Performance at a Glance
Fourth Quarter FY15

GOAL #1:   Enhance Community Safety and Security

Trend	Strategies
Success	Maintain or Reduce the Part 1 Crime Rate
Success	Maintain Code 1 Response Time
Success	Maintain Code 2 Response Time
Problematic	Maintain or exceed percentage of Code 1 calls handled within range
Problematic	Maintain or exceed percentage of Code 2 calls handled within range
Success	Reduce the number of traffic fatalities compared to the 5 year average
Problematic	Maintain or exceed the 5 year average for Part 1 crime clearance rates
No Data	Establish baseline operational clearance rate for Part 1 crime

GOAL #2:   Maintain Public Confidence and Satisfaction

Trend	Strategies
Caution	Maintain or reduce weighted response time below the FY14 average
Success	Demonstrate improvement in citizen satisfaction surveys
Success	Enhance community relations via social media platforms
Success	Enhance outreach to special needs population

GOAL #3:   Increase Accountability to the Community

Trend	Strategies
No Data	Reduce number of unexcused Municipal Courts absences
Success	Secure ISO 9001 recertification by September 2014 and begin expansion
Success	Exercise Sound Fiscal Management
Success	Reduce IAD complaints from citizens

GOAL #4:   Maintain or Increase Productivity

Trend	Strategies
Problematic	Hire new officers to commensurate officer attrition
Caution	Maintain force size to handle 1.1 million calls annually
Success	Use alternative resources to reduce intake of municipal jail prisoners
Problematic	Maintain a positive disposal rate for eligible property
Success	Reduce workdays lost due to workplace injuries

GOAL #5:   Increase Professionalism

Trend	Strategies
Problematic	Deliver more roll call videos compared to FY14
Success	Increase training hours to classified employees compared to FY14
Success	Increase training hours to civilian employees compared to FY14