



2011 Performance Measures

Part II: Police Fire Ambulance

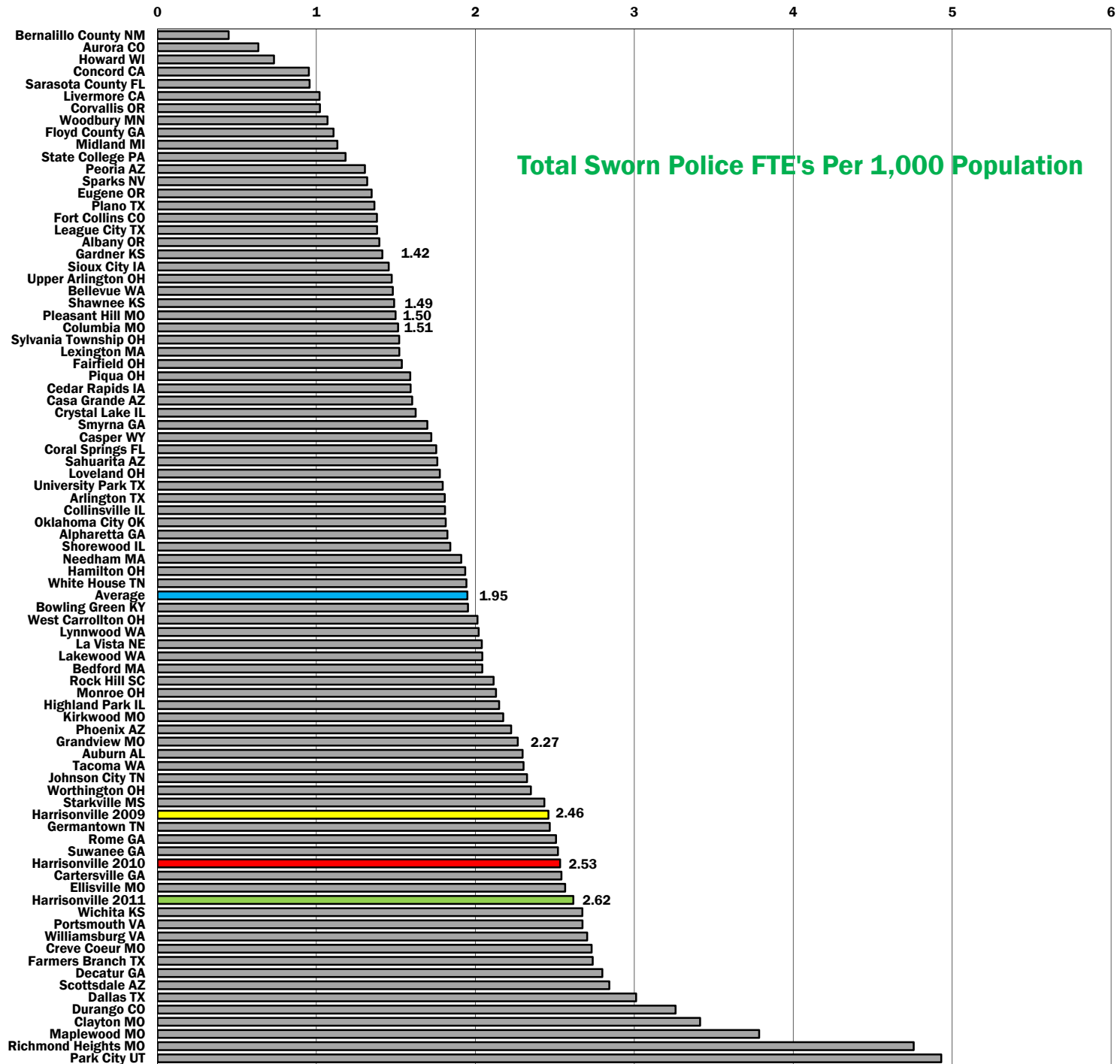
November 2012



Our Goals:

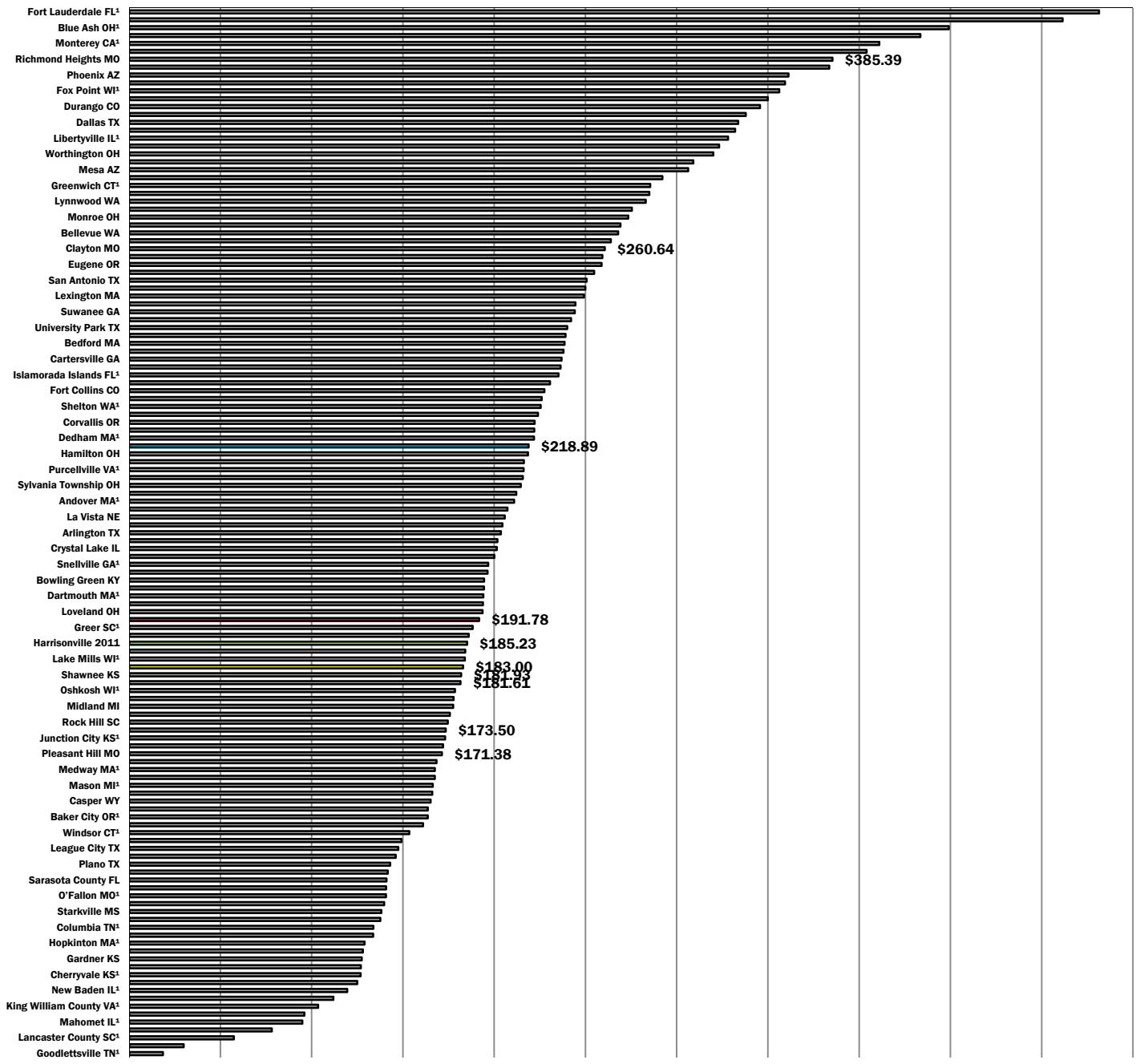
Short Term (by 2015)- 90% or more performance measures better than the national average (As of 2010- 75% were better than the national average)

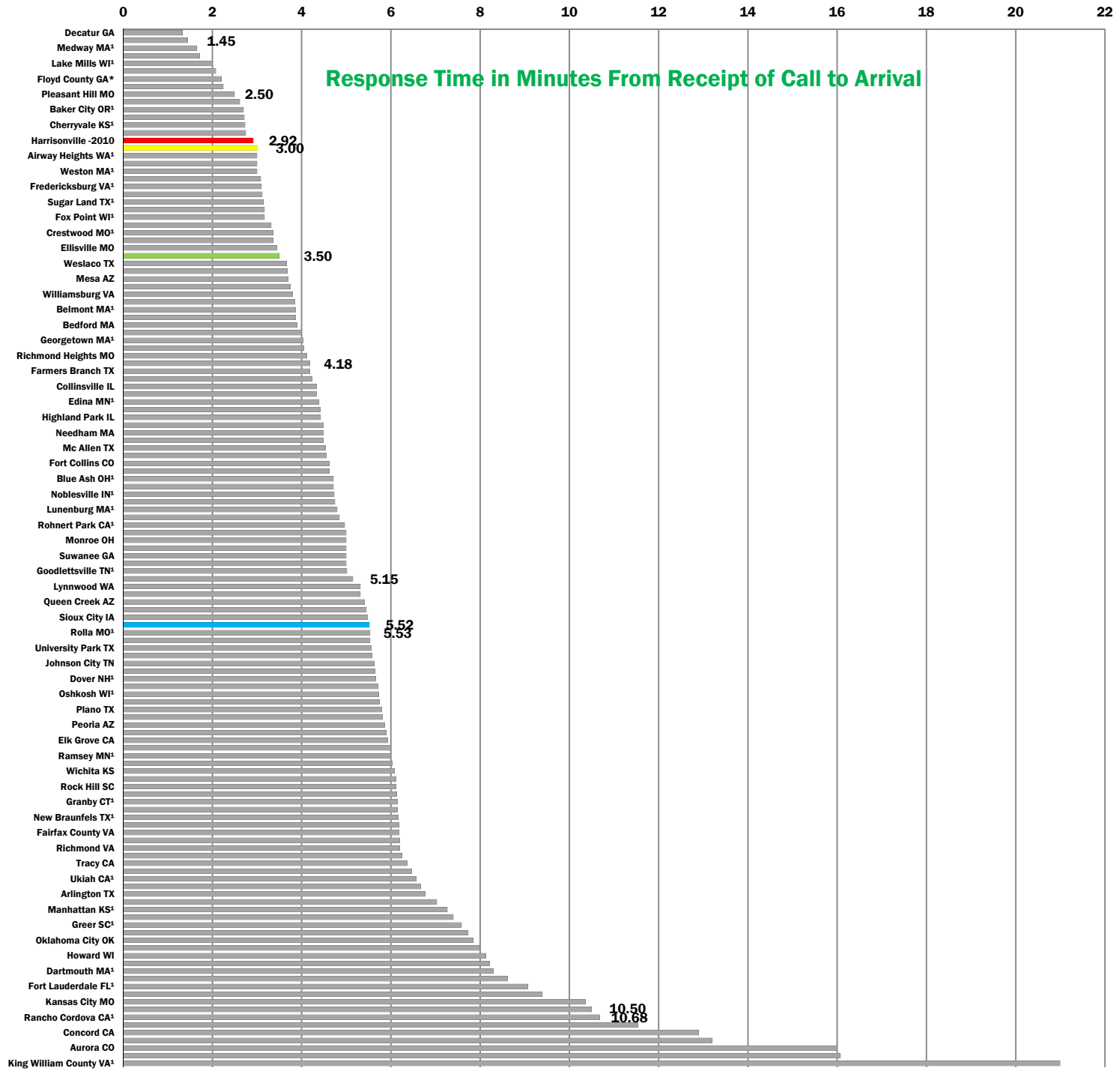
Long Term (by 2018)- all performance measures better than the national average.

