



City & County of San Francisco, Controller's Office Performance Program

FY15-16, FY16-17 Budget Hearing – Public Safety

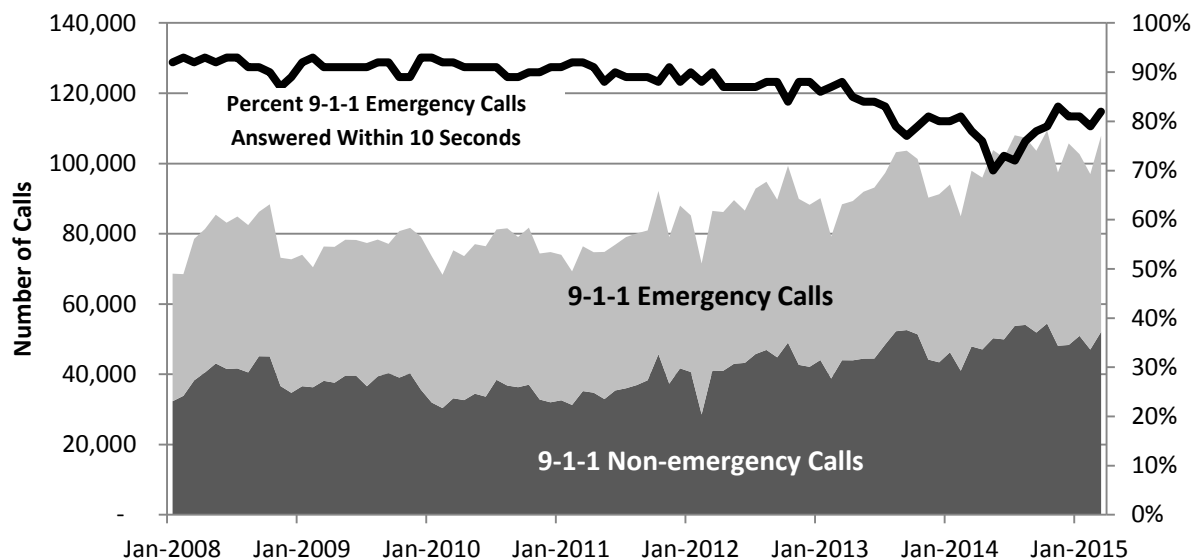
April 22, 2015

Below are selected highlights of performance measures for Public Safety departments tracked by the Controller's Office Performance Program. The attached department performance measures summary displays all measures and results tracked and submitted by each department.

Department of Emergency Management – Emergency Communications

- In 2014, all calls to 9-1-1 were 30 percent higher compared to 2007-2010 call volume. Emergency calls make up just over 50 percent of all calls to 9-1-1.
- The percentage of 9-1-1 emergency calls answered within 10 seconds has decreased recently, from 87 percent in FY 2012-13 to 78 percent in FY 2013-14 and has remained at 78 percent through the first half of FY 2014-15. DEM's target is to meet this goal 90 percent of the time.
- The percentage of non-emergency 9-1-1 calls answered within one minute also decreased from FY 2012-13 to FY 2013-14, from 63 percent to 51 percent. Through the first half of FY 2014-15, the non-emergency percentage increased to 56 percent. DEM's target is to meet this goal 80 percent of the time.
- The average time from an emergency 9-1-1 call received to dispatch of life-threatening (Code 3) medical calls increased by 8 seconds (7.5 percent) in FY 2013-14 from the prior year.

