



Memorandum

TO: Public Safety, Finance & Strategic Support Committee

FROM: Robert L. Davis

SUBJECT: 2009-2010 FIRST QUARTER PERFORMANCE REPORT

DATE: November 10, 2009

Approved

Deana Santana

Date

11/12/09

RECOMMENDATION

Acceptance of the First Quarter Performance Report from the Public Safety CSA. This report includes performance data and analysis from Police and Fire for the period of July through September 2009.

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 (OES). On July 1, 2009, as part of the 2009-2010 Adopted Budget, OES was incorporated into the Fire Department.

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 performance measure results are attached and some have been highlighted below with a more detailed analysis.

ANALYSIS

Police Department

Average response time (citywide) Priority One/Priority Two (in minutes) (Police)

Police response time targets are 6.00 minutes for Priority One calls and 11.00 minutes for Priority Two calls. The Fiscal Year 2009-2010 first quarter average response time to Priority Two calls exceeded the FY 2009-2010 annual target goal by 1.34 minutes. The increases in response times for Priority Two calls may be related to the increase in the number of calls for service and limited resources in the Bureau of Field Operations Patrol Division.

Number of calls received (by source of call): number of 911 landline calls / 911 wireless calls

The comparison of 2009-2010 first quarter 9-1-1 calls received of 120,972 with the 2008-2009 first quarter 9-1-1 calls received of 111,447 shows a moderate increase year over year (9,525). The volume of 9-1-1 calls has steadily increased over the last three years due to several factors including the absorption of wireless 9-1-1 calls completed within the city limits, increased availability of wireless devices, introduction of VoIP services, annexation of county pockets and population growth. The increase in number of calls will impact the response times for Priority Two calls.

Number of arrests during Entertainment Zone enforcement

The number of arrests and citations during Entertainment Zone enforcement is up slightly from the FY 2008-2009 first quarter total of 588 to the FY 2009-2010 first quarter's total of 603. In December 2008, the Downtown Services Unit (DSU) was formed. The DSU combined the Downtown Services Detail, Garage Services Detail, and the Entertainment Zone overtime officers into one unit. The DSU is under the control of the Central Division Captain in the Bureau of Field Operations.

EZ officers continue to be required to attend a mandatory three-hour training course before they can be selected to work in the EZ. The training consists of a historical background on Downtown policing strategies, legal issues, administrative issues, deployment tactics, courtesy, media relations, and current issues involving community groups.

In an attempt to lower the necessity of Police Officers to respond to incidents in the EZ, DSU officers worked with the Department of Alcoholic Beverage Control (ABC) to provide Licensee Education on Alcohol and Drugs (LEAD) training to any nightclubs interested in training their staff. The training was offered in August and several nightclubs attended.

The deployment of EZ officers has been changed in several ways. In 2008-2009 there were an average of 44 EZ officers deployed on Fridays and Saturdays and 30 on Thursdays. In the first quarter of 2009-2010 there were an average of 28 EZ officers deployed on Fridays and Saturdays and 18 EZ officers deployed on Thursdays. EZ officers have been deployed in smaller groups on foot patrol, as opposed to patrolling in vehicles, and a roving patrol team was initiated. These efforts have minimized the perception that officers were over saturating the downtown area, as well as reduced the budget for staffing the EZ.

Number of youth participating in all youth programs through Community Services

Community Services experienced a total of 2,724 youth participating in and/or attending existing programs in the FY 2009-2010 first quarter compared to FY 2008-2009 first quarter of 2,024 participants. Below are the FY 2009-2010 first quarter participation levels:

1. Gang Awareness (25)
2. Career Day (150)
3. Junior Crime Busters (619)

4. Challenges and Choices "C2" (1,319)
5. Safety Patrol (330)
6. Bullying (140)
7. SAVE "Save Alternatives & Violence Education" (46)
8. Internet Safety (75)
9. School Intervention Program (20)

Historically, the first quarter of the fiscal year has fewer student presentations in comparison with other quarters due to the limited time school is in session; five weeks of the three month quarter. In addition, demand for specialized Community Service programs are usually down in the first quarter due to similar reasons, the start up activities associated with the beginning of the school year; school assemblies, Back to School Night, etc. However, Challenges and Choices has remained a highly demanded school program throughout the City. As a result, other community service school programs have followed suit: Junior Crime Busters, and Safety Patrol.

Fire Department

Number of emergency responses

Data retrieval in previous quarter resulted in underreporting call volumes. Repair efforts changed retrieval method, resulting in possible over-reporting this quarter. CAD-to-RMS data transfer issues continue to complicate efforts to retrieve and analyze data. Also, the analytical capacity lost to leave-of-absence is still unavailable, with the remaining analytical capacity being diverted to complete strategic plan update and address budget-related projects.