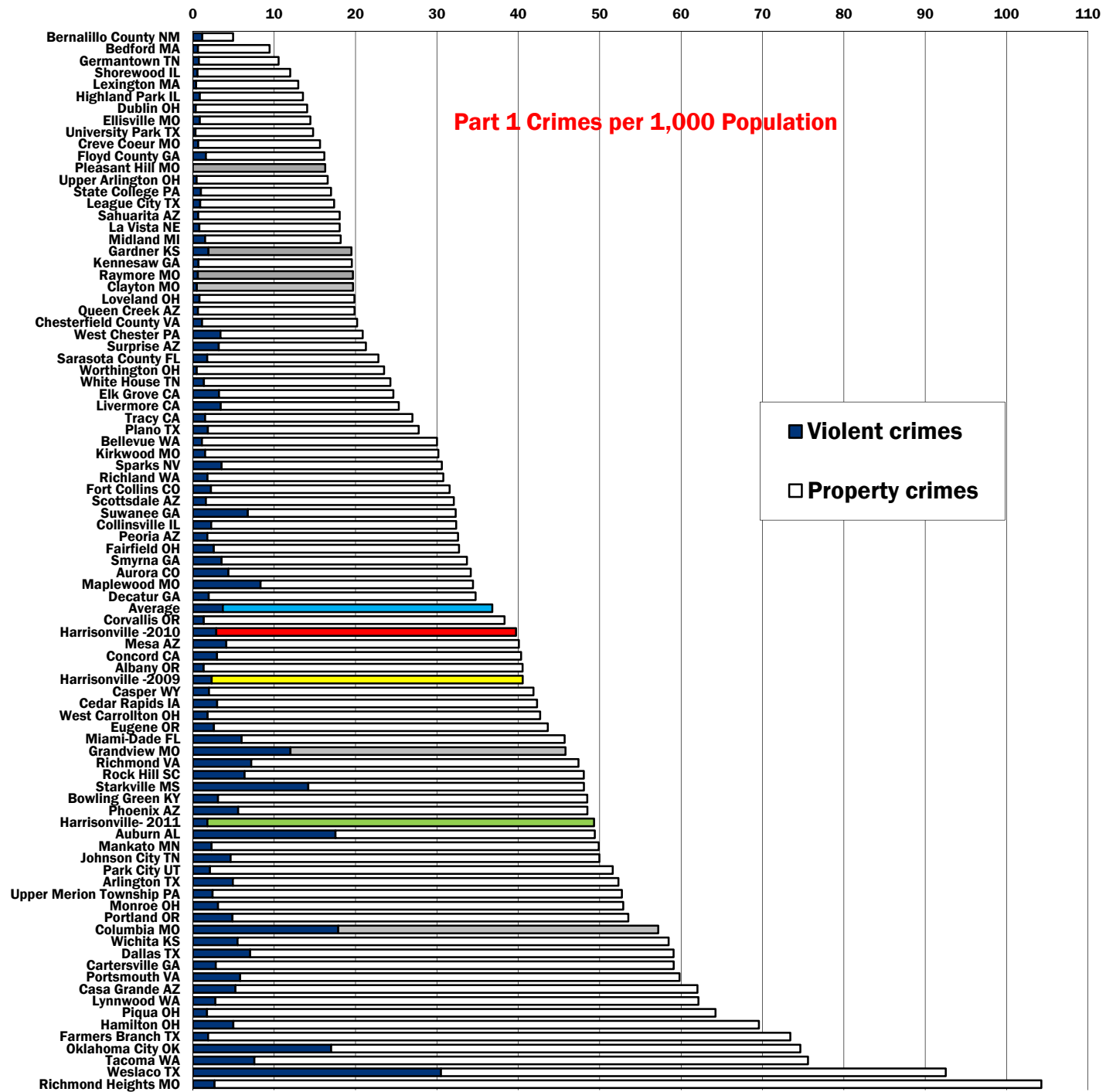


Total Police Operation Expenditures Per Capita

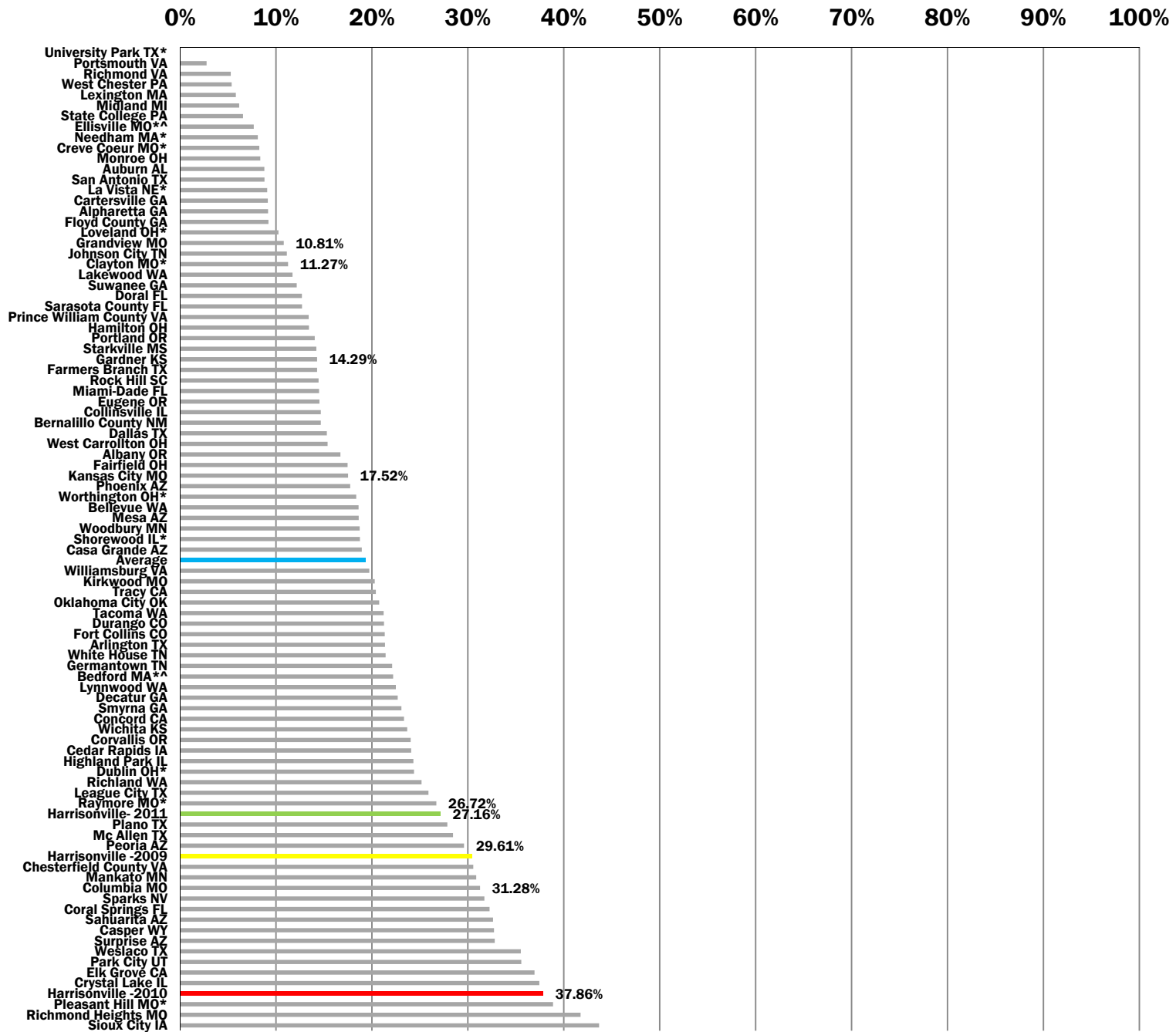
\$0 \$50 \$100 \$150 \$200 \$250 \$300 \$350 \$400 \$450 \$500 \$550





