



Memorandum

TO: Public Safety, Finance & Strategic Support Committee

FROM: Robert L. Davis

SUBJECT: 2007-2008 SECOND QUARTER PERFORMANCE REPORTS

DATE: February 11, 2008

Approved

Christine J. Shyja

Date

2/12/08

RECOMMENDATION

Acceptance of the attached second quarter Performance Reports from the Public Safety CSA. This report includes performance data and analysis from Police, Fire and the Office of Emergency Services (OES).

BACKGROUND

In his December 22, 2006, memorandum, Mayor Reed directed Council Committees to integrate into their work plans a regular review of key performance measures for department and city service areas. This attached Performance Report includes those measures approved by the Public Safety, Finance & Strategic Support Committee at the June 2007 meeting for Police, Fire and the Office of Emergency Services.

Performance data is provided in four quarterly committee reports each year. Performance Reports include quarterly measures, with semiannual, annual, and biennial measures added as data is available. Second quarter performance measures are attached and some have been highlighted below with a more detailed analysis.

ANALYSIS

Police Department

Arrests in the downtown during Entertainment Zone enforcement

Recently the Department started tracking the numbers of arrests made in the downtown Entertainment Zone (EZ) area. The EZ boundaries are around the main downtown corridor, north of 280, west of 4th Street, east of Stockton Avenue and south of St. James Street. The arrests listed reflect those made by EZ officers working from Thursday through Sunday between the hours of 10:00 pm and 3:00 am. Arrests also include those made by officers working the

Garage Security Detail from Friday and Saturday nights between the hours of 9:30 pm and 3:00 am. There is one full time team of officers dedicated to EZ, with the remaining EZ slots being worked on an overtime basis. When compared to last quarter the EZ officers handled 548 less arrests (1460 Q1 compared to 912 for Q2). The reduction in arrests could be attributed to fewer events in the downtown area during the second quarter. Additionally, the City has started charging new fees to park in downtown garages during the evening hours, which might contribute to the lower number of arrests. Also, due to the colder and winter weather, activity tends to decrease in the winter months.

Average response time (citywide) to priority one/priority two

The Department has seen a slight improvement for the average response time for priority one/two events. Historically, dispatchers would choose unit assignments based on several factors, including: the call priority, call type, the police unit function, the time of day, and unit availability on the appropriate radio channel(s). Dispatchers must routinely use sound judgment in selecting police units to respond to calls for service, often incorporating a combination of computer based recommendations and professional experience.

With the use of new technology, the Automated Vehicle Location (AVL) technology, the primary radio dispatcher of the Priority 1 event will dispatch the two closest available patrol units as recommended by the Computer Aided Dispatch (CAD) program. This unit selection will be done regardless of the units' beat or district assignment. This recommendation is based on the last AVL location reported automatically from the mobile units. In addition to the closest units dispatched to the call, the radio dispatcher will also dispatch up to two additional district units in the event the first two units recommended are not from the district of occurrence.

The Council-adopted service level is to respond to Priority 1 calls 75% of the time within six minutes and Priority 2 calls 60% of the time within 11 minutes. For the first quarter of 2007-2008, the Department met Priority 1 response goals 59% of the time. For Priority 2 calls, the Department exceeded its goal (60%) by responding to Priority 2 calls within 11 minutes 65% of the time. For the second quarter of 2007-2008, the Department met Priority 1 response goals 67% of the time. For Priority 2 calls, the Department responded to Priority 2 calls within 11 minutes 69% of the time. The Department continues to work to meet the 75% and 60% targets for Priority 1 and 2 calls for service, respectively.

