



Memorandum

TO: Public Safety, Finance & Strategic Support Committee

FROM: Robert L. Davis

SUBJECT: 2008-2009 FIRST QUARTER PERFORMANCE REPORTS

DATE: November 6, 2008

Approved

Date

11/7/08

RECOMMENDATION

Acceptance of the First Quarter Performance Report from the Public Safety CSA. This report includes performance data and analysis from Police, Fire and the Office of Emergency Services (OES), and covers the period July 1, 2008, through September 30, 2008.

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 departments and city service areas. This 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. The first quarter and year-to-date performance measure results are attached and some have been highlighted below with a more detailed analysis.

ANALYSIS

Police Department

Number of arrests during Entertainment Zone enforcement

In the past weeks the San Jose Mercury News has published a number of articles related to drunk in public arrests in the city of San Jose. It should be noted this measure represents a total of all arrests made within the geographic area designated as the Entertainment Zone (EZ) during specific time periods only. The numbers reflect only those arrests made by the Downtown Services Detail (DSD) and EZ officers working Thursday through Sunday between 10:00 pm and 3:00 am only. The number also includes arrests associated with the downtown Garage Security Detail working Friday and Saturday nights between the hours of 9:30 pm and 3:00 am.

During the first quarter of 2008-2009 there was a 59.7% decrease in the number of arrests in the Entertainment Zone when compared to the previous 2007-2008 first quarter (1460/588 respectively). This decrease may be attributed to the Department's efforts in maintaining a safe environment for downtown patrons by proactive enforcement and effective public outreach.

The Department continues to work collaboratively with downtown business owners, other City departments and community members to resolve downtown issues. The Department's strategy to identify and address impending problems before they become violent incidents has proven to be extremely effective. As a result, arrests and complaints of criminal activity have been decreasing.

The following factors should also be considered when assessing the decrease in the numbers of downtown arrests:

- Elimination of the "cruise" through traffic diversion efforts
- Selective enforcement of juvenile curfew centered in the downtown corridor during peak club hours
- Ongoing gang suppression efforts have been successful in reducing gang members' presence in the entertainment zone
- Physical presence of the Garage Detail enforcement team, increased interior lighting and the implementation of parking fees in the garages
- Public outreach and enforcement of relevant laws and regulations at the clubs has greatly reduced violent assaults and other anti social behaviors
- Closure of three high-occupancy and historically problematic clubs.

Hours of officer time spent on proactive community policing

During the first quarter of 2008-2009 there was a 9.5% decrease in the number of hours officers spent on proactive community policing when compared to the previous 2007-2008 first quarter (4,129/3,735 respectively).

Proactive community policing is a term used to describe the proactive steps taken by a patrol officer to improve the quality of life in a specific geographical area of the City. Patrol officers frequently use this time for gang abatement, narcotic enforcement, traffic enforcement and speaking to neighborhood groups. The data represents the number of hours spent by the patrol division who are engaged in proactive community policing. This information is captured by the Department's Computer Aided Dispatch (CAD) system but CAD does not capture proactive community policing hours conducted by officers assigned to the Bureau of Investigations (BOI), Office of the Chief, Community Services Division, or Special Operations.

Consistent with a decline from 2006-2007 to 2007-2008 (2,230 less hours or -12%), the first quarter decline in proactive community policing hours is due in part to ongoing staffing constraints. These constraints require limited patrol officers to be aligned with prioritized calls for service.

of youth participating (all youth programs)

The number of youth participating in youth programs reported includes Truancy Abatement Burglary Suppression (TABS) Program, Challenges and Choices (C2) and Save Alternatives and Violence Education (SAVE). The increase of youth participating in all youth programs, when compared to the previous 2007-2008 first quarter (201/2024 respectively) is primarily due to the scheduling of the C2 program. In 2007-2008, the C2 program start-up was delayed due to staff training. As a result, the numbers of students participating in the program were documented in the 3rd Quarter. In 2008-2009, C2 was initiated during the first quarter of this reporting period. Taking this timing issue into consideration, the Department is within the target for the fiscal year.