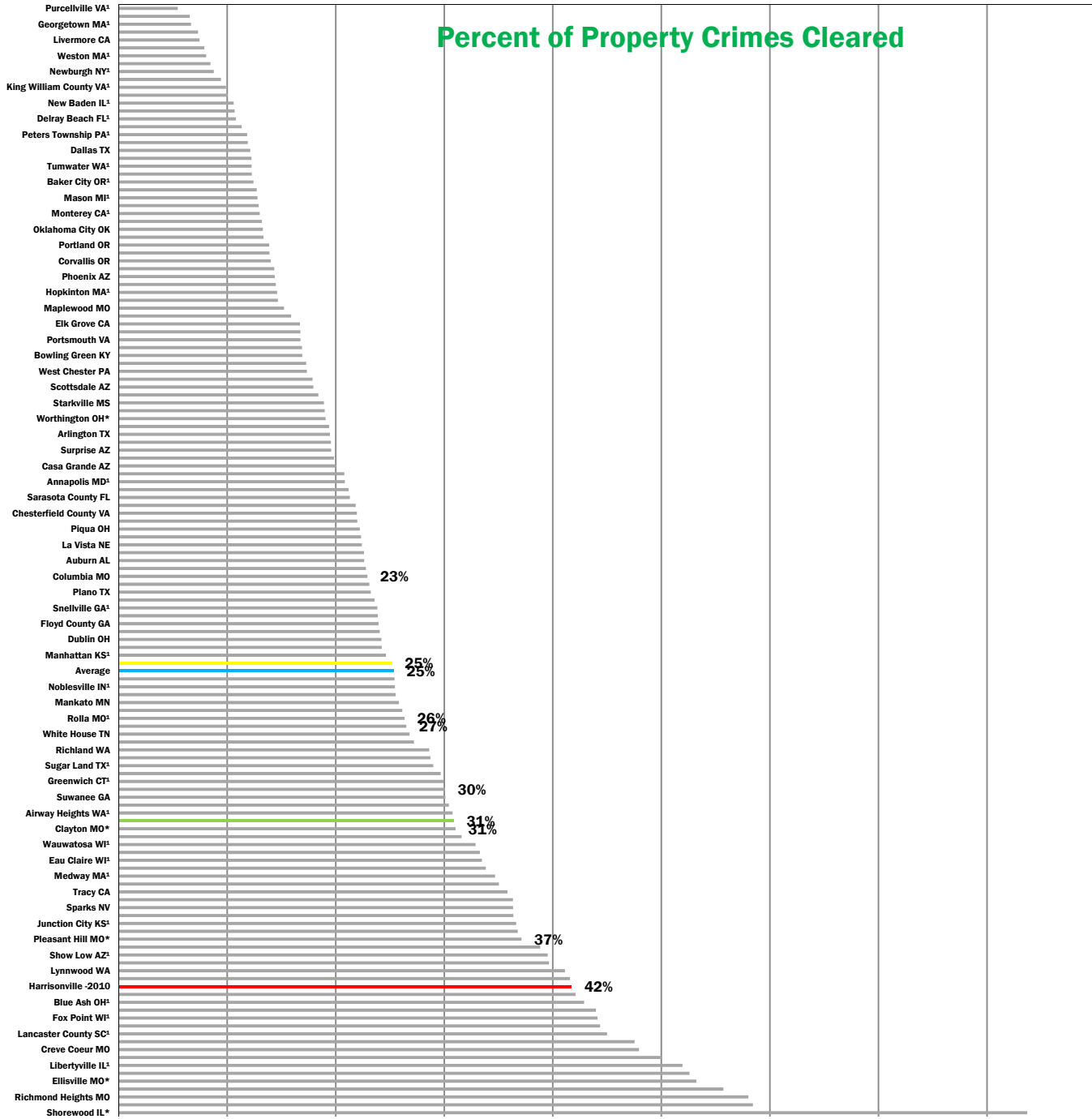


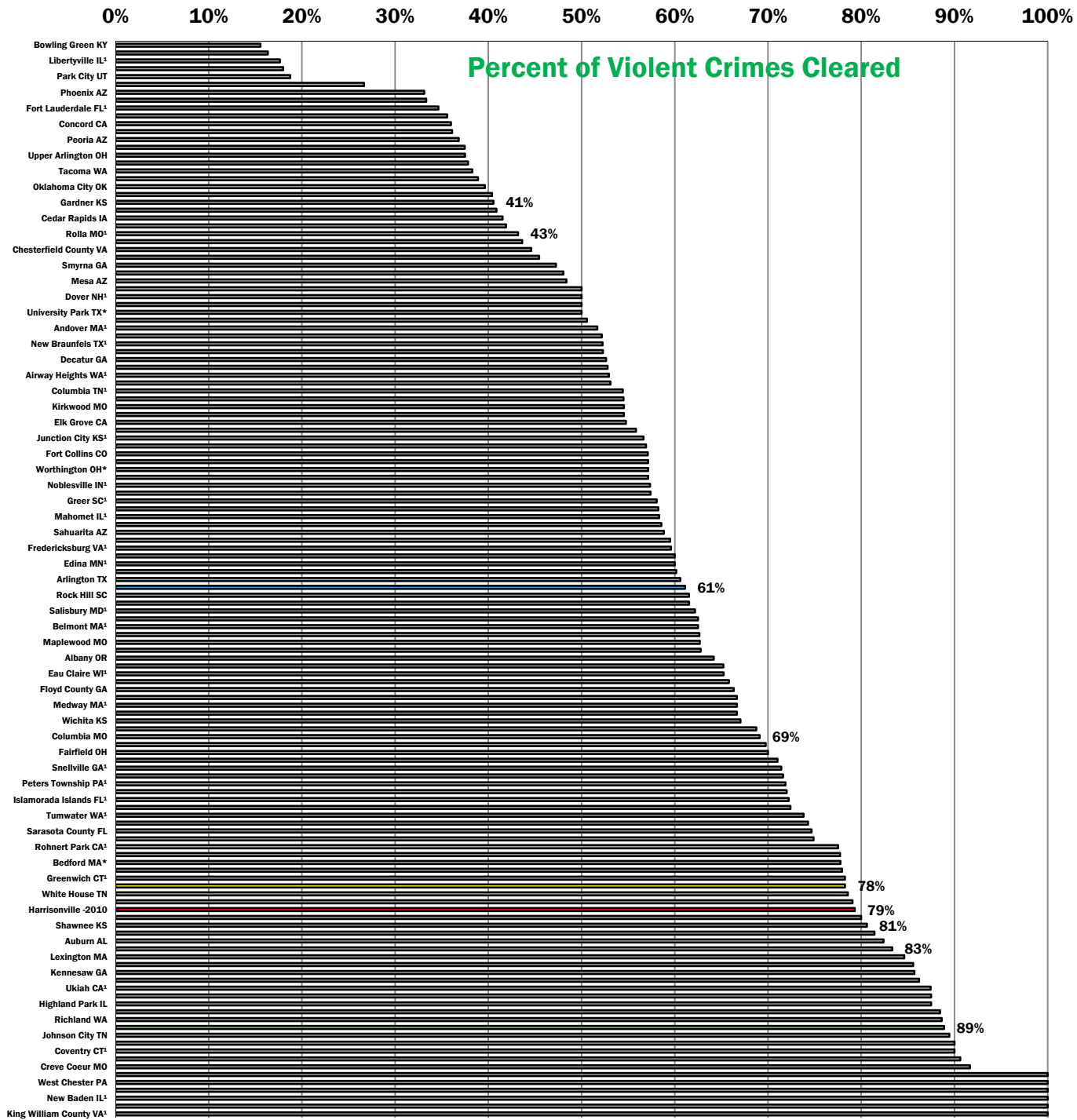
Percent of Part 1 Crimes with Juvenile Arrests