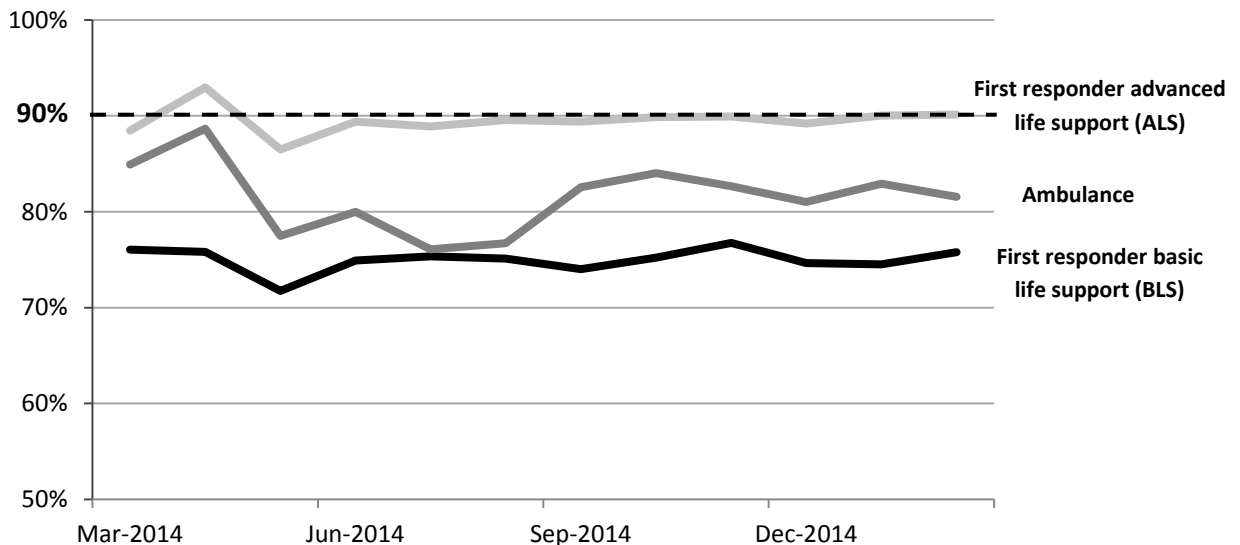
9-1-1 Call Volume and Percent of 9-1-1 Emergency Calls Answered Within 10 Seconds



Fire Department

- The total number of responses to emergency (Code 3) and non-emergency (Code 2) incidents in FY 2013-14 remained steady compared to the two prior years. Through the first half of FY 2014-15, the total number of responses is up 5 percent from the same time period in the prior year.
- The Fire Department extinguished 4,751 fires in FY 2013-14, 11 percent higher than the previous year. From July to December 2014, the total was 2,271.
- Since the summer of 2014, the Fire Department has been working with the Department of Emergency Management and private ambulance providers to develop new methodology to track on-time performance of emergency medical responses. For life-threatening emergency calls (Code 3), on-time performance is tracked for the three types of calls:
 - First responders capable of performing basic life support (BLS) have a goal of being on scene within 4 minutes and 30 seconds, 90 percent of the time. Since March 2014, the on-time performance has been between 71.8 percent (May 2014) and 76.8 percent (November 2014). In February 2015 on-time performance was 75.8 percent.
 - First responders capable of performing advanced life support (ALS) have a goal of being on scene within 7 minutes, 90 percent of the time. Since March 2014, the 90 percent on-time performance target was surpassed during three months, including January and February of 2015.
 - Ambulances have a goal of being on scene within 10 minutes, 90 percent of the time. On-time performance has improved since July and August of 2014, up roughly 7 points in recent months, at 81.6 percent in February 2015.

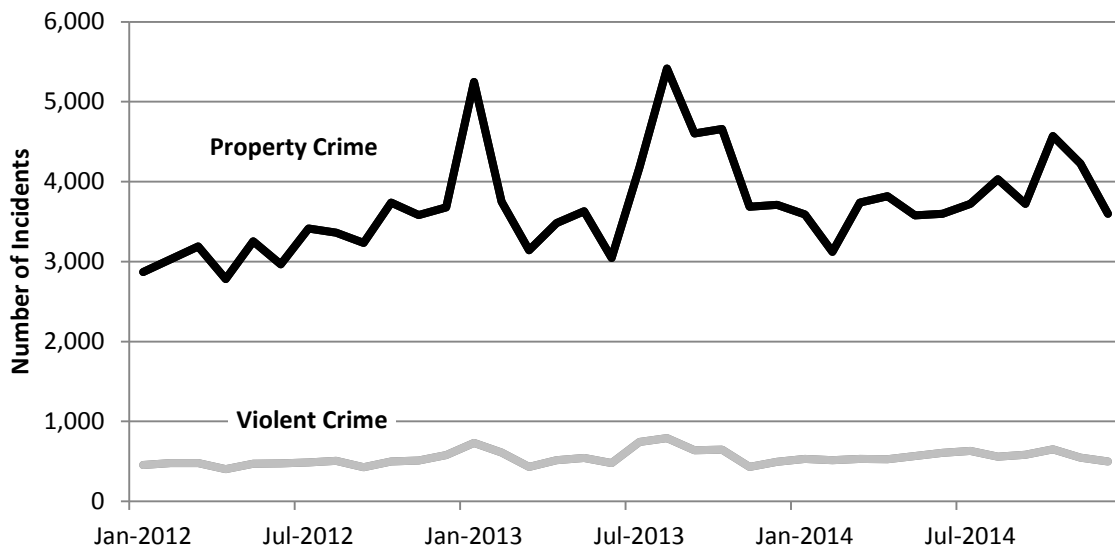
On-time Percentage of Life-Threatening Emergency Calls (Code 3): March 2014 – February 2015