% of Crimes Investigated

The Bureau of Investigations (BOI) is responsible for conducting follow-up on cases referred from the Patrol Division. The primary review process, which determines whether or not a case will be assigned, is dependent upon a number of factors. In the past, cases with solvability factors would be assigned to an investigator. Currently, case assignments must be realigned with the availability of resources. The BOI must focus investigative case assignments to the most violent crimes impacting people's lives: homicides, sexual assaults, robberies, and gang investigations. Many property crimes with solvability factors which were formerly assigned for investigation (i.e., auto thefts, burglaries, financial crimes, and identity thefts), must go unassigned due to a lack of investigators. During the Second Quarter, 756 cases with solvability

factors were not assigned due to a lack of personnel resources. Additionally, the investigative process often includes re-interviewing witnesses and suspects, and canvassing of the crime scene for additional evidence. The Department investigated 66% of violent and property crimes that were reported in the second quarter. This is slightly down from the first quarter in which 67.1% of reported crimes were investigated. Although the Department has exceeded its goal of crimes investigated (58%), a persistent lack of personnel in the detective bureau has resulted in an increase in property crimes not being investigated.

Part 1 Crimes per 100,000 residents (benchmark against comparable cities annually)

The Department was not able to report data on this measure for the second quarter due to a backlog of crime indexing. Due to reductions in the civilian staff, the Department will continue to report one quarter behind, as it is indexed and available.

Fire Department

% of time initial responding unit arrives within eight minutes after 911 call is received

This quarter, the Fire Department experienced a three percentage point decline (79% to 76%) in response time performance for the initial responding unit. Since this data is exported directly from the City's computer-aided dispatch (CAD) system, data integrity is not in question. However, the department was unable to complete a detailed analysis of the decline prior to the scheduled completion of this report. Given the importance of response time performance to emergency service effectiveness, the Fire Department has made it a priority to gather additional data, re-evaluating project schedules, and identifying IT resources necessary to determine the cause or causes for this decline. Unfortunately, the scheduled delivery of other projects (i.e., 2000 Strategic Plan Update and Heart Safe City Initiative) will be impacted if analytical resources are diverted to meet this priority need. The department will notify the committee in the event these and other existing projects require schedule changes to focus resources on improving emergency service response times. In light of this unexpected decline in performance, the department will increase the frequency of CAD data review to identify more quickly changes to response time performance.

Office of Emergency Services

Number of near miss emergencies averted

Fiscal year-to-date, San José has had two "near miss" emergencies: a fire at Town Park Tower on August 14, 2007 and a 5.4 earthquake on October 30, 2007. No lives were lost in either instance and property damage was manageable in both.

As a result of the earthquake, 170,000 library books were shaken off the shelves of the Martin Luther King Library, a retaining wall gave way in a City park, and ceiling tiles were displaced at

the Airport and Convention Center. The Emergency Operations Center (EOC) was partially activated and media calls were heavy.

% of City neighborhoods with San José Prepared! Team
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The Office of Emergency Services (OES) continues to improve its recordkeeping mechanisms, and is investigating the use of Geographic Information System tools to more accurately identify the neighborhoods which house participants in the San José Prepared! Program. OES has been working with the Strong Neighborhoods Initiative (SNI) in order to more clearly identify neighborhood boundaries.

COORDINATION

Preparation of this memorandum was coordinated with the Police Department, Fire Department, the Office of Emergency Services, and the City Manager's Budget Office.



Robert L. Davis
Chief of Police

RLD: LR

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Performance Report
Public Safety, Finance & Strategic Support Committee
Police Department

Reporting Period: October 1, 2007 – December 31, 2007

Prior Annual Actuals		2006-2007 Quarterly Actuals				2007-2008 Performance						Disc uss
2005-2006 Actual	2006-2007 Actual	2006-2007 (Jul-Sept)	2006-2007 (Oct-Dec)	2006-2007 (Jan-Mar)	2006-2007 (Apr-Jun)	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2007-2008 YTD	2007-2008 Target	