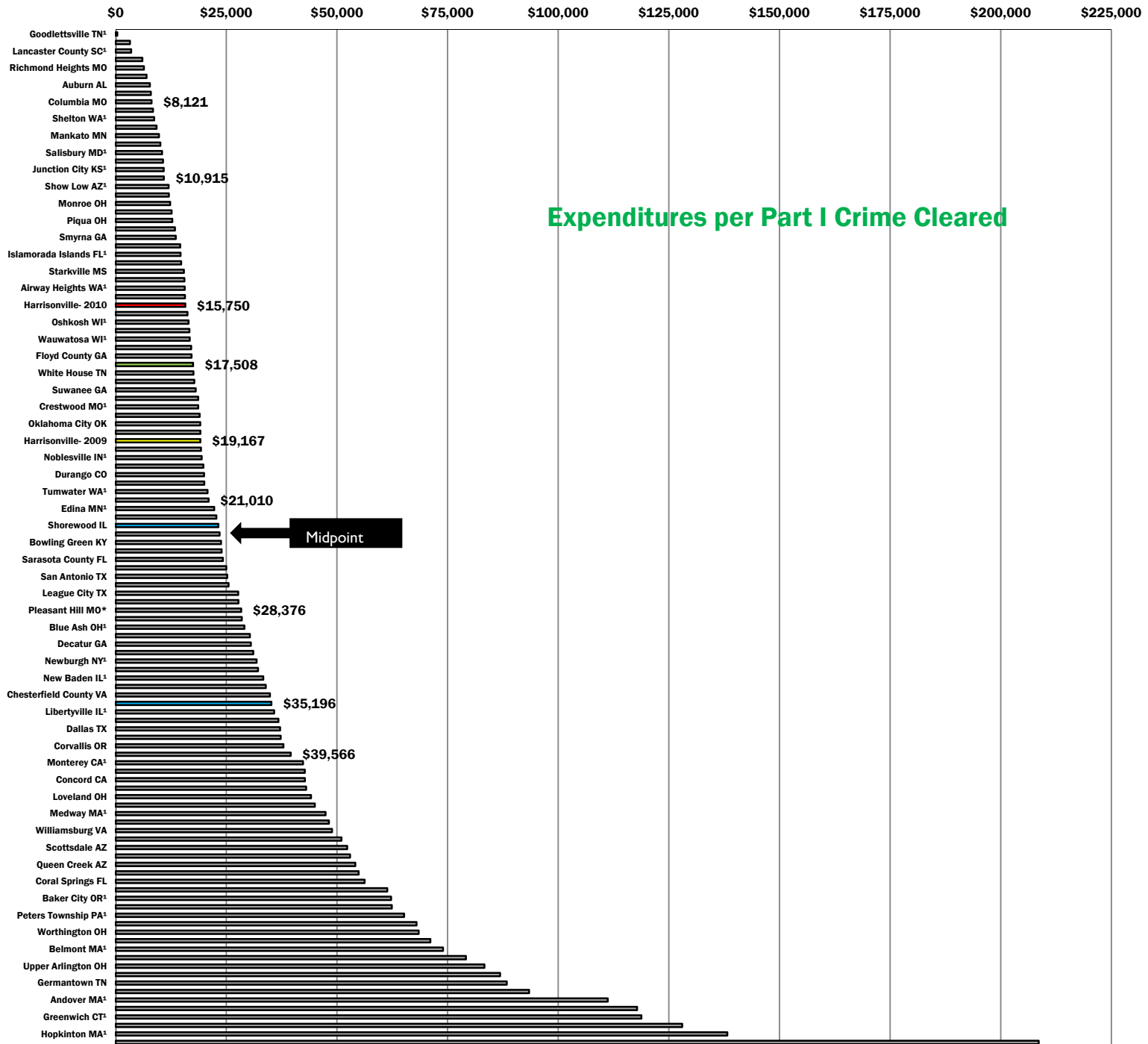


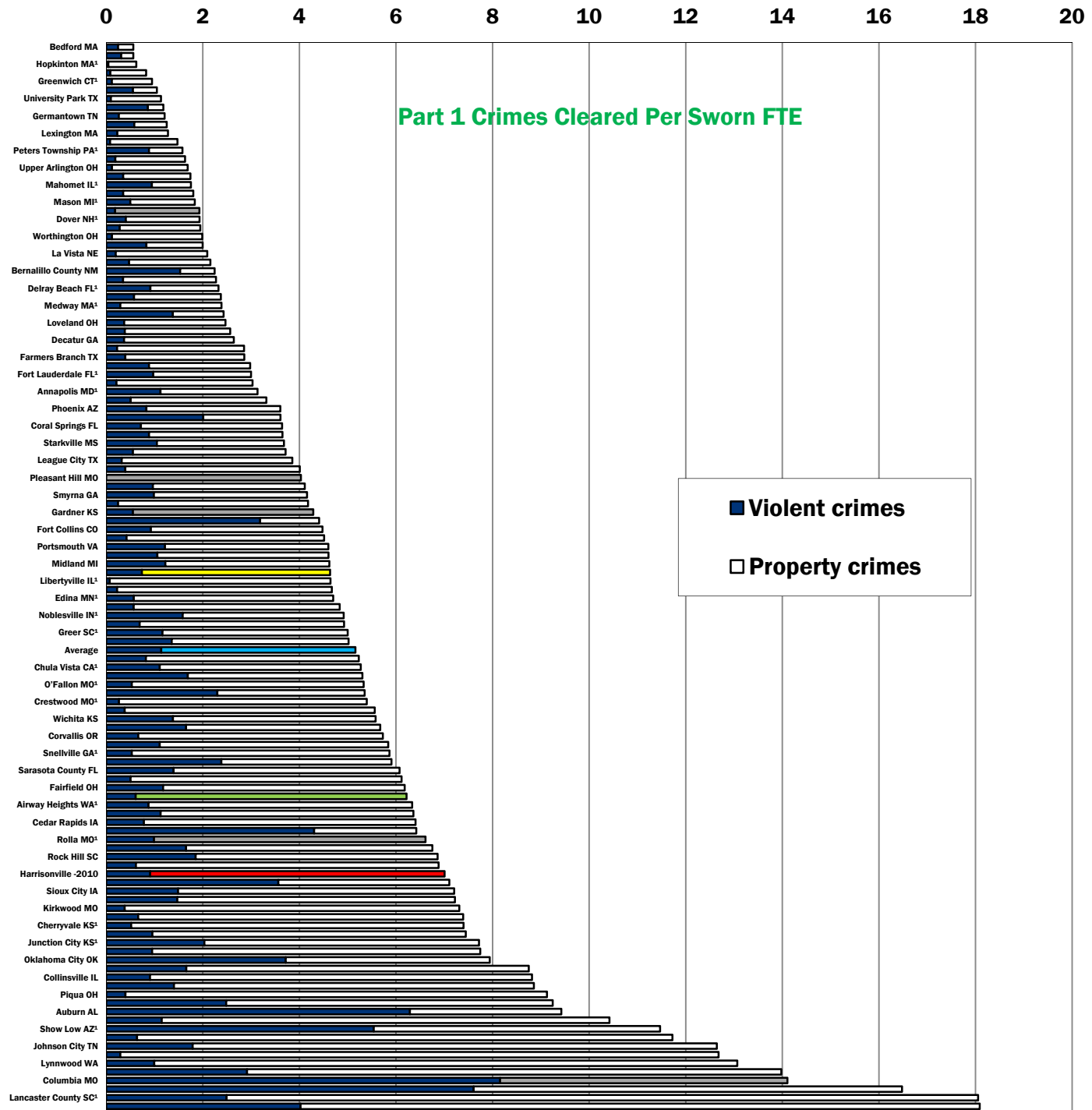
0% 10% 20% 30% 40% 50% 60% 70% 80% 90%

Percent of Property Crimes Cleared

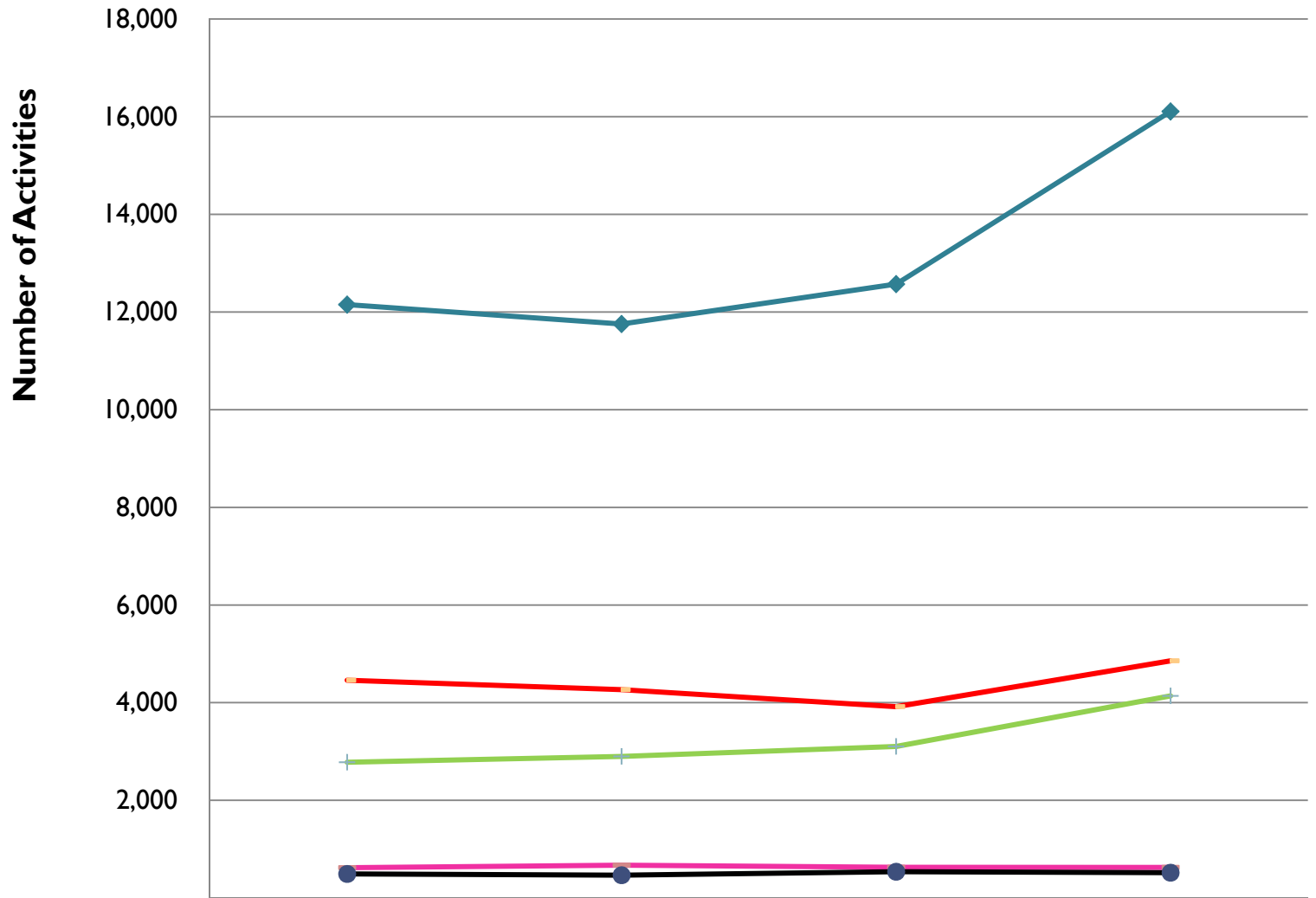






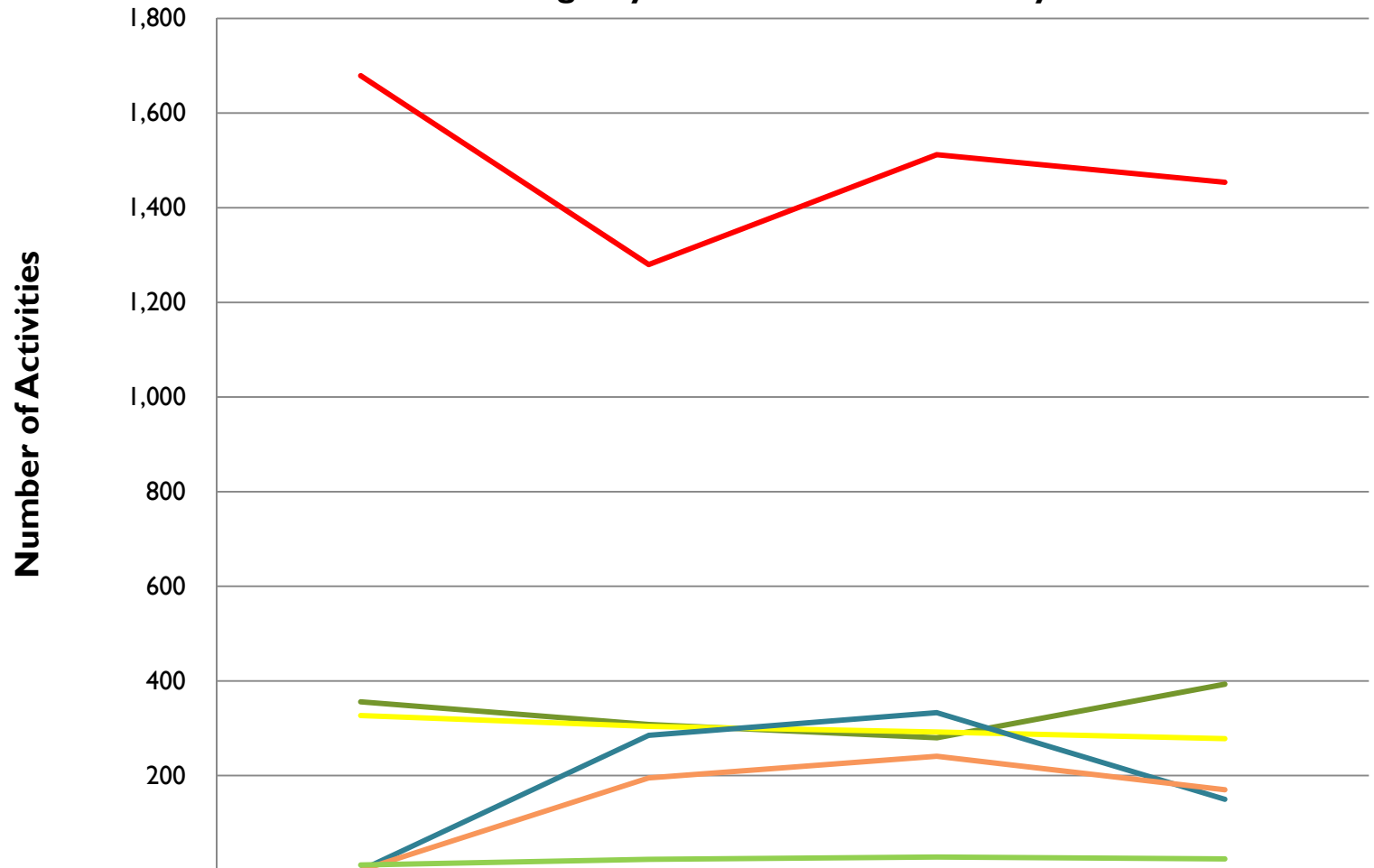


Traffic Related Activity



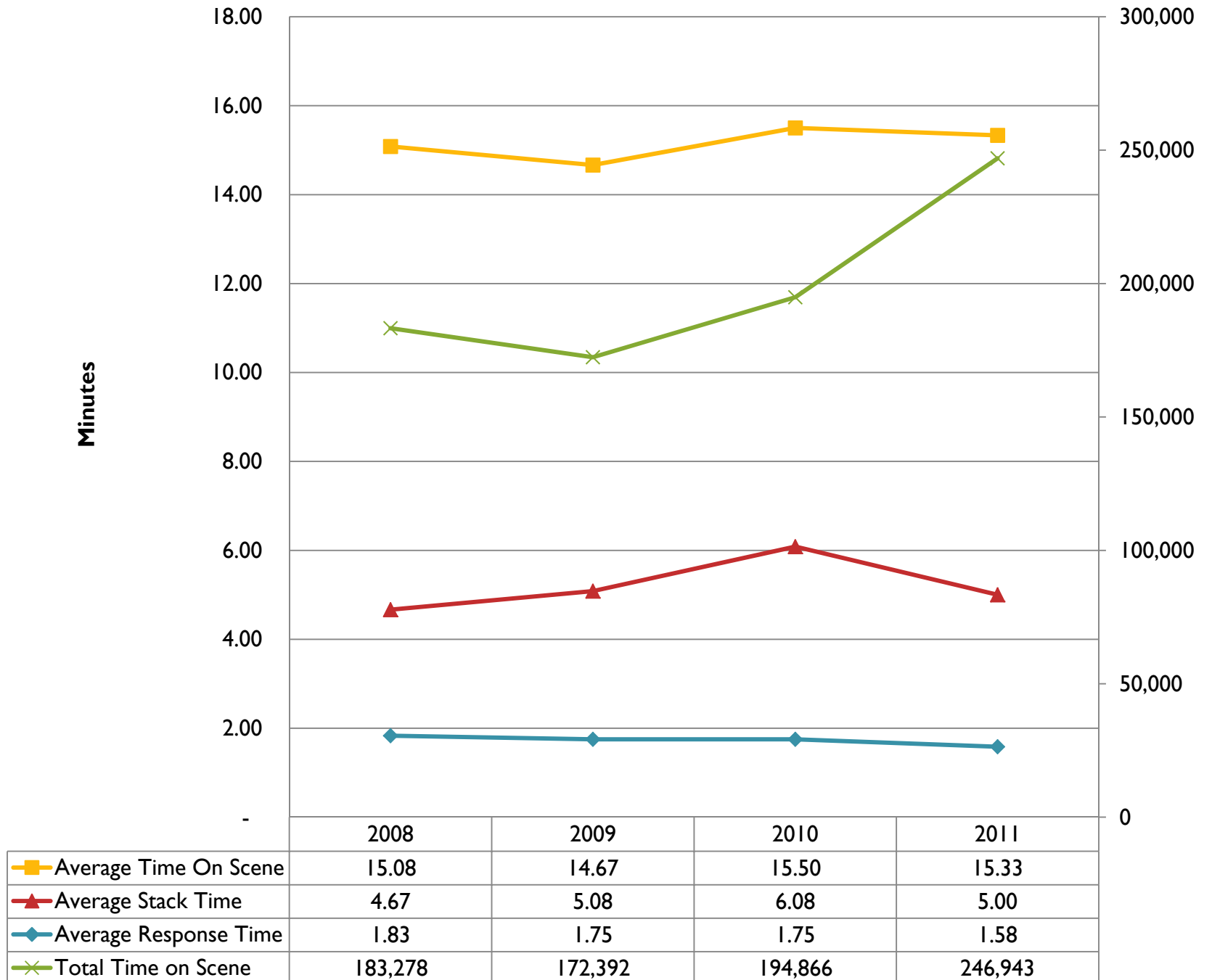
	2008	2009	2010	2011
◆ Total Police Incidents	12,151	11,754	12,572	16,105
■ Citations (All Types)	4,461	4,267	3,918	4,858
+ Vehicle Stops	2,780	2,899	3,103	4,138
● Unlock Vehicles	621	671	630	628
● Motor Vehicle Crashes	492	469	540	518

Emergency & Crime Related Activity



	2008	2009	2010	2011
911 Calls	1,679	1,280	1,512	1,454
Property Crimes	356	308	280	393
Alarm Calls	327	304	292	278
Cases Opened	-	285	333	150
Cases Closed or Cleared	-	195	241	170
Violent Crimes	11	23	28	24