Currently, exclusively TABS, SAVE and C2 statistics have been reported in this PSFSSC measure. Community Services Division (CSD) staff also provides guidance and instruction to youth on topics such as "bullying," drug and alcohol awareness, gang awareness, Internet Safety, Junior Crime Busters, and Safety Patrol Training.

The following statistics show the number of students who were provided instruction during 2008-2009 1st Quarter:

Bullying:	30
Drug and Alcohol Awareness	38
Gang Awareness	442
Internet Safety	160
Junior Crime Busters	1,666
Safety Patrol Training	240

These programs are ongoing and are provided when requests are received from schools, church groups or other youth programs.

Fire Department

Number of Fire Injures

The number of fire injuries declined for the second straight quarter. Accelerated implementation of the "occupancy" module in the records management system will help the department determine the links between public education efforts, code enforcement, pre-planning resources and the number of civilian casualties by partially offsetting the lack of staff capacity. (10 to 6 to 5) (Q3 2007-2008, Q4 2007-2008, Q1 2008-2009)

% of Time Initial Responding Unit Arrives within 8 Minutes after 911 Call is Received

The department met its overall goal for the first time in over a year. The department placed three new stations in service this past year, which is the likely source of the service delivery

improvement; however, the department lacks the staff capacity to analyze thoroughly the effects of redistributed demand patterns. (2007-2008, 79%, 76%, 79%, 79%) (2008-2009 Q1 80%)

Number of Emergency Responses

Both the number of fires and medical emergencies showed declines in the first quarter of 2008-2009. However, because the department is unable to perform detailed secondary analyses, it is not clear whether the decline is part of normal cyclical variations or has some other underlying cause. (2007-2008 Qtr 4 860 Fires compared to 2008-2009 Qtr 1 564 Fires; 2007-2008 Qtr 4 10,949 Medical compared to 2008-2009 Qtr 1 9,987.)

Office of Emergency Services

Number of near-miss emergencies averted

Fiscal year-to-date, San José has had two “near miss” emergencies as follows:

- Heat warning and opening of ten cooling centers on July 8 through 10, 2008.
- A one-day opening of ten cooling centers on August 28, 2008 in response to heat warning from the Monterey Office of the National Weather Services.

% of City neighborhoods with San José *Prepared!* Team

The Office of Emergency Services (OES) continues to enhance its community outreach and disaster preparedness training via the two-hour and twenty-hour San José *Prepared!* classes. During the first quarter of FY2008-09, San José *Prepared!* conducted 21 two-hour classes, seven of which were in Spanish, and trained a total of 398 residents in home and family preparedness. In addition, 27 residents have graduated from the 20-hour San José *Prepared!* course, which provides in-depth, all-disaster preparedness classroom training and hands-on exercises through five four-hour class modules between July 7, 2008, and August 4, 2008.

OES has been working with City staff, Council Offices, and the Strong Neighborhoods Initiative (SNI) staff in its community outreach effort. Since July 1, 2008, it has conducted emergency preparedness training in ten of the 19 SNI areas in the City, achieving 53% of the annual goal of training residents in 80% of the SNI neighborhoods. In terms of distribution by Council Districts, OES has attained its goal of conducting training in each of the ten Council Districts.

In addition to training individuals and families, OES continues to expand its pool of volunteer instructors who can conduct classes in English, Spanish, Vietnamese, and Chinese in the community. During the first quarter of 2008-2009, a San José *Prepared!* volunteer conducted a two-hour class in Spanish, training 32 residents. Working with the City’s Office of Economic Development and the International Studies Program at San José State University, OES staff conducted emergency management training for 19 government officials from the Shandong Province, China on September 9, 2008. On September 24, 2008, 28 volunteers, neighborhood leaders, and members of Radio Amateur Civil Emergency Service (RACES) attended the San

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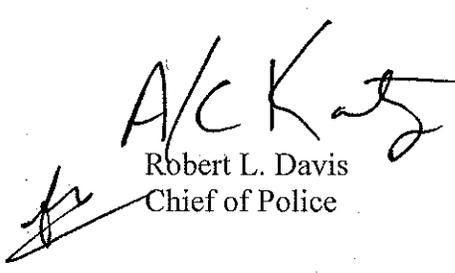
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José *Prepared!* Second Annual Leadership Forum, contributing their ideas on community outreach and emergency preparedness.