Police Department

- The number of property crimes reported July-December of 2014 was 23,887 – or 2,852 for every 100,000 population – down 9 percent from the same time period in 2013. However, property crime in FY 2013-14 was 15 percent higher than the previous year, and 37 percent higher than FY 2011-12.
- From July-December 2014, 3,482 violent crimes were reported, lower than those reported in the same period in the prior year. Violent crimes were down 3 percent in FY 2013-14 compared to FY 2012-13.
- The Office of Citizen Complaints closed 366 cases in the first half of FY 2014-15, roughly the same as at the same point in the prior year. Of the 366 cases, 34 contained at least one sustained allegation of police misconduct.

Property and Violent Crime Rates January 2012 – December 2014



Department of Emergency Management Performance Measures

Measure	FY 12 Actual	FY 13 Actual	FY 14 Actual	FY 15 Actual (Jul - Dec)	FY 15 Target	FY 16 Target	FY 17 Target
Department: EMERGENCY MANAGEMENT							
Division: EMERGENCY MANAGEMENT - GENERAL							
Program: DEM EMERGENCY COMMUNICATIONS							
Goal: Staff emergency communication center with fully-trained personnel							
Ensure staff that require continuing professional training receive training.	100%	100%		25%	50%	50%	50%
Number of 8238s successfully completing the fire medical dispatch training program	16	8	8	7	7	6	7
Number of 8239s and 8240s successfully completing the fire medical dispatch training program	2	1					
Number of new dispatchers successfully completing the training program	8	8		3	10	10	10
Percentage of fully qualified staff maintaining continuing education requirements.	100%	100%	75%	25%	50%	50%	50%
Goal: Respond quickly to incoming calls							
Average time (in minutes) from received to dispatch of Code 3 medical calls	1.84	1.85	1.99	1.98	2.00	2.00	2.00
Calls handled per dispatcher FTE/hour	13	13	14	14	14	14	14
Percentage of emergency calls answered within ten seconds	89%	87%	78%	78%	90%	90%	90%
Percentage of non-emergency calls answered within 1 minute	67%	63%	51%	56%	80%	80%	80%
Response to code 3 medical calls(in minutes) in 90th percentile	3.23	3.21	3.45	3.53	2.00	2.00	2.00
Program: DEM EMERGENCY SERVICES							
Goal: Exercise emergency response capabilities							
Number of exercises led by DES staff	6	5	8	6	6	6	6
Number of participants in DES led exercises	567	431	336	338	500	500	500
Overall satisfaction with DES led exercises	4.00	4.10	4.27	4.10	4.00	4.00	4.00
Goal: Coordinate interagency planning							
Number of EMS hospital diversion reports	6	18	12	9	12	12	12
Number of interagency coordination meetings held	3	3	9	3	12	12	12
Number of new emergency plans developed or existing emergency plans revised.	5	2	8		13	7	7
Number of outstanding DEM tasks in the master improvement plan completed.	16	10	28	1	10	10	10

Department of Emergency Management Performance Measures

Measure	FY 12 Actual	FY 13 Actual	FY 14 Actual	FY 15 Actual (Jul - Dec)	FY 15 Target	FY 16 Target	FY 17 Target
Number of participants in DEM hosted trainings.	399	254	113	28	100	100	100
Number of participants in training courses provided by DES staff.	205	248	196	53	200	200	100
Number of training courses hosted by DES	20	8	3	1	4	6	7
Number of training courses provided by DES staff	7	9	13	6	7	7	7
Overall satisfaction with trainings hosted by DES (5-best, 1-worst)	4.00	4.41	4.50	4.42	4.00	4.00	4.50
Overall satisfaction with trainings provided by DES staff	4.00	4.41	4.54	4.54	4.00	4.00	4.00
Percent of DEM awarded grant funds that are encumbered or have been spent.	37%	74%	87%	56%	60%	60%	60%
Goal: Promote community preparedness for emergencies							
In Person Stakeholder Engagement Meetings	6	14	27	5	15	15	20
Number of brochures distributed	27,167	13,358	13,078	7,609	11,000	9,000	8,000
Number of preparedness presentations made	35	33	51	11	25	25	30
Social Media Engagement, Hits, and Impressions as provided through various social media platforms and analytics		119,355	135,165	77,877	65,000	67,000	67,000
Program: DEPARTMENT-WIDE/OTHER ECD.XXX							
Goal: All City employees have a current performance appraisal ECD.XXX.01							
# of employees for whom performance appraisals were scheduled (ECD)	251	256	272	170	272	272	272
# of employees for whom scheduled performance appraisals were completed (ECD)	229	256	231	150	272	272	272