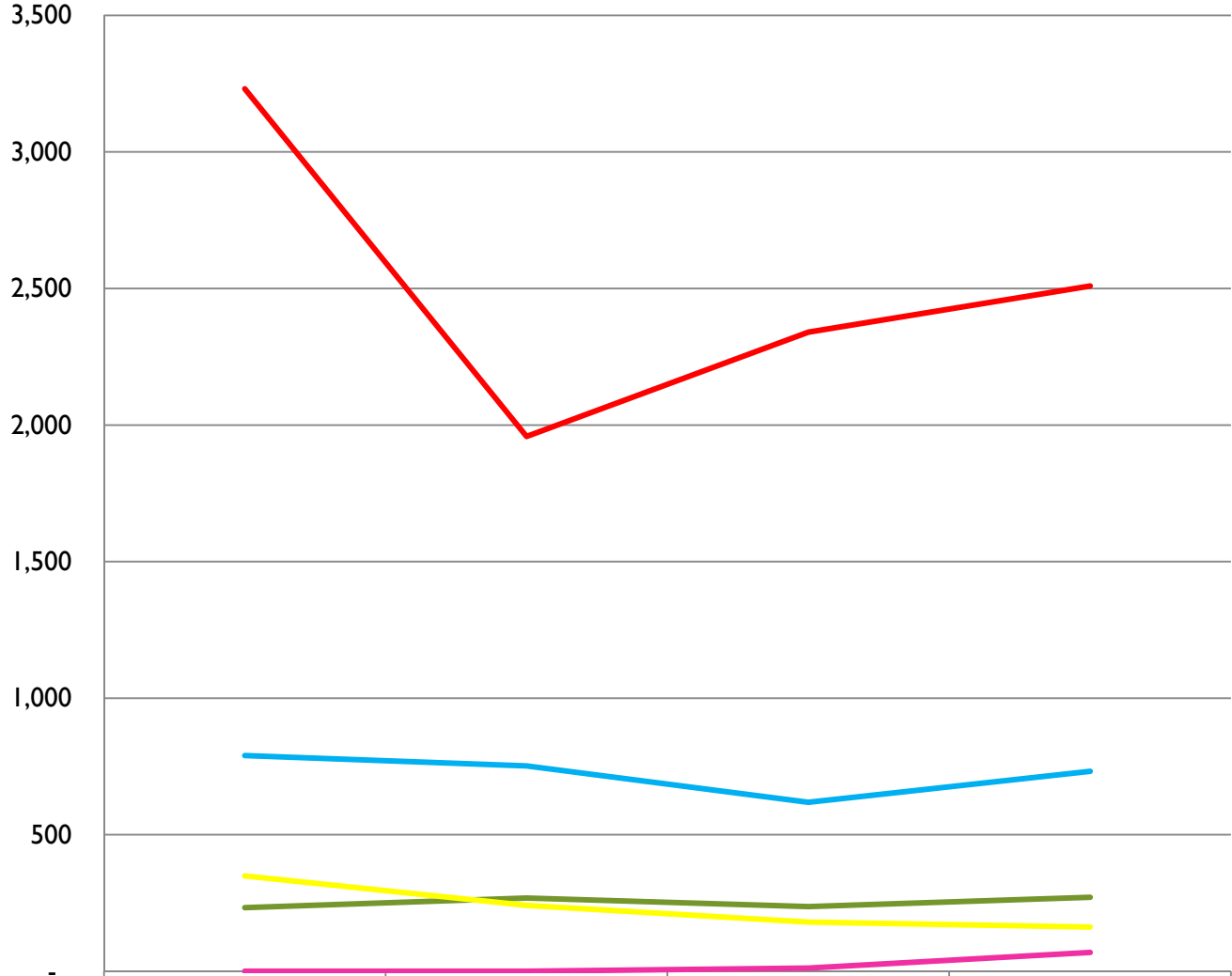
Response Times and Work Load



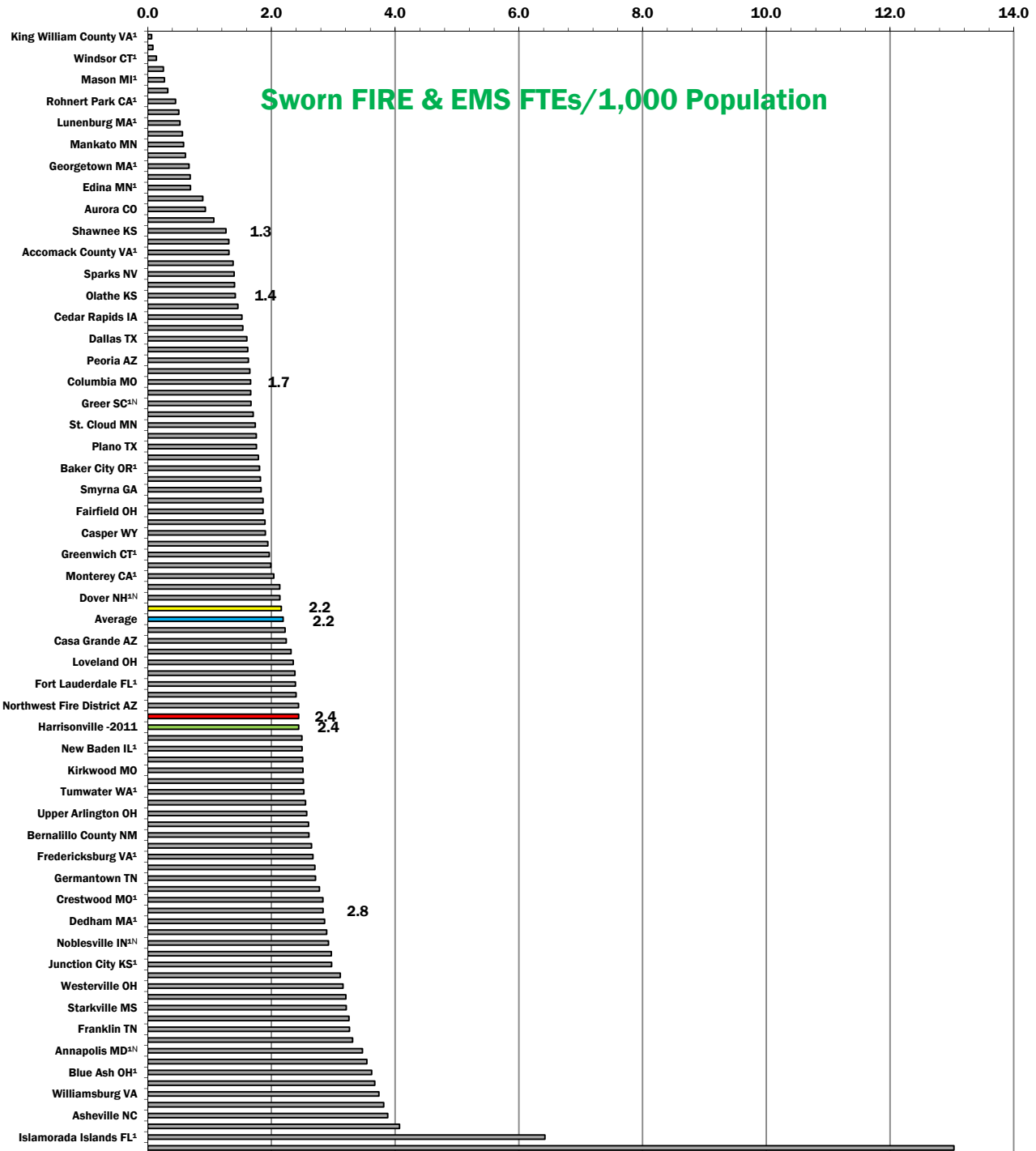
—■— Average Time On Scene	15.08	14.67	15.50	15.33
—▲— Average Stack Time	4.67	5.08	6.08	5.00
—◆— Average Response Time	1.83	1.75	1.75	1.58
—×— Total Time on Scene	183,278	172,392	194,866	246,943