COORDINATION

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



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Chief of Police

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For questions, please contact:

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

Reporting Period: July 1, 2008 – September 30, 2008

Prior Annual Actuals		2007-2008 Quarterly Actuals				2008-2009 Performance						
2006-2007 Actual	2007-2008 Actual	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2008-2009 (Jul-Sept)	2008-2009 (Oct-Dec)	2008-2009 (Jan-Mar)	2008-2009 (Apr-Jun)	2008-2009 YTD	2008-2009 Target	Disc uss

Quarterly

Goal: Maintain Status as Safest Big City in America

1. Hours of officer time spent on proactive community policing ¹	18,574	16,344	4,129	4,254	3,507	4,454	3,735				3,735	16,800	✓
2. Average response time (citywide) - Priority One/Priority Two (in minutes) ²	7.14/12.50	5.91/11.38	6.35/11.90	5.68/11.02	5.74/11.12	5.84/11.48	5.97/12.07				5.97/12.07	6.00/11.00	
- Average call processing time	1.30/1.77	1.31/1.73	1.31/1.74	1.29/1.73	1.32/1.73	1.29/1.69	1.28/1.65				1.28/1.65	1.50/1.50	
- Average call queuing time	1.61/4.96	.96/4.20	1.08/4.62	.85/3.79	.86/3.93	1.04/4.46	.95/4.92				.95/4.92	.50/3.50	
- Average call driving-to-arrival time	4.40/5.85	3.74/5.53	4.10/5.60	3.67/5.56	3.62/5.55	3.54/5.38	3.78/5.56				3.78/5.56	4.00/6.00	
3. % of time first dispatched Police unit arrives within six minutes of call received for Priority One calls (life threatening)	54%	64%	60%	67%	66%	67%	63%				63%	60%	
4. % of time first dispatched Police unit arrives within eleven minutes of call received for Priority Two calls (crime in progress or just occurred)	63%	67%	65%	69%	68%	68%	65%				65%	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.

	Prior Annual Actuals		2007-2008 Quarterly Actuals				2008-2009 Performance						Disc uss
	2006-2007 Actual	2007-2008 Actual	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2008-2009 (Jul-Sept)	2008-2009 (Oct-Dec)	2008-2009 (Jan-Mar)	2008-2009 (Apr-Jun)	2008-2009 YTD	2008-2009 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	251,299	260,062	66,719	61,490	64,690	67,163	70,520					70,520	273,000	
-Number of Wireless 911 calls received	114,712	143,921	34,284	32,883	37,165	39,589	40,927					40,927	168,600	
-Number of 311 calls received	272,363	263,146	73,323	62,892	61,363	65,568	71,927					71,927	244,200	
-Number of calls to TRAC system received	11,486	10,723	2,529	2,497	2,664	3,033	3,106					3,106	9,700	
-Number of reports received by alternative means	8,791	9,057	1,927	2,289	2,274	2,567	2,530					2,530	8,800	
-Number of officer-initiated calls received	102,517	112,309	27,591	28,292	26,377	30,049	27,087					27,087	96,000	
6. # of arrests in the downtown during Entertainment Zone enforcement	NEW	4,164	1,460	912	833	959	588					588		✓