Quarterly

Goal: Maintain Status as Safest Big City in America

1. Hours of officer time spent on proactive community policing ¹	27,344	18,574	4,775	5,137	4,631	4,031	4,129	4,254			8,383	19,931	
2. Average response time (citywide) - Priority One/Priority Two (in minutes) ²	7.04/12.49	7.14/12.50	7.22/12.85	7.06/12.61	7.19/12.28	7.09/12.27	6.35/11.90	5.68/11.02			6.02/11.46	6.00/11.00	
- Average call processing time	N/A	1.30/1.77	1.30/1.80	1.31/1.79	1.27/1.75	1.33/1.74	1.31/1.74	1.29/1.73			1.30/1.74	1.5/1.5	✓
- Average call queuing time		1.61/4.96	1.75/5.29	1.57/4.91	1.56/4.77	1.57/4.88	1.08/4.62	.85/3.79			.97/4.21	.5/3.5	
- Average call driving-to-arrival time		4.40/5.85	4.32/5.87	4.38/6.00	4.54/5.83	4.34/5.69	4.10/5.60	3.67/5.56			3.89/5.58	4.0/6.0	
3. % of time first dispatched Police unit arrives within six minutes of call received for Priority One calls (life threatening)	NEW	54%	53%	53%	54%	53%	59%	67%			63%	75%	
4. % of time first dispatched Police unit arrives within eleven minutes of call received for Priority Two calls (crime in progress or just occurred)	NEW	63%	61%	62%	63%	64%	65%	69%			67%	60%	

¹ Data represents ONLY hours spent on proactive community policing captured by CAD and does not provide a full measure of the Department's proactive community policing activities. CAD data does not include proactive community policing hours of the Bureau of Investigations, Chief's Office, Community Services, Special Operations or activities conducted that were not recorded specifically as proactive community policing in the CAD system.

² All times are represented in minutes. Average Response Times in FY05-06 and 06-07 were previously reported in the CSA document using a 'Response Time' definition as the first keyboard stroke of an emergency calltaker to the arrival of the first officer on-scene. However, percentage of compliance was reported as the officer's drive time only; it did not incorporate call processing or call queuing time. With new technology, FY07-08 'Response Time' incorporates call processing, call queuing, and officer's drive time. The FY06-07 percentage of compliance statistics listed above differ from original reporting due to re-calculation using the current 'Response Time' definition, in order to facilitate accurate comparison to FY07-08. See the narrative for further explanation.

	Prior Annual Actuals		2006-2007 Quarterly Actuals				2007-2008 Performance					
	2005-2006 Actual	2006-2007 Actual	2006-2007 (Jul-Sept)	2006-2007 (Oct-Dec)	2006-2007 (Jan-Mar)	2006-2007 (Apr-Jun)	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2007-2008 YTD	2007-2008 Target

Goal: Maintain Status as Safest Big City in America (con't)

5. Number of calls received (by source of call)													
-Number of 911 calls received	221,882	251,299	62,095	61,255	61,416	66,533	66,719	61,490			128,209	250,000	
-Number of Wireless 911 calls received	94,617	114,712	28,355	28,686	25,349	32,322	34,284	32,883			67,167	119,000	
-Number of 311 calls received	256,418	272,363	72,822	63,885	63,111	72,545	73,323	62,892			136,215	265,000	
-Number of calls to TRAC system received	12,749	11,486	3,190	2,728	2,836	2,732	2,529	2,497			5,026	13,000	
-Number of reports received by alternative means	9,533	8,791	1,920	2,313	1,964	2,594	1,927	2,289			4,216	8,800	
-Number of officer-initiated calls received	102,188	102,517	25,568	25,606	24,893	26,450	27,591	28,292			55,883	100,000	
6. # of arrests in the downtown during Entertainment Zone enforcement	NEW	NEW	NEW	NEW	NEW	NEW	1460	912			2,372		✓

	Prior Annual Actuals		2006-2007 Quarterly Actuals				2007-2008 Performance					
	2005-2006 Actual	2006-2007 Actual	2006-2007 (Jul-Sept)	2006-2007 (Oct-Dec)	2006-2007 (Jan-Mar)	2006-2007 (Apr-Jun)	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2007-2008 YTD	2007-2008 Target

