5,000	
CDP	% of initial health inspections with a Satisfactory Score		98%	98%	95%	95%
PWT	% storm drainage inlets inspected (current total number of inlets = 13,098)		60%	134%	100%	100%
PWT	% concrete channels inspected (total linear feet = 161,500)		87%	108%	100%	100%
Police	Crime and Compliance	% of UCR Part I crimes cleared [calendar year]	26%	20%	20%	20%
Police		Committed Time to all calls (minutes)	72.06	75.43	80	70
Police		Arrests (historical estimates)	19,714	18,145	17,500	17,500
Police		APD Volunteer Hours [calendar year]	23,795	38,332	32,978	40,000
Police		APD Facebook Likes [calendar year]	6,140	11,778	32,000	40,000
Police		APD Twitter Followers [calendar year]	5,939	13,146	23,000	30,000
Police		APD YouTube Channel Views [calendar year]	297,323	417,822	490,000	500,000
Police		Community Watch Groups	187	208	222	233
Police		% of Fugitive Warrants cleared [calendar year]	81%	96%	90%	90%
Police		Injury Crashes	2,549	2,468	2,500	2,250
Police		Violent Crimes Index [calendar year]	1,909	1,837	1,745	1,570
Police		Property Crimes Index [calendar year]	15,109	15,000	13,500	12,150
Court		Cases filed	140,832	125,322	72,000	130,000
Court		% of cases completed	93%	106%	100%	95%
Court		Warrants issued	85,011	77,405	40,000	84,500
Court		Warrants Cleared	79,447	76,229	76,000	75,000
CDP		% of gas well operation components in compliance [reported quarterly]		94%	100%	100%

## Public Safety Scorecard (cont.)

Dept.	Goal Categories	Key Measures	FY 2012 Actual	FY 2013 Actual	FY 2014 Estimate	FY 2015 Annual Target
Fire	Workload Measures	9-1-1 Dispatch Center Calls For Service (Calls from 9-1-1 Phone Switch)	432,806	419,463	423,181	427,413
Fire		Police Calls for Service Handled and Processed by PD Dispatch	373,890	350,127	314,592	323,750
Fire		Emergency Calls		2,734	1,528	1,750
Fire		Priority 1 Calls		114,093	88,952	90,000
Fire		Priority 2 Calls		53,171	50,148	52,000
Fire		Priority 3 Calls		180,129	173,964	18,000
Fire		Officer Initiated <i>(Not included in Total)</i>		136,956	66,759	130,000
Fire		Ambulance Dispatched Calls for Service	41,923	47,186	46,860	47,500
Fire		Fire Dispatched Calls for Service <sup>(2)</sup>	35,702	36,512	38,532	40,600
Fire		Fires <sup>(2)</sup>	2,382	3,272	3,716	3,800
Fire		Emergency Medical Service <sup>(2)</sup>	28,315	29,346	30,635	32,500
Fire		Other <sup>(2)</sup>	5,005	3,894	4,181	4,300
Fire		Dispatched Animal Services After-Hours Calls for Service <sup>(2)</sup>	756	757	611	750
Fire		Fire Department RMS Incidents (un-audited) <sup>(2)</sup>	34,594	35,572	38,295	40,000
Fire		Fires <sup>(2)</sup>	1,046	976	1,015	1,000
Fire		Emergency Medical Service <sup>(2)</sup>	16,434	17,928	18,596	20,000
Fire		Other Emergency Incidents <sup>(2)(3)</sup>	17,114	16,668	18,684	19,000
Fire		Fire Department RMS Unit Responses (un-audited) <sup>(2)(4)</sup>	47,431	48,785	51,833	53,500