	Prior Annual Actuals		2007-2008 Quarterly Actuals				2008-2009 Performance					
	2006-2007 Actual	2007-2008 Actual	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2008-2009 (Jul-Sept)	2008-2009 (Oct-Dec)	2008-2009 (Jan-Mar)	2008-2009 (Apr-Jun)	2008-2009 YTD	2008-2009 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	390.8	281.8	100.2	87.4	94.2	100.2							
-# of property crimes reported	2526.8	1806.2	565.3	632.5	608.4	538.5							
2. % of crimes investigated	65.7%	64.5%	67.1%	66%	63.5%	61.6%	64.0%				64.0%	59.6%	
3. # of incidents for Selected Crime Types (City-wide/SNI)*												reduce # of incidents by 5%	
-Gang-related incidents**	1065/548	863/366	319/73	325/177	219/116	412/233							
-Domestic Violence	2918/1208	1978/792	719/307	637/258	622/227	682/288							
-Residential Burglaries	3077/866	1839/586	619/193	691/229	529/164	490/137							
-Strong-Armed Robberies	440/177	400/155	134/55	131/50	135/50	119/55							
-Sexual Assaults	255/78	156/52	46/18	54/16	56/18	64/18							
4. % change in incidents of Selected Crime Types (City-wide/SNI)*												reduce # of incidents by 5%	
-Gang-related incidents**	+26%/+21%	+20%/-7%	+103%/-9%	+37%/+62%	-33%/-37%	+20%/+33%							
-Domestic Violence	-4% / -3%	-9%/-11%	-11%/-8%	-11%/-12%	-5%/-12%	-8%/-11%							
-Residential Burglaries	+17% / +22%	-20%/-10%	-18%/-11%	-12%/-6%	-30%/-15%	-37%/-35%							
-Strong-Arm Robberies	+4% / +9%	+23%/+19%	+37%/+34%	+32%/+16%	+5%/+9%	+3%/+17%							
-Sexual Assaults	+2% / +7%	-20%/-16%	-33%/-25%	-11%/+7%	-14%/-22%	+7%/+13%							

*Data not reported due to backlog of crime indexing and coding. The Department does not report out annual targets for crimes or incidents.

**Gang-related incidents reflect cases assigned to the SJPD Gang Investigations Unit and include gang-related homicides and gang graffiti. The data source and extraction methodology was changed during FY 07-08 Qtr 3 to coincide with the gang-related incidents provided to the Mayor's Gang Prevention Task Force. The data for previous FY 07-08 quarters, FY 05-06 Actual and FY 06-07 Actual have been updated with the new changes.

	Prior Annual Actuals		2007-2008 Quarterly Actuals				2008-2009 Performance						Disc uss
	2006-2007 Actual	2007-2008 Actual	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2008-2009 (Jul-Sept)	2008-2009 (Oct-Dec)	2008-2009 (Jan-Mar)	2008-2009 (Apr-Jun)	2008-2009 YTD	2008-2009 Target	

Annual

Goal: Maintain Status as Safest Big City in America

1. Clearance rate for violent crimes (# cleared/ total cases) ³												Maintain current rates	
-Homicide	68% 17/25	52.8% 19/36	66.7% 8/12	63.6% 7/11	30.8% 4/13	50.0% 2/4							
-Rape	18.4% 45/244	22.3% 33/148	26.2% 11/42	23.5% 12/51	18.2% 10/55	23.1% 15/65							
-Robbery	21.8% 232/1063	25.8% 213/827	26.4% 73/276	29.4% 75/255	22.0% 65/296	32.7% 86/263							
-Aggravated Assault	34.5% 827/2394	37.3% 652/1748	40.1% 259/646	35.0% 187/534	36.3% 206/568	38.7% 249/644							
2. % of assigned cases that result in criminal filings or are otherwise successfully resolved	89%	99.2%	99%	90%	103.8%*	104.4%	111%*				111%*	85%	
3. % of victims rating services as a 4 or better in the areas of responsiveness and interactions	95%	94.7%	89%	89%	97%	92.7%	100%				100%	85%	
4. % of participants in intervention programs completing programs (TABS - Truancy Abatement Burglary Suppression)***	32.5%	20.8%	23%	17%	23%	20%	25%				25%	33%	✓
-# of youth participating (all youth programs)	6,044	3,797	201	901	2273**	422	2024**				2024**	6200	✓

³ The Department does not report out annual targets for crimes or incidents.