Compliance to the 8-Minute Goal

Compliance to the goal is somewhat below historic percentages, but within the range of normal variation. CAD-to-RMS data transfer issues continue to complicate efforts to retrieve and analyze data. Also, the analytical capacity lost to leave-of-absence is still unavailable, with the remaining capacity being diverted to complete strategic plan update and address budget-related projects.

Percentage of fires contained

The 67% of fire spread containment to room of origin appears to be consistent with longer response time performance during the first quarter. Generally, fire spread is directly related to the length of response time; that is, the longer the response time, the more likely the fire will spread beyond the room of origin. CAD-to-RMS data transfer issues continue to complicate efforts to retrieve and analyze data. Also, the analytical capacity lost to leave-of-absence is still unavailable, with the remaining capacity being diverted to complete strategic plan update and address budget-related projects.

Number of "near-miss" emergencies averted

There were two near-miss emergencies in San José in the first quarter of Fiscal Year 2009-10 that included:

September 21 and 22 in which San José opened 10 cooling centers in response to a heat warning from the Monterey Office of the National Weather Service; and,
October 13 in which a major storm dropped 2.22 inches of rain in the local area within a 24-hour period. Inter-departmental and intra-agency coordination was involved in dealing with this weather phenomenon.

In addition to the above two near-miss emergencies, on September 29, the County of Santa Clara declared a local public health emergency in response to a nationwide outbreak of H1N1 flu. This is considered an ongoing event. Until the City makes a formal declaration, there will be no activation of the Emergency Operations Center. However, this pandemic health issue is being monitored and actions will be taken as necessary.

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

The Office of Emergency Services (OES) continues to enhance its community outreach and disaster preparedness training via two-hour and twenty-hour San José *Prepared!* classes. During the first quarter of FY 2009-10, San José *Prepared!* conducted 14 two-hour classes which resulted in a total of 199 residents trained in home and family preparedness. In addition, 45 people graduated from the twenty-hour class.

OES has been working with City staff, Council Offices, and the Strong Neighborhoods Initiative (SNI) staff in its community outreach effort. OES has the goal of conducting a training (2-hour class) in each Council District. As of the first quarter, there have been trainings conducted in eight of the ten Council Districts.

In addition to training individuals and families, OES continues to expand its pool of volunteer instructors including those who can conduct classes in different languages for the community. OES has a goal of conducting one Train-the-Trainer class per quarter. Volunteers make a positive contribution to the program through teaching classes, supporting class instruction, community outreach, and they market the San José *Prepared!* program as well as provide volunteer emergency assistance in alignment with the training received.

OES is in the process of uploading the two-hour emergency preparedness class manuals to its website in the following three languages: Spanish, Vietnamese and Chinese.

% of City staff trained in emergency management systems

Numerous trainings and an exercise were conducted in the first quarter of the fiscal year. This includes a four-day earthquake class and simulation exercise for 49 City staff in the Emergency Operations Center (EOC) in September. Participants were individuals who would potentially be called in to staff the EOC during an activation. In addition, 14 two-hour emergency preparedness and two 20-hour San José *Prepared!* classes were conducted.

COORDINATION

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



Robert L. Davis
Chief of Police

RLD: FM

For questions, please contact:
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**Performance Report
Public Safety, Finance & Strategic Support Committee
Fire Department**

Reporting Period: July 1, 2009—September 30, 2009

	Prior Annual Actuals		2008-2009 Quarterly Actuals				2009-2010 Performance					
	2007-2008 Actual	2008-2009 Actual	2008-2009 (Jul-Sept)	2008-2009 (Oct-Dec)	2008-2009 (Jan-Mar)	2008-2009 (Apr-Jun)	2009-2010 (Jul-Sept)	2009-2010 (Oct-Dec)	2009-2010 (Jan-Mar)	2009-2010 (Apr-Jun)	2009-2010 YTD	2009-2010 Target

Quarterly

Goal: Maintain Status as Safest Big City in America

1. Number of emergency responses - Fire - Medical	3,262 43,780	2,050 38,189	671 ² 9,985 ²	599 ¹ 9,187 ¹	322 8,867	458 10,150	1,353 ³ 12,313 ³					1,353 12,313	NA	✓
2. Compliance to the 8-Minute Goal	78%	80%	80%	79% ¹	81%	80%	74% ³					74%	80%	✓
3. Percentage of fires contained: - In room of origin - In structure of origin	73% 100%	80% 97%	83% 100%	100% 100%	66% 93%	71% 95%	67% 91%					67% 91%	85% 90%	✓
4. Number of fire casualties	34	36	5	13	12	6	10					10	NA	
5. # of "near miss" emergencies averted	6	12	2	1	3	6	2					2	NA	✓
6. % of City neighborhoods with San José Prepared! Teams - All 429 neighborhoods ⁴ - All 10 Council Districts ⁵ - SNI neighborhoods	13% — 95%	— 100% 95%	ANNUAL	ANNUAL	ANNUAL	ANNUAL	— 100% 95%					— 100% 95%	— 100% 85%	✓

¹ October and November data only. December data is not available due to failure of export function in dispatch computer.