Fire Department Performance Measures

Measure	FY 12 Actual	FY 13 Actual	FY 14 Actual	FY 15 Actual (Jul - Dec)	FY 15 Target	FY 16 Target	FY 17 Target
Department: FIRE DEPARTMENT							
Division: FIRE DEPARTMENT - GENERAL							
Program: FIRE SUPPRESSION							
Goal: Respond timely to calls for emergency assistance							
Number of Code 2 (Non Emergency) Incidents	39,585	47,250	47,209	24,860	42,000	42,000	42,000
Number of Code 3 (Emergency) Incidents	80,470	73,213	74,438	39,504	78,000	78,000	78,000
Number of fires extinguished	3,431	4,293	4,751	2,271	3,400	3,400	3,400
Roll time of first ALS-capable company to Code 3 incidents requiring possible medical care, in seconds - 90th Percentile	314	325	413	462	420	420	420
Roll time of first defibrillation-capable company to Code 3 incidents requiring possible medical care, in seconds - 90th percentile	303	308	341	342	300	300	300
Roll time of first transport-capable company to Code 3 incidents requiring possible medical care, in seconds - 90th Percentile	552	584	706	822	600	600	600
Roll time of first unit to respond to Code 3 incidents, in seconds - 90th percentile	308	309	338	345	300	300	300
Roll-time of first unit to respond to possible non-medical Code 3 incidents, in seconds - 90th percentile	316	309	333	351	300	300	300
Total number of responses to emergency incidents	268,238	266,923	215,280	144,940	258,000	252,000	252,000
Total response time (CRI) of first unit to Code 2 incidents, in seconds - 90th percentile	1,102	1,163	1,324	1,109	1,200	1,200	1,200
Total response time (CRI) of first unit to Code 3 incidents requiring possible medical care, in seconds - 90th percentile	438	456	510	519	480	480	480
Total response time (CRI) of first unit to Code 3 incidents, in seconds - 90th percentile	458	457	507	523	480	480	480
Total response time (CRI) of first unit to possible non-medical Code 3 incidents, in seconds - 90th percentile	483	457	503	529	500	500	500
Program: FIRE PREVENTION							
Goal: Prevent fire through inspection and permit services							
Number of inspections made	15,849	16,866	16,742	7,885	14,000	14,000	14,000
Number of inspections resulting in violation	166	60	54	22	50	50	50
Number of new fire permits issued	3,963	3,847	3,775	2,362	4,000	4,000	4,000

Fire Department Performance Measures

Measure	FY 12 Actual	FY 13 Actual	FY 14 Actual	FY 15 Actual (Jul - Dec)	FY 15 Target	FY 16 Target	FY 17 Target
Number of plans reviewed and approved	9,399	10,488	12,453	6,346	3,500	6,000	6,000
Number of violation re-inspections made	277	220	197	68	150	150	150
Program: FIRE INVESTIGATION							
Goal: Determine the causes of fire in an effective and efficient manner							
Number of fires investigated	260	293	255		150	150	150
Total arson arrests	27	39	28		15	15	15
Total number of arson incidents	116	123	89		70	70	70
Program: FIRE BUREAU OF TRAINING							
Goal: Train fire and rescue personnel to effectively respond to emergencies							
Number of Battalion Based/In-Service training hours	30,124	42,488	40,994	37,206	35,000	35,000	35,000
Number of new recruits trained	70	48	92	87	63	63	63
Number of probationary firefighter training hours	14,000	31,152	63,072	43,544	40,000	40,000	40,000
Program: ADMINISTRATION-FIRE DEPARTMENT							
Goal: Educate the public in handling emergencies							
Number of citizens trained in emergency techniques and procedures	1,580	1,687	2,015	550	1,600	1,600	1,600
Number of public education presentations	82	60	80	39	80	80	80
Program: DEPARTMENT-WIDE/OTHER FIR.XXX							
Goal: All city employees have a current performance appraisal FIR.XXX.01							
# of employees for whom performance appraisals were scheduled (FIR)	1,197	1,279	1,065	659	1,200	1,200	1,200
# of employees for whom scheduled performance appraisals were completed (FIR)	1,100	960	918	566	1,000	1,000	1,000

