

Public Safety Scorecard

Dept.	Goal Categories	Key Measures	FY 2012 Actual	FY 2013 Actual	FY 2014 Actual	FY 2015 Annual Target
Fire	Dispatch and Response	Average total response time (dispatch to first unit on scene)	5:18	5:20	5:31	5:20
Fire		Fires - Response objective = 320 seconds or (5:20) ⁽²⁾⁽³⁾	5:06	5:10	5:16	5:20
Fire		Emergency Medical Service - Response objective = 300 seconds or (5:00) ⁽²⁾	5:22	5:22	5:13	5:00
Fire		9-1-1 calls answered within 10 seconds	New Measure in FY 2015			95%
Fire		Fire P1 and P2 (emergency) calls processed within 60 seconds	New Measure in FY 2015			80%
Fire		Police E and P1 (emergency) calls dispatched within 90 seconds	New Measure in FY 2015			90%
Police		Citizen satisfaction with police services [annual survey]	75%	88%	76%	90%
Police		Response time to priority 1 calls (minutes)	10.21	10	9.01	10
CDP		% of initial health inspections with a Satisfactory Score	98%	98%	98%	95%
Fire		Outdoor Warning Siren Tests Conducted	6	11	9	10
Fire	Fire Prevention Business Inspections	14,955	15,199	15,652	13,000	
Fire	Fire Prevention Business Violations Addressed	7,353	6,375	4,947		
PWT	Prevention	% storm drainage inlets inspected (current total number of inlets = 13,098) [reported quarterly]	60%	134%	106%	100%
PWT		% concrete channels inspected (total linear feet = 161,500) [reported quarterly]	87%	108%	100%	100%
CDP	Crime and Compliance	% of gas well operation components in compliance [reported quarterly]	-	94%	99%	100%
Court		Cases filed	140,832	125,322	125,496	125,000
Court		% of cases completed	93%	106%	94%	95%
Court		Warrants issued	85,011	77,405	83,911	80,000
Court		Warrants Cleared	79,447	76,229	65,450	75,000
Court		Civil Cases Filed	New Measure in FY 2014		2,502	2,500
Court		Civil Cases Closed	New Measure in FY 2015		656	950
Court		Docketed Cases	New Measure in FY 2015			57,000
Court		Failure to Appear	New Measure in FY 2015			13,000
Court		Cases Settled	New Measure in FY 2015			44,000
Police		% of UCR Part I crimes cleared (not to be used for official reporting purposes)	26%	20%	28%	20%
Police		Committed Time to all calls (minutes)	72.06	75.43	87.83	70
Police		Arrests (target based on historical estimate)	19,714	18,145	17,046	17,500
Police		APD Volunteer Hours	20,271	35,803	34,562	40,000
Police		APD Facebook Likes	4,605	8,878	38,398	40,000
Police		APD Twitter Followers	4,455	9,946	23,567	30,000
Police	APD YouTube Channel Views	223,323	365,590	500,458	500,000	
Police	Community Watch Groups	187	208	224	233	
Police	% of Fugitive Warrants cleared	92%	96%	95%	90%	
Police	Injury Crashes	2,549	2,468	2,524	2,250	
Police	Violent Crimes Index (not to be used for official reporting purposes)	1,896	1,865	1,808	1,570	
Police	Property Crimes Index (not to be used for official reporting purposes)	15,613	15,427	13,196	12,150	

Public Safety Scorecard (cont.)

Dept.	Goal Categories	Key Measures	FY 2012 Actual	FY 2013 Actual	FY 2014 Actual	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	427,837	427,413
Fire		Police Calls for Service Handled and Processed by PD Dispatch	373,890	350,127	323,999	323,750
Fire		Emergency Calls	-	2,734	1,453	1,750
Fire		Priority 1 Calls	-	114,093	90,759	90,000
Fire		Priority 2 Calls	-	53,171	51,519	52,000
Fire		Priority 3 Calls	-	180,129	180,268	180,000
Fire		Officer Initiated (not included in total)	-	136,956	68,873	130,000
Fire		Ambulance Dispatched Calls for Service	41,923	47,186	45,879	47,500
Fire		Fire Dispatched Calls for Service ⁽²⁾	35,702	36,512	38,564	40,600
Fire		Fires ⁽²⁾	2,382	3,272	3,647	3,800
Fire		Emergency Medical Service ⁽²⁾	28,315	29,346	30,744	32,500
Fire		Other ⁽²⁾	5,005	3,894	4,176	4,300
Fire		Dispatched Animal Services After-Hours Calls for Service ⁽²⁾	756	757	635	750
Fire		Fire Department RMS Incidents (un-audited) ⁽²⁾	34,594	35,572	38,542	40,000
Fire		Fires ⁽²⁾	1,046	976	1,004	1,000
Fire		Emergency Medical Service ⁽²⁾	16,434	17,928	18,925	20,000
Fire		Other Emergency Incidents ⁽²⁾⁽³⁾	17,114	16,668	18,613	19,000
Fire		Fire Department RMS Unit Responses (un-audited) ⁽²⁾⁽⁴⁾	47,431	48,785	51,975	53,500
Police		Total patrol responses (target based on historical estimate)	202,694	186,621	175,214	175,000