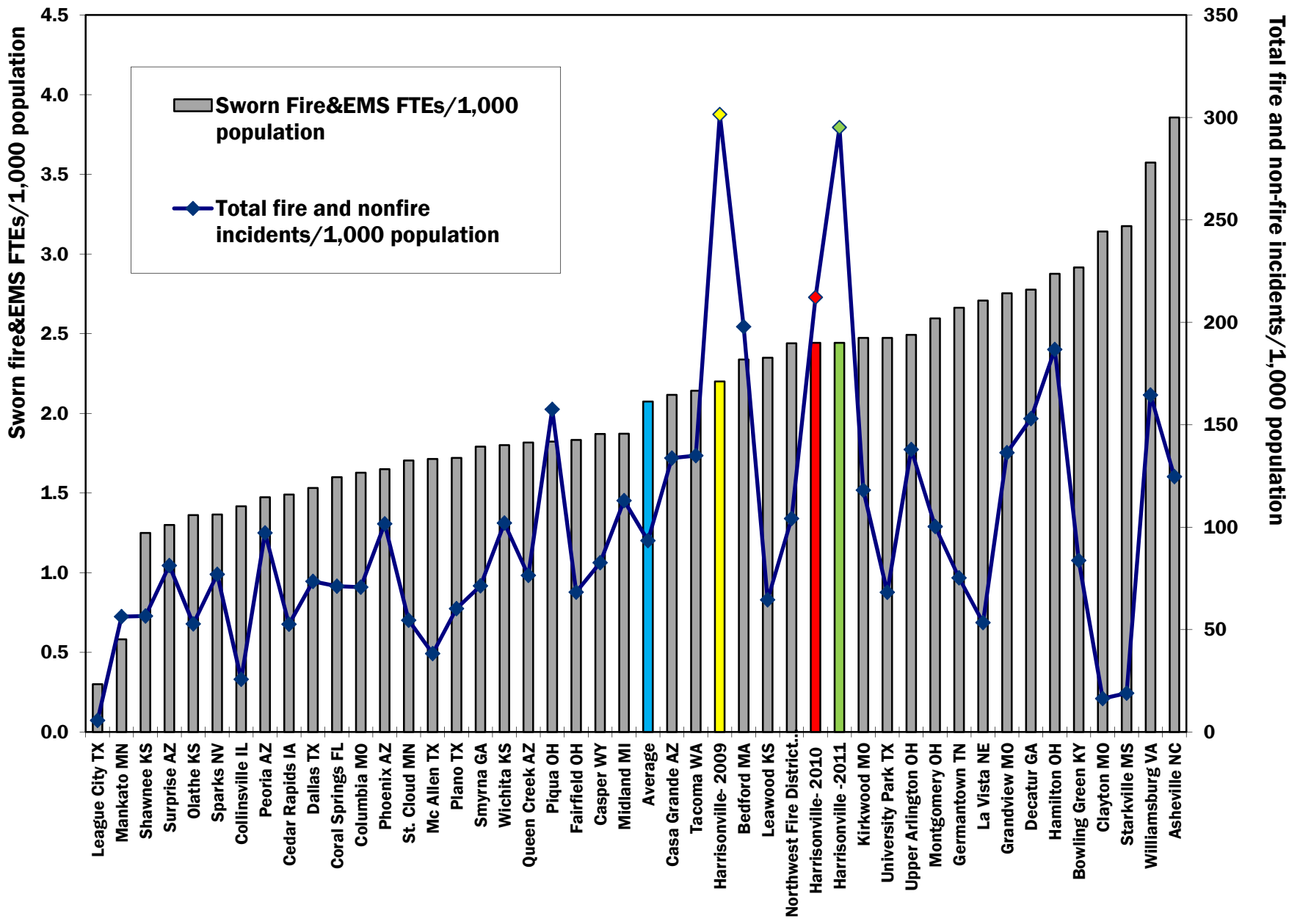
Animal Control Related Activity

Number of Activities

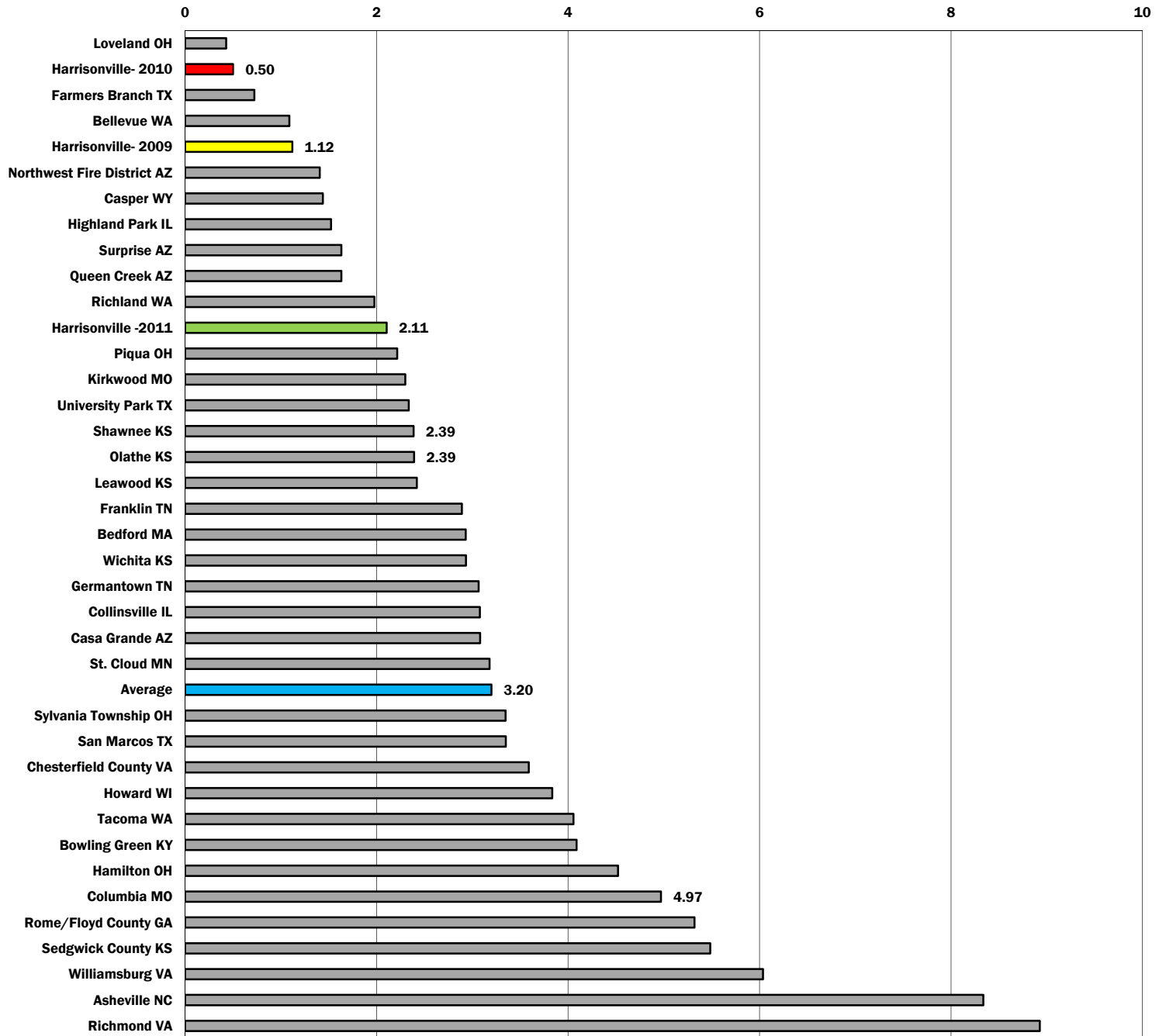


	2008	2009	2010	2011
Total Animal Control Calls	3,231	1,958	2,340	2,509
Animals Housed	790	752	619	732
Animals Adopted	233	268	237	271
Animals Euthanized	349	241	180	162
Service Calls to Peculiar	-	-	12	69

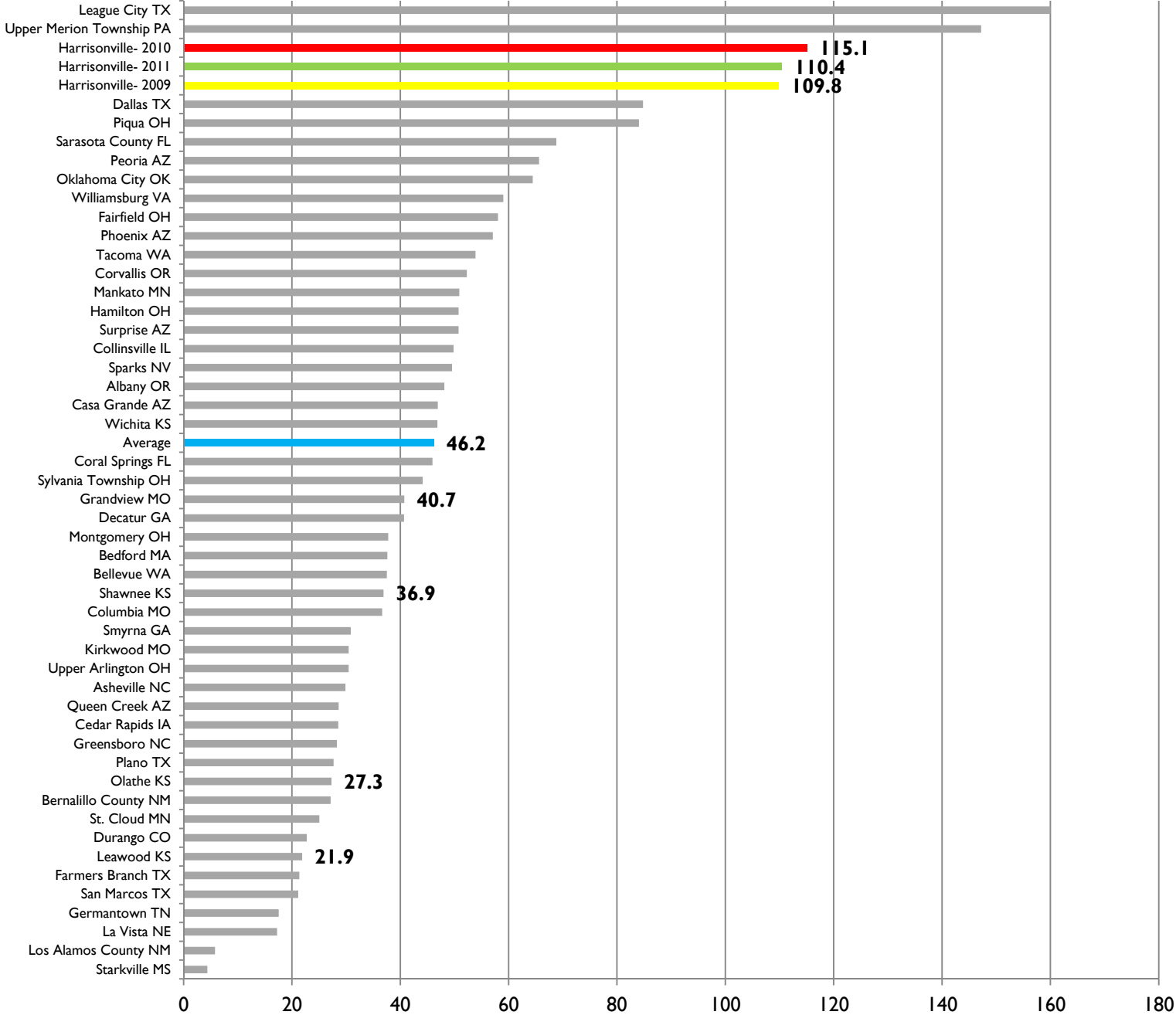




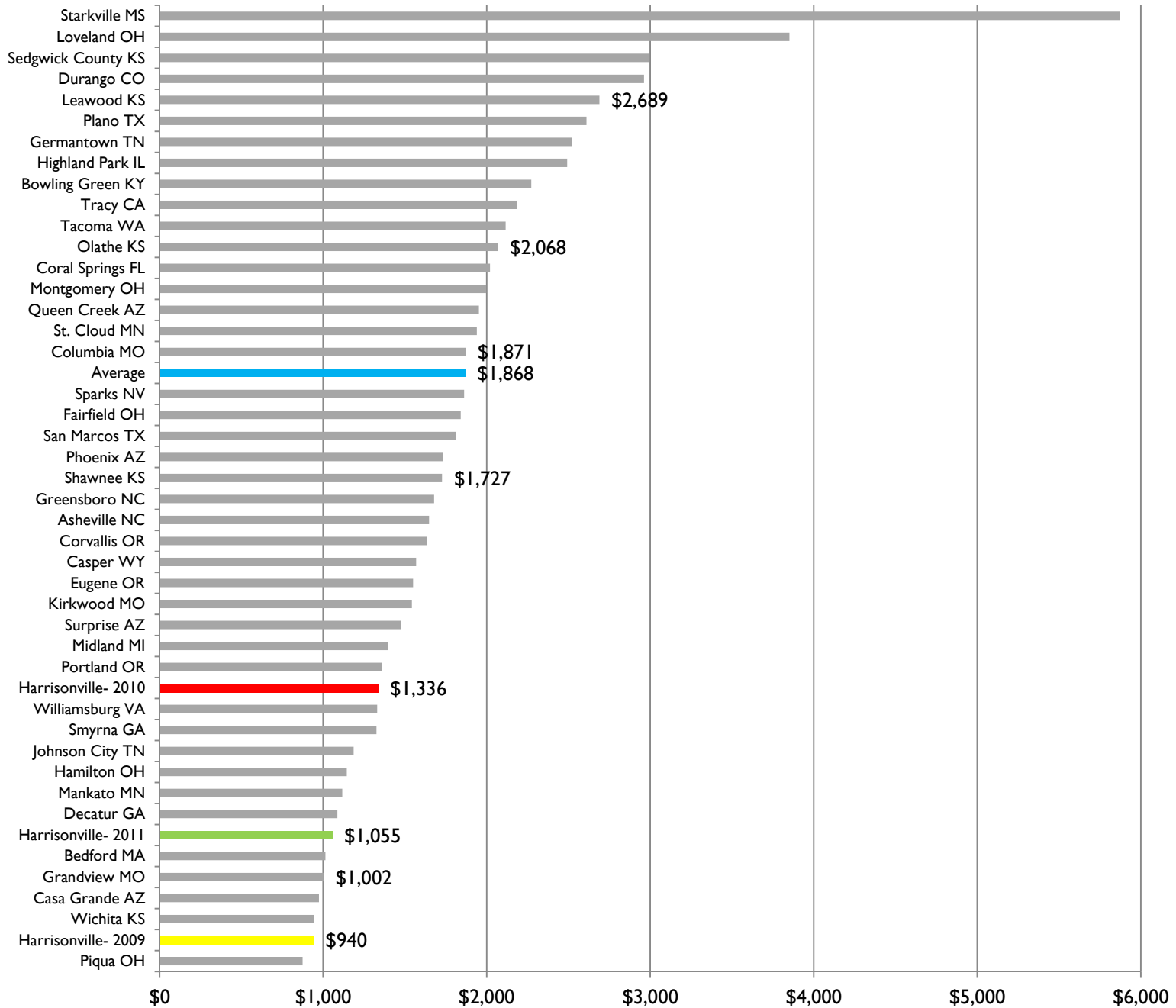
Residential Fires Per 1,000 Residential Structures