Semi-Annual

Goal: Maintain Status as Safest Big City in America

1. Part 1 Crimes per 100,000 residents (benchmark against comparable cities annually)*															✓
- # of violent crimes reported	375.4	390.8	94.1	94.1	101.6^	96.8^	100.2								
-# of property crimes reported	2500.9	2526.8	594.1	632.5	635.0^	638.5^	565.3								
2. % of crimes investigated	64.2%	65.7%	65.5%	65.8%	64.9%	66.5%	67.1%	66%				66.5%	58%		✓
3. # of incidents for Selected Crime Types (City-wide/SNI)*															
-Gang-related incidents	411/210	570/287	122/61	121/61	173/86	154/79	159/81								
-Domestic Violence	3041/1247	2918/1208	804/333	713/294	656/259	745/322	719/307								
-Residential Burglaries	2640/707	3077/866	758/217	784/244	755/193	780/212	619/193								
-Strong-Armed Robberies	422/162	440/177	98/41	99/43	128/46	115/47	134/55								
-Sexual Assaults	249/73	255/78	69/24	61/15	65/23	60/16	46/18								
4. % change in incidents of Selected Crime Types (City-wide/SNI)*															
-Gang-related incidents	-6% / +8%	+39% / +37%	+31% / +22%	+41% / +45%	+59% / +48%	+25% / +32%	+30% / +33%								
-Domestic Violence	-5% / -5%	-4% / -3%	0% / +2%	-7% / -4%	-11% / -17%	+1% / +6%	-11% / -8%								
-Residential Burglaries	+19% / +16%	+17% / +22%	+26% / +29%	+6% / +23%	+14% / +9%	+23% / +30%	-18% / -11%								
-Strong-Arm Robberies	+15% / -2%	+4% / +9%	-1% / +11%	-19% / -7%	+21% / +10%	+21% / +27%	+37% / +34%								
-Sexual Assaults	-4% / -6%	+2% / +7%	+6% / +14%	-22% / -35%	+41% / +92%	0% / -6%	-33% / -25%								

* Data not reported due to backlog of crime indexing. The Department is current through 1/08. The Department does not report out annual targets for crimes or incidents.

^Data adjusted to reflect quarterly data by CY versus FY

	Prior Annual Actuals		2006-2007 Quarterly Actuals				2007-2008 Performance						Disc uss
	2005-2006 Actual	2006-2007 Actual	2006-2007 (Jul-Sept)	2006-2007 (Oct-Dec)	2006-2007 (Jan-Mar)	2006-2007 (Apr-Jun)	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2007-2008 YTD	2007-2008 Target	

Annual

Goal: Maintain Status as Safest Big City in America

1. Clearance rate for violent crimes (# cleared/ total cases) ³													
-Homicide	77.8% 21/27	68% 17/25	75% 3/4	54.5% 6/11	66.7% 4/6	100% 4/4	66.7% 8/12						
-Rape	22.3% 53/238	18.4% 45/244	23.3% 14/60	16.7% 10/60	10.8% 7/65	23.7% 14/59	26.2% 11/42						
-Robbery	22.8% 220/963	21.8% 232/1063	19.9% 53/266	23.1% 60/260	21.7% 59/272	22.6% 60/265	26.4% 73/276						
-Aggravated Assault	36.2% 839/2319	34.5% 827/2394	39.9% 226/567	33.2% 188/566	32% 207/646	33.5% 206/615	40.1% 259/646						
2. % of assigned cases that result in criminal filings or are otherwise successfully resolved	88.2%	89%	88.5%	91%	94%	83%	99%	90%	ANNUAL	ANNUAL	94.5%	84%	
3. % of victims rating services as a 4 or better in the areas of responsiveness and interactions	95%	95%	94%	86%	98%	100%	89%	89%	ANNUAL	ANNUAL	89%	80%	
4. % of participants in intervention programs completing programs (TABS - Truancy Abatement Burglary Suppression)	1.7%	32.5%	45%	28%	36%	21%	23%	17%	ANNUAL	ANNUAL	20%	33%	
-# of youth participating (all youth programs)	6,258	6,044	530	1,597	2,144	1,773	201	901	ANNUAL	ANNUAL	1,102	6,200	
5. % of intervention program participants who do not re-offend within 12 months of exiting program	NEW	NEW	NEW	NEW	NEW	NEW	NEW	NEW	NEW	NEW	NEW	NEW	
6. Average cost per call for service	\$143.18	\$131.78	\$119.38	\$125.02	\$153.85	\$128.85	\$124.84				\$124.84	\$161.42	

³ The Department does not report out annual targets for crimes or incidents. Data is not yet available for Qtr 2 2007/2008 due to a backlog. Data not reported due to backlog of crime indexing. The Department is current through 1/08.