Police Department Performance Measures

Measure	FY 12 Actual	FY 13 Actual	FY 14 Actual	FY 15 Actual (Jul - Dec)	FY 15 Target	FY 16 Target	FY 17 Target
Department: POLICE							
Division: POLICE - GENERAL							
Program: SFPD-INVESTIGATIONS							
Goal: Reduce the amount of violence in San Francisco							
Firearm seizures	731	998	911	507	950	950	
Program: OPERATIONS AND ADMINISTRATION							
Goal: Ensure safety of officers and the public							
Number of collisions where the officer is at fault	72	72	68	18	50	50	
Program: THE OFFICE OF CITIZEN COMPLAINTS							
Goal: Address civilian complaints of police misconduct professionally and efficiently							
Number of Cases Closed During the Reporting Period	856	723	711	366	684	684	684
Number of Cases Closed During the Reporting Period per FTE Investigator	60	54	43	23	48	48	48
Number of Cases Mediated During the Reporting Period	64	50	65	20	60	60	60
Number of Cases Sustained During the Reporting Period	48	39	53	34			
Percentage of Sustained Cases Completed within the One-Year Statute of Limitations Under Government Code 3304	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%
Percentage of Sustained Cases that Resulted in Corrective or Disciplinary Action by the Chief or Police Commission	91%	93%	94%	100%	90%	90%	90%
Goal: Facilitate corrective action in response to complaints							
Number of Findings of Policy, Procedure, or Practice Failure Identified in the OCC Caseload During the Reporting Period	9	7	8	1			
Number of Policy, Procedure, and Practice Findings Presented to SFPD or Police Commission During the Reporting Period	16	15	12	4			
Program: PATROL							
Goal: Reduce crime; Uniform Crime Reporting (UCR) numbers							
UCR: Number of UCR homicides per 100,000 population	7.4	6.3	4.7	3.7	3.7	0	0
UCR: Number of UCR Part I property offenses reported	35,317	42,108	48,284	23,887	49,733	49,207	50,683
UCR: Number of UCR Part I property offenses reported per 100,000 population	4,191	4,997	5,730	2,852	5,925	5,947	6,126

Police Department Performance Measures

Measure	FY 12 Actual	FY 13 Actual	FY 14 Actual	FY 15 Actual (Jul - Dec)	FY 15 Target	FY 16 Target	FY 17 Target
UCR: Number of UCR Part I violent offenses reported per 100,000 population	810	877	905	416	980	857	883
UCR: Number UCR Part I violent offenses reported	6,842	7,386	7,619	3,482	7,847	7,194	7,409
Goal: Respond timely to calls for emergency assistance							
Response time: Priority A calls	4 min 21 sec	4 min 54 sec	4 min 20 sec	4 min 51 sec	4 min	4 min	4 min
Response time: Priority B calls	8 min 5 sec	8 min 44 sec	6 min 1 sec	8 min 1 sec	7 min 30 sec	7 min 30 sec	7 min 30 sec
Goal: Arrest perpetrators of crimes							
Number of adult arrests for Part I property crimes							
Number of adult arrests for UCR Part I violent crimes							
Number of juvenile arrests for Part I property crimes							
Number of juvenile arrests for UCR Part I violent crimes							
Goal: Ensure the safety of citizens							
Ensure the safety of persons riding public transportation (MUNI) in the City; offenses reported as per 1,000 riders	1.36	2.77	1.89	1.6	1.50	1.50	1.50
Program: SPECIAL OPERATIONS							
Goal: Reduce traffic collisions and ensure pedestrian safety							
Number of 'driving under the influence' arrests	546	534	557	179	600	600	600
Number of moving citations issued	62,328	94,381					
Number of traffic collisions that result in fatalities	35	31	20	16	0	0	0
Number of traffic collisions that result in injuries	1,546	3,150		1,631	3,308	3,315	2,977
Program: DEPARTMENT-WIDE/OTHER							
Goal: All city employees have a current performance appraisal							
Percentage of employees for whom performance appraisals were scheduled	100	100	100	100	100	100	100
Percentage of employees for whom scheduled performance appraisals were completed	89	90	92	90	92	92	92