² Correction of corrupted data.

³ Unable to verify, CAD-to-RMS data transfer issues under repair.

⁴ Performance measure replaced by "% of Council Districts"

⁵ New performance measure starting FY2008-09

	Prior Annual Actuals		2008-2009 Quarterly Actuals				2009-2010 Performance					
	2007-2008 Actual	2008-2009 Actual	2008-2009 (Jul-Sept)	2008-2009 (Oct-Dec)	2008-2009 (Jan-Mar)	2008-2009 (Apr-Jun)	2009-2010 (Jul-Sept)	2009-2010 (Oct-Dec)	2009-2010 (Jan-Mar)	2009-2010 (Apr-Jun)	2009-2010 YTD	2009-2010 Target

Annual

Goal: Maintain Status as Safest Big City in America

1. % of fires where cause was determined*	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
2. % of fire inspections signed off* - State-mandated - Permitted (non-mandated)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	100% 80%	
3. % of City staff trained in emergency management systems - Senior staff - All other staff	90% 75%	98% 85%	ANNUAL	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	61%	61%	BIENNIAL	60% 75% 70%									
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* Available after implementation of the records management system.



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

Reporting Period: July 1, 2009 – September 30, 2009

Prior Annual Actuals		2008-2009 Quarterly Actuals				2009-2010 Performance				Dis		
2007-2008 Actual	2008-2009 Actual	2008-2009 (Jul-Sept)	2008-2009 (Oct-Dec)	2008-2009 (Jan-Mar)	2008-2009 (Apr-Jun)	2009-2010 (Jul-Sept)	2009-2010 (Oct-Dec)	2009-2010 (Jan-Mar)	2009-2010 (Apr-Jun)	2009-2010 YTD	2009-2010 Target	cuss

Quarterly

Goal: Maintain Status as Safest Big City in America

1. Hours of officer time spent on proactive community policing ¹	16,344	15,018	3,735	4,078	3,486	3,719	3,345			3,345	15,000	
2. Average response time (citywide) - Priority One/Priority Two (in minutes)	5.91/11.38	6.02/11.87	5.97/12.07	5.93/11.32	5.93/12.06	6.24/12.04	6.01/12.34			6.01/12.34	6.00/11.00	✓
- Average call processing time	1.31/1.73	1.25/1.64	1.28/1.65	1.24/1.61	1.23/1.64	1.26/1.65	1.21/1.59			1.21/1.59	1.50/1.50	
- Average call queuing time	.96/4.20	1.02/4.70	.95/4.92	1.02/4.17	.91/4.76	1.19/4.95	1.03/5.12			1.03/5.12	.50/3.50	
- Average call driving-to-arrival time	3.74/5.53	3.80/5.60	3.78/5.56	3.78/5.59	3.84/5.74	3.81/5.49	3.80/5.70			3.80/5.70	4.00/6.00	
3. % of time first dispatched Police unit arrives within six minutes of call received for Priority One calls (life threatening)	64%	64%	63%	64%	63%	66%	65%			65%	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)	67%	66%	65%	67%	65%	66%	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.

	Prior Annual Actuals		2008-2009 Quarterly Actuals				2009-2010 Performance					Dis cuss	
	2007-2008 Actual	2008-2009 Actual	2008-2009 (Jul-Sept)	2008-2009 (Oct-Dec)	2008-2009 (Jan-Mar)	2008-2009 (Apr-Jun)	2009-2010 (Jul-Sept)	2009-2010 (Oct-Dec)	2009-2010 (Jan-Mar)	2009-2010 (Apr-Jun)	2009-2010 YTD		2009-2010 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	260,062	267,566	70,520	64,375	63,331	69,340	72,185				72,185	289,000	✓
-Number of Wireless 911 calls received	143,921	164,721	40,927	40,106	40,318	43,370	48,787				48,787	203,400	
-Number of 311 calls received	263,146	258,420	71,927	61,013	58,990	66,490	66,544				66,544	244,200	
-Number of calls to TRAC system received	10,723	11,412	3,106	2,803	2,759	2,744	2,630				2,630	12,000	
-Number of reports received by alternative means	9,057	9,815	2,530	2,361	2,126	2,798	2,609				2,609	8,800	
-Number of officer-initiated calls received	112,309	102,503	27,087	26,599	24,592	24,225	22,120				22,120	96,000	
6. # of arrests in the downtown during Entertainment Zone enforcement *	4,164	2,636	588	763	634	651	603				603	2,605	✓

* Includes citations issued