*The Bureau of Investigations carries an open caseload of cases assigned during previous reporting periods. For instance, homicide cases are entered into the Records Management System (RMS) and remain open until solved, thus there will be periods when cases resolved will exceed cases assigned within a specific quarter.

**in FY07-08, the Challenges and Choices (C2) program was delayed due to staff training. The FY 07-08 C2 program was initiated during the 3rd Reporting period. In FY 08-09, the C2 program was initiated during the first quarter.

***Percentage represents number of youth who are re-offending truants



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

Reporting Period: July 1, 2008 – September 30, 2008

	Prior Annual Actuals		2007-2008 Quarterly Actuals				2008-2009 Performance					
	2006-2007 Actual	2007-2008 Actual	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2008-2009 (Jul-Sept)	2008-2009 (Oct-Dec)	2008-2009 (Jan-Mar)	2008-2009 (Apr-Jun)	2008-2009 YTD	2008-2009 Target

Quarterly

Goal: Maintain Status as Safest Big City in America

1. # of fire injuries (benchmark annually)	32	34	9	9	10	6	5				5	NA	
2. % of time the initial responding unit arrives within 8 minutes after 9-1-1 call is received	79%	78%	79%	76%	79%	79%	80%				80%	80%	
3. Number of emergency responses - Fire - Medical	3,130 41,436	3,262 43,780	879 10,739	857 10,933	666 11,159	860 10,949	564 9,987				564 9,987	NA	

Annual

Goal: Maintain Status as Safest Big City in America

1. % of fires contained: - In room of origin - In structure of origin	68% 92%	73% 100%	Annual	Annual	Annual	Annual	83% 100%				83% 100%	85% 90%	
2. % of fires where cause was determined (broken out by causal factors)*	NA**	NA**	NA**	NA**	NA**	NA**	NA**	NA**	NA**	NA**	NA**	NA**	
3. % of fire inspections signed off - State-mandated - Permitted (non-mandated)	66%*** 22%***	NA**	NA**	NA**	NA**	NA**	NA**	NA**	NA**	NA**	NA**	100% 80%	

* New measure

** Collection of this data is dependent on implementation of the Fire Department's new records management system. This information will be available following the completion of the RMS implementation.

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



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

Reporting Period: July 1, 2008 – September 30, 2008

	Prior Annual Actuals		2007-2008 Quarterly Actuals				2008-2009 Performance						Discuss
	2006-2007 Actual	2007-2008 Actual	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2008-2009 (Jul-Sept)	2008-2009 (Oct-Dec)	2008-2009 (Jan-Mar)	2008-2009 (Apr-Jun)	2008-2009 YTD	2008-2009 Target	

Quarterly

Goal: Maintain Status as Safest Big City in America

1. # of "near miss" emergencies averted	7	6	1	1	2	2	2				2	n/a	✓
2. % of City neighborhoods with San José Prepared! Teams													
- All 429 neighborhoods [a]	35%	13%	ANNUAL	ANNUAL	ANNUAL	ANNUAL	—				—	—	✓
- All 10 Council Districts [b]	—	—					100%				100%	100%	
- SNI neighborhoods	38%	95%					53%				53%	80%	

Annual

Goal: Maintain Status as Safest Big City in America

1. % of City staff trained in emergency management systems													
- Senior staff	94%	90%	ANNUAL	95%									
- All other staff	82%	75%										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;	59%	61%	BIENNIAL	60%									
- three day medicine supply;	68%	68%										75%	
- designated outside of area contact person	70%	71%										70%	

[a] Performance measure replaced by "% of Council Districts"

[b] New performance measure starting FY2008-09