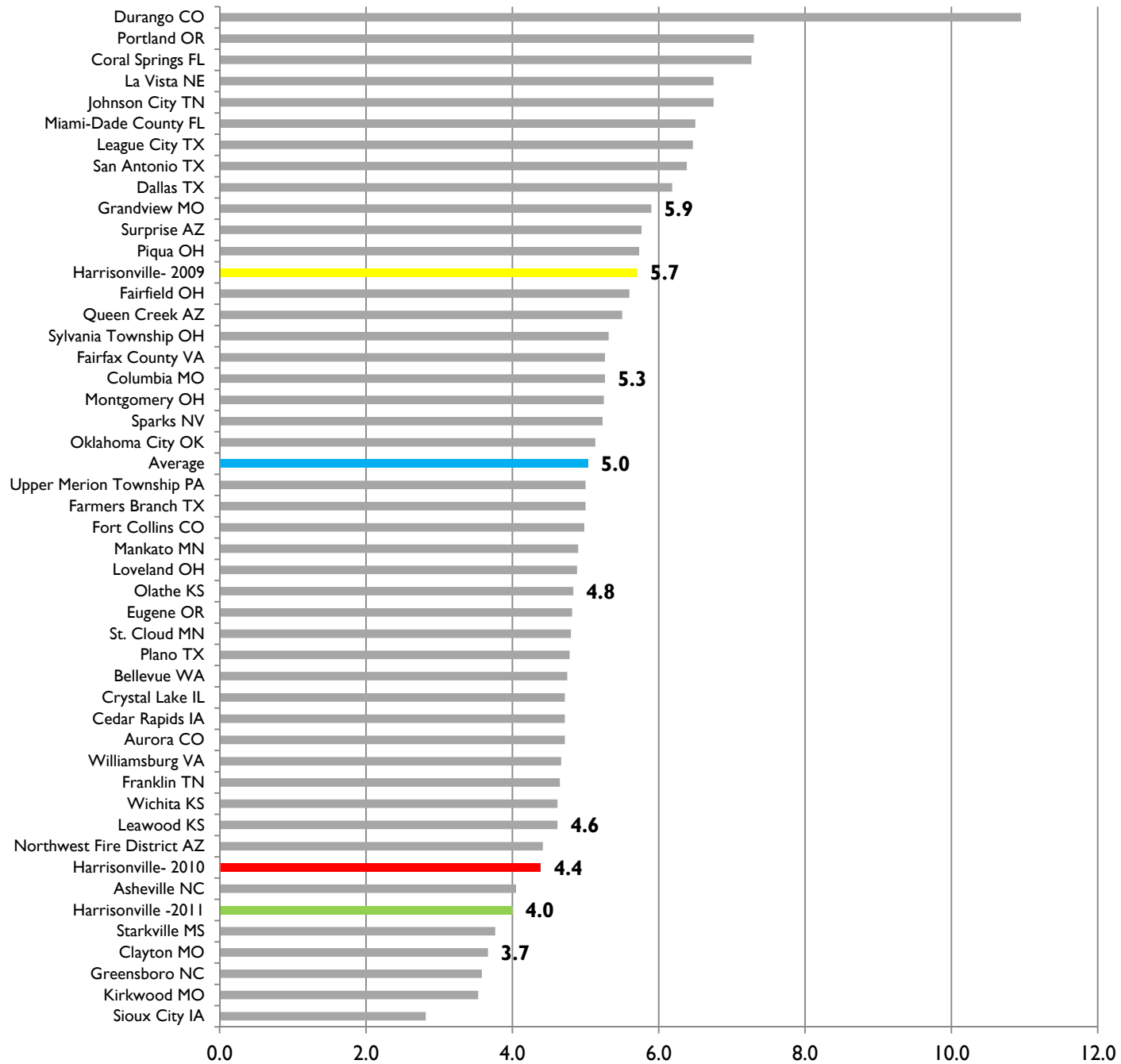
EMS Responses Per FTE Per Year



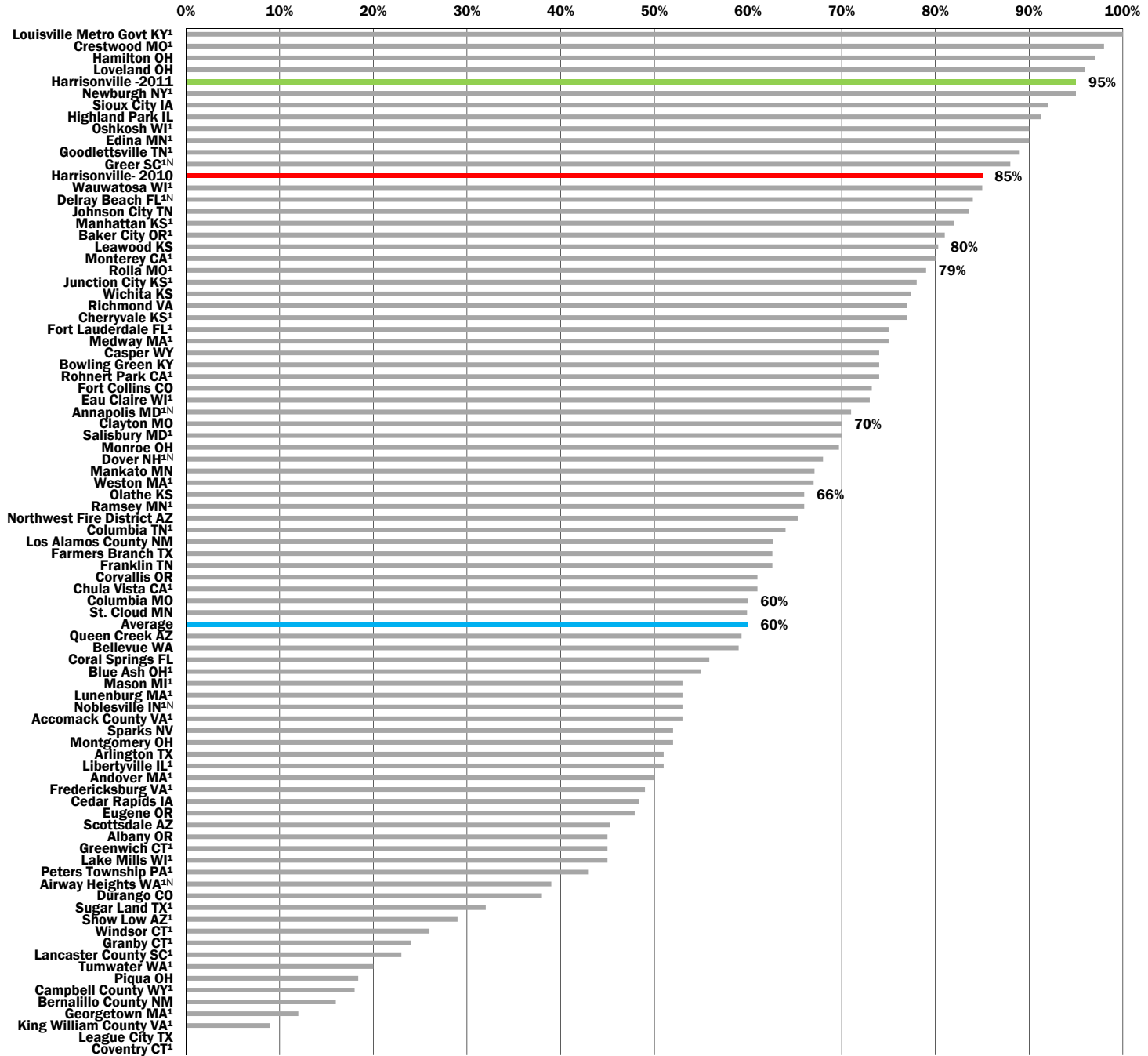
Expenditure Per Fire and EMS Incident

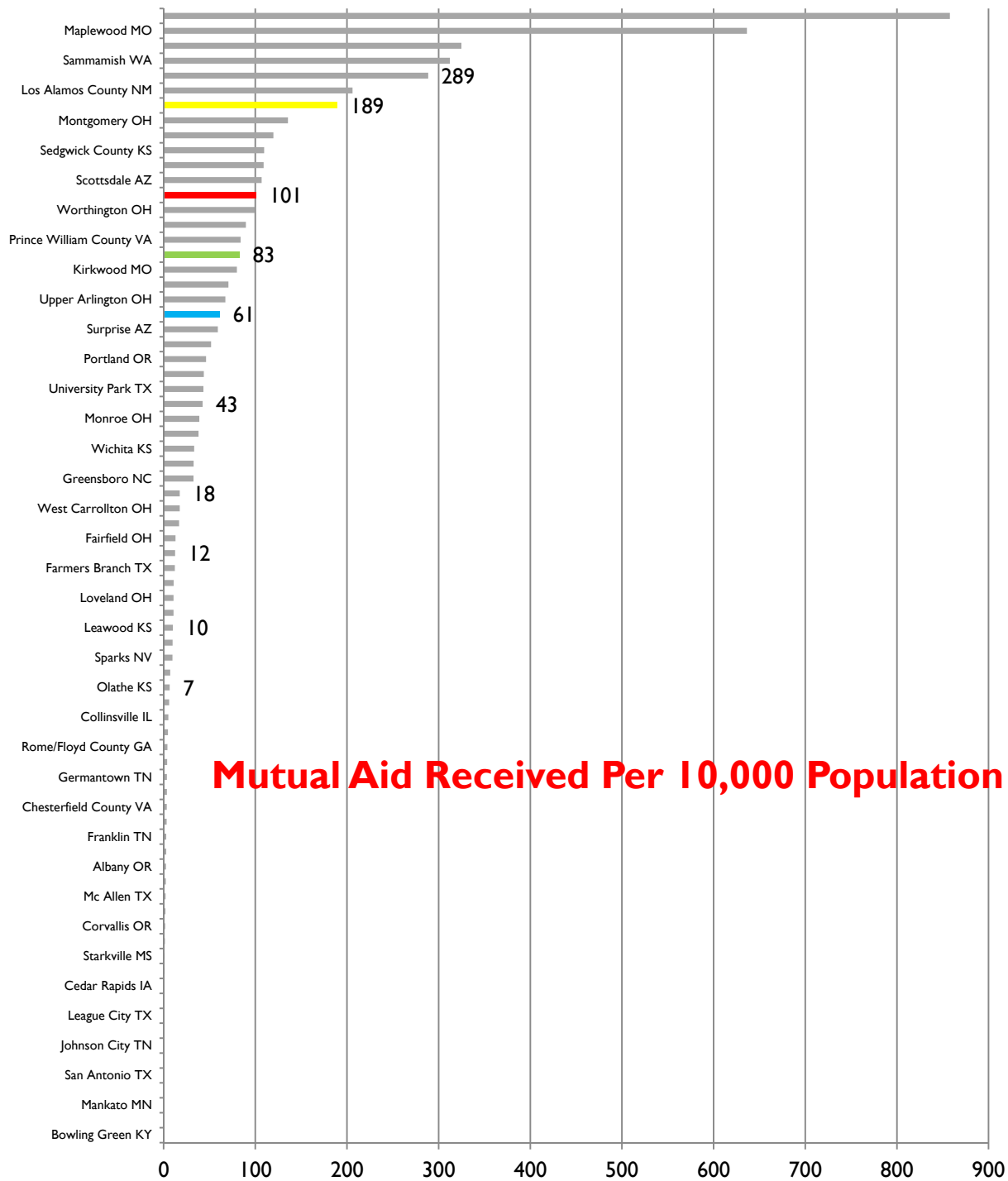


Minutes From Dispatch to Arrival for EMS Calls



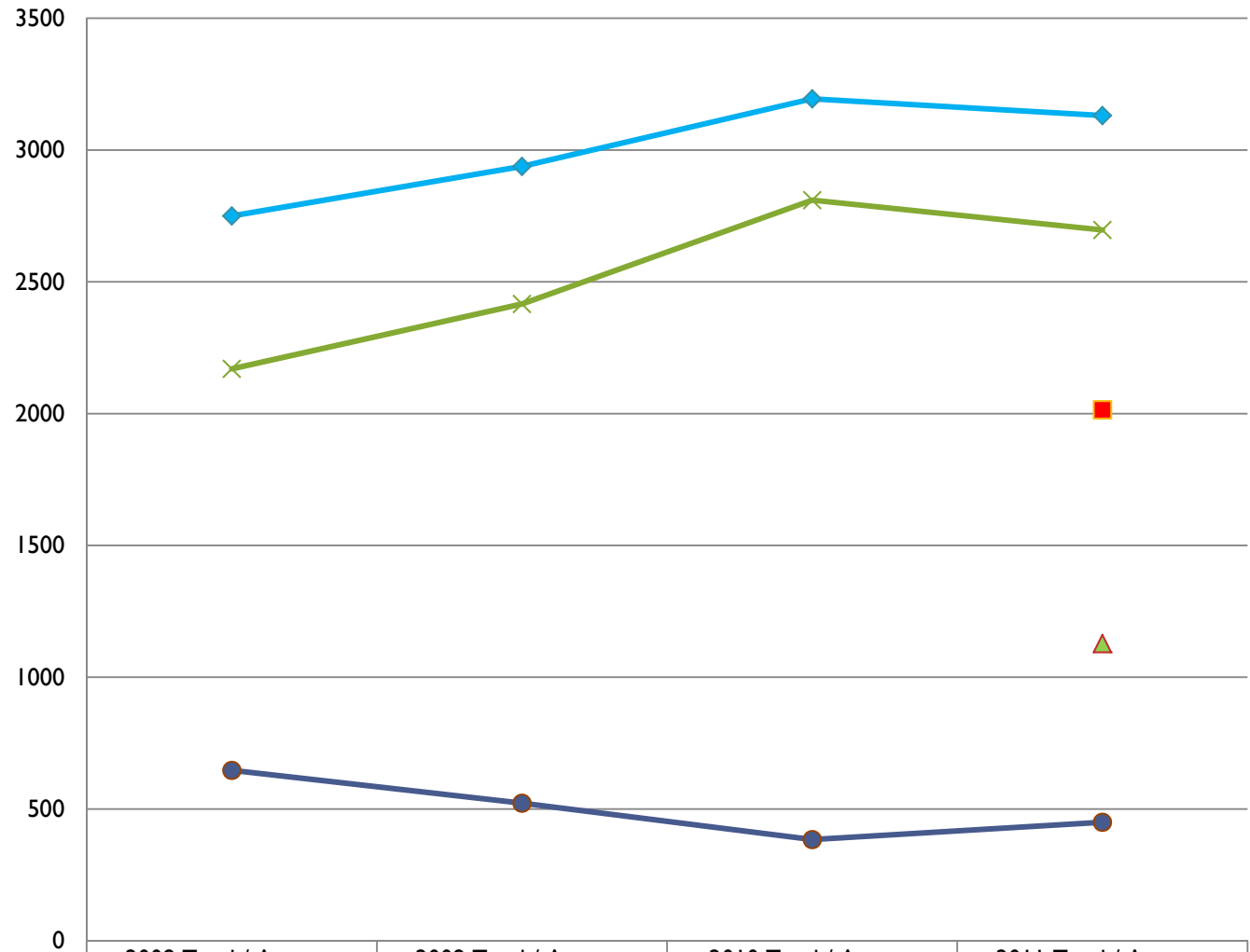
% of Emergency Fire Call Responses <= 5 min From Dispatch To Arrival