	Prior Annual Actuals		2006-2007 Quarterly Actuals				2007-2008 Performance						Disc uss
	2005-2006 Actual	2006-2007 Actual	2006-2007 (Jul-Sept)	2006-2007 (Oct-Dec)	2006-2007 (Jan-Mar)	2006-2007 (Apr-Jun)	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2007-2008 YTD	2007-2008 Target	

Biennial

Goal: Maintain Status as Safest Big City in America

1. % of residents surveyed who perceive themselves to be "Safe" or "Very Safe" walking during the day/night														
- In their neighborhood														
City-wide	90%/72%	BIENNIAL	90%/68%											
SNI	90%/65%												83%/53%	
-In the City park closest to residence														
City-wide	84%/51%	BIENNIAL	84%/44%											
SNI	84%/47%												75%/36%	
- In the Downtown area														
City-wide	71%/43%	BIENNIAL	65%/38%											
SNI	76%/49%												72%/43%	



Performance Report
Public Safety, Finance & Strategic Support Committee
Fire Department

Reporting Period: Oct 1, 2007 – Dec 31, 2007

	Prior Annual Actuals		2006-2007 Quarterly Actuals				2007-2008 Performance					
	2005-2006 Actual	2006-2007 Actual	2006-2007 (Jul-Sept)	2006-2007 (Oct-Dec)	2006-2007 (Jan-Mar)	2006-2007 (Apr-Jun)	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2007-2008 YTD	2007-2008 Target

Quarterly

Goal: Maintain Status as Safest Big City in America

1. # of fire injuries (benchmark annually)	71	32	8	10	4	10	9	9			18	N/A	
2. % of time the initial responding unit arrives within 8 minutes after 9-1-1 call is received	79%	79%	78%	79%	80%	79%	79%	76%			77%	80%	✓
3. Number of emergency responses													
- Fire	3,211	3,130	887	748	688	807	879	857			1,736	N/A	
- Medical	40,777	41,436	10,304	10,128	10,265	10,739	10,739	10,933			21,672		

Annual

Goal: Maintain Status as Safest Big City in America

1. % of fires contained:													
- In room of origin	82%	68%	ANNUAL	74%	85%								
- In structure of origin	94%	92%										100%	90%
2. % of fires where cause was determined (broken out by causal factors)	N/A*	N/A**	ANNUAL	N/A**	N/A**								
3. % of fire inspections that were signed off													
- State-mandated	N/A*	66%***	ANNUAL	N/A**	100%								
- Permitted (non-mandated)		22%***											80%

* New measure.

** Collection of this data is co-dependent on the implementation of the Fire Department's new records management system. Staff expects to have this information following the completion of the RMS implementation in July 2008.

*** Estimated value. Collection of this data is co-dependent on the implementation of the Fire Department's new records management system.



Performance Report
 Public Safety, Finance & Strategic Support Committee
 Office of Emergency Services

Reporting Period: October 1, 2007 – December 31, 2007

Prior Annual Actuals		2006-2007 Quarterly Actuals				2007-2008 Performance						
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Quarterly

Goal: Maintain Status as Safest Big City in America

1. # of "near miss" emergencies averted	New	7	4	0	3	0	1	1			2	N/A	✓
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Annual

Goal: Maintain Status as Safest Big City in America

1. % of City neighborhoods with San José Prepared! Teams - All neighborhoods - SNI neighborhoods	30%	35%	ANNUAL	13% 26%	35% 70%	✓								
2. % of City staff trained in emergency management systems - Senior staff - All other staff	New	94% 82%	ANNUAL	98% 82%	95% 85%									

Biennial

Goal: Maintain Status as Safest Big City in America

1. % of San José households with demonstrated emergency preparedness action plan: - three gallons bottled water per person; - three day medicine supply; - designated outside of area contact person	59%	59%	BIENNIAL	N/A	60% 75% 70%	✓								
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