Call Volume Per Year

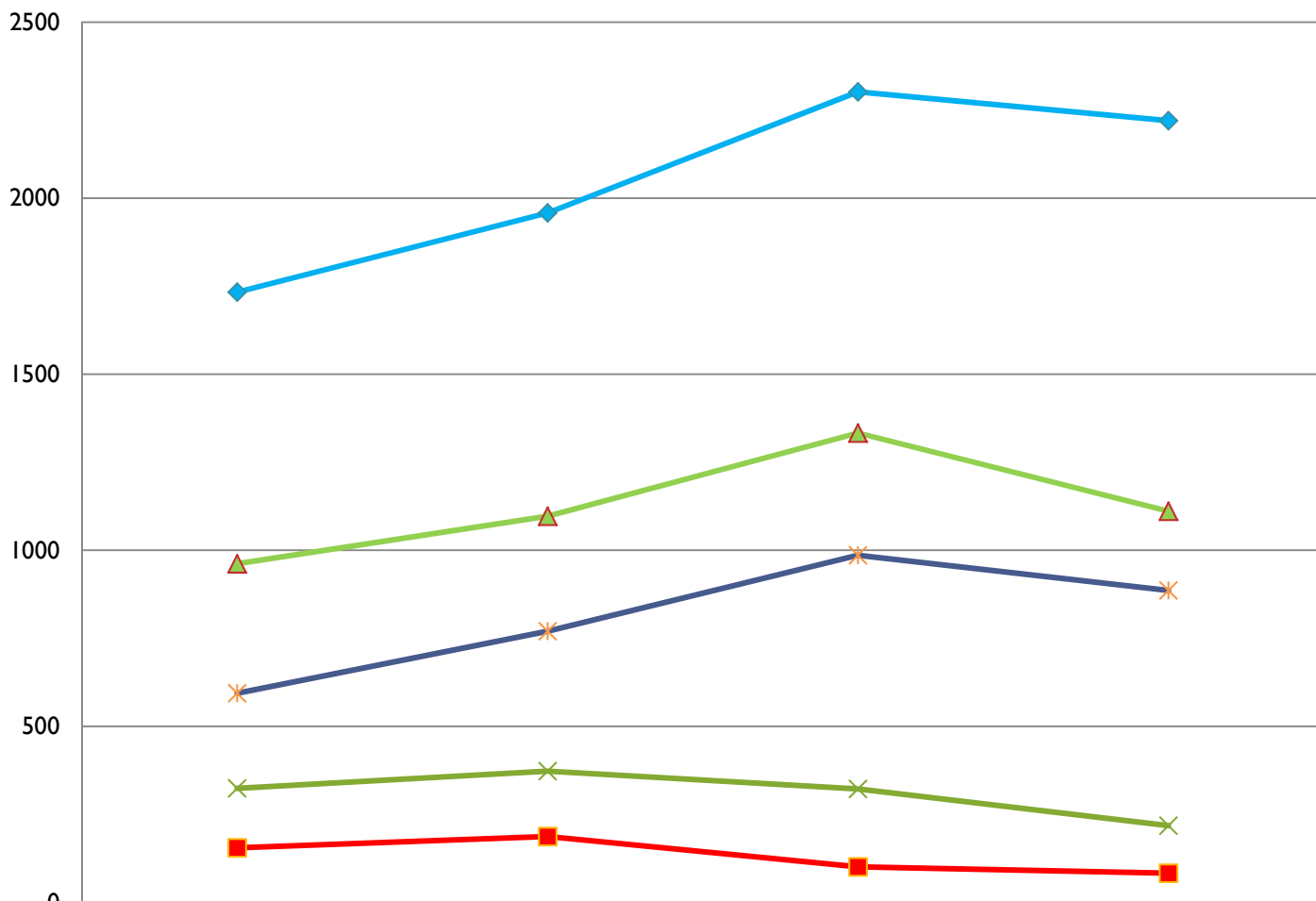
Number of Calls



	2008 Total / Average	2009 Total / Average	2010 Total / Average	2011 Total / Average
◆ Total Calls	2750	2938	3194	3131
× Ambulance Calls	2170	2416	2810	2697
■ Service Calls 7am to 7 pm				2015
▲ Service Calls 7pm to 7am				1128
● Fire Calls	647	522	384	450

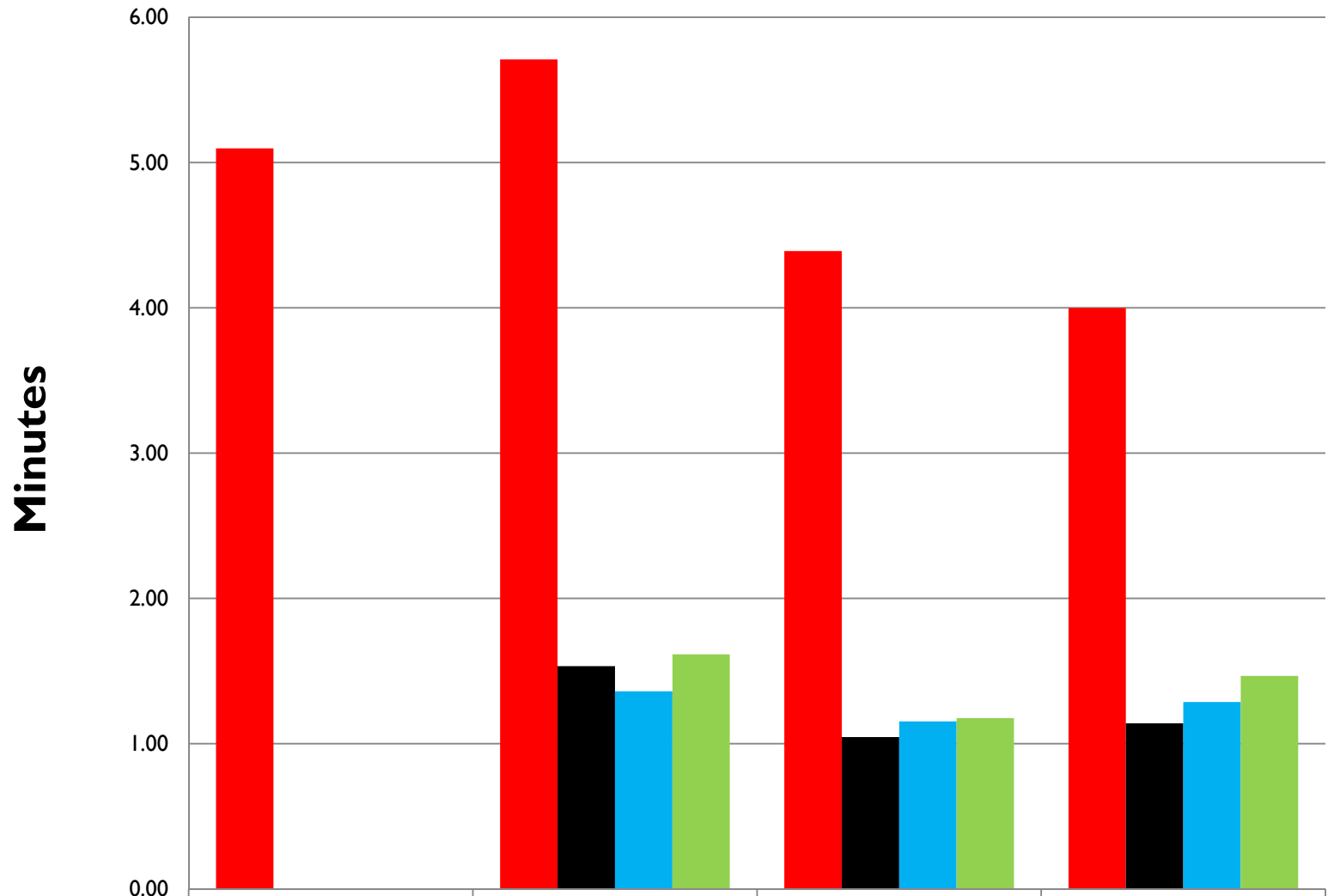
Transport & Mutual Aid Volumes Per Year

Number of Events



	2008 Total / Average	2009 Total / Average	2010 Total / Average	2011 Total / Average
◆ Patients Transported	1733	1958	2302	2220
▲ Back to Back Calls	962	1097	1333	1111
* Transfers from CRMC	594	770	986	886
× Mutual Aid Given	324	373	322	218
■ Mutual Aid Received	155	187	101	83

Response Times and Turn Out Times Per Shift



	2008 Total / Average	2009 Total / Average	2010 Total / Average	2011 Total / Average
■ Average Response Time	5.10	5.71	4.39	4.00
■ A - Shift- Turn Out Time		1.53	1.05	1.14
■ B - Shift- Turn Out Time		1.36	1.15	1.29
■ C - Shift- Turn Out Time		1.61	1.18	1.47

Summary- Police

- Police has above average **staffing levels per capita** while at the same time having below average **operating expenses per capita**, in indication that service is being delivered affordably.
- **Response times** are among the quickest for all cities.
- **Part I Crimes (Violent and Property) reported per capita** are above average (this is an area we must improve)
- **Juveniles arrests as a percent of Part I crimes** are well above average (this is an area we must improve).
- **Percent of property crimes cleared** has moved to above average indicating improved crime solving.
- **Percent of violent crimes cleared** remains well above average indication effective crime solving.

Summary- Police


- Expenditures per Part I crime cleared have consistently been below average, in indication that the department is being run in an frugal manner.
- Part I crimes cleared per FTE has moved to above average indicating improved productivity and improved crime solving.

Summary- Fire & EMS

- **Fire & EMS staff per 1,000 population** is above average after adding staff in 2010. Staffing levels are influenced by Harrisonville's exceptionally high work load per capita, this is a result of serving as a regional ambulance service and transport service provider.
- **Residential fires per 1,000 residential structures** is well below average, an indication that fire prevention efforts are effective (fire prevention education and safe building codes).
- **EMS responses per FTE** are among the highest indicating excellent productivity from our staff.
- **Expenditures per fire/ems incident** are well below average, an indication that operations are being conducted in a frugal manner.

Summary- Fire & EMS

- **Minutes from dispatch to arrival for EMS service** has gone from above average (2009) to well below average (2010 & 2011) following the consolidation of our fire/ems staff. This is an indication that work load is not negatively impacting the timeliness of service delivery.
- **Percent of fire calls responded to in ≤ 5 minutes** is well above average, another indication that work load is not excessive.
- **Mutual aid received per 10,000 population** is above average but trending down. The number is going to be higher for us due to our substantial transport distances/time.



Are We Reaching Our Short-term Goal of 90% or more of Performance Measures Better Than National Averages by 2015?

Of the 16 Performance Measures included in Part 2 we have 13 that are better than the national average, or 81.25%. Not to our goal yet but moving closer.