

3rd Quarter 2012

Performance Measures



READING POLICE DEPARTMENT
Performance Indicators
September 2012

PART I CRIME STATUS

Part I offenses are often referred to as serious crimes. By comparing these crime categories over time, crime trends can be determined, and police department use the UCR system as one measure of crime activity. The crime of larceny, which is the most frequently committed Part I offense, can include anything from minor thefts to multi-thousand dollar heists. Since larcenies account for large number of crimes, a spike or fall in this one category can skew the Uniform Crime Report.

Reported Part 1 Offenses		
	Sept. 2012	Sept. 2011
Homicide	1	1
Rape	1	0
Robbery	39	40
Assault	38	39
Burglary	139	128
Larceny	145	131
AutoTheft	75	36
Arson	1	3
TOTAL	439	378

Reported Part 1 Offenses- Year to date				
	2012	2011	2010	2009
Homicide	11	11	7	8
Rape	33	13	13	21
Robbery	279	274	305	284
Assault	306	268	269	289
Burglary	1026	991	1045	909
Larceny	1211	1078	1215	1443
AutoTheft	393	328	516	459
Arson	14	26	20	20
TOTAL	3273	2989	3390	3433

PART II CRIME STATUS

Part II offenses include a wide variety of crimes. Many of these, such as drug offenses, are only discovered when police intervene and can determine that a crime has been committed, such as the items involved are indeed controlled substances. An increasing Part II crime rate may be an indication of higher police enforcement efforts, not an increase in actual crimes being committed. Disorderly conduct and drug violations are two of the crimes police often discover by initiating investigations. Vandalisms are tracked because this crime is indicative of problems with the quality of life in our neighborhoods and are most often reported by citizens.

Reported Part 2 Offenses		
	Sept. 2012	Sept. 2011
Total Part 2	581	579
Disorderly	65	84
Drugs	46	42
Vandalism	83	71

Reported Part 2 Offenses- Year to date				
	2012	2011	2010	2009
Total Part 2	5064	4478	4873	5767
Disorderly	577	522	571	575
Drugs	497	338	327	411
Vandalism	716	667	876	1236

CRIME CLEARANCES (Year to Date)

Crime clearances	Part I Current Year		Part I Previous Year		Part II Current year		Part II Previous Year	
Cases Solved	658	20%	603	20%	4021	79%	3561	79%

POLICE ENFORCEMENT ACTIVITY - ARRESTS

It is important to track police enforcement activity to help gauge the scope and success of efforts in the area of apprehension and prosecution. Different units have different resources and responsibilities, so the number and type of arrests will vary. There are also seasonal spikes and raised activity levels when special details or priorities are added or changed. Arrests include both adult and juvenile.

ARRESTS	Sep 2012	Sep 2011
PLATOON A	137	163
PLATOON B	153	152
PLATOON C	215	221
PLATOON D	22	31
VICE	20	15
CID	55	32
MOC	1	21
ATF	16	7
TRAFFIC	1	4
TOTAL	620	646

ARREST YTD	FELONY	MISD	NON-TRAFFICS	TOTAL
PLATOON A	120	403	818	1341
PLATOON B	80	323	840	1243
PLATOON C	193	689	1085	1967
PLATOON D	13	43	95	151
VICE	183	73	12	268
CID	171	100	36	307
MOC	3	8	32	43
ATF	34	25	4	63
TRAFFIC	0	0	13	13
TOTAL	797	1664	2935	5396

ARRESTS and NON-TRAFFIC CITATIONS PER OFFICER (Excluding non-enforcement personnel)

# of Officers	# of Arrests	Per officer	# of Citations	Per Officer
154 Total	2461	15.9	2935	19

FIREARMS CRIME

One of our objectives is to reduce major crimes committed with use of a firearm. Status will be tracked by comparing the current year with previous years.

PART I FIREARMS CRIMES		
	Sep 2012	Sep 2011
Murder	1	2
Robbery	14	11
Agg. Assault	8	3
Total	23	16

PART I FIREARMS CRIMES - YTD				
	2012	2011	2010	2009
Murder	10	8	6	6
Robbery	104	112	130	130
Agg. Assault	78	95	84	80
Total	192	215	220	216

CAD CALLS	Sep 2012	Sep 2011
Number of dispatched calls	5715	5295
Number of Dispatches under 2 minutes	2269 – 40%	1873 – 35%
Number of Dispatches under 5 minutes	3480 – 61%	2948 – 56%
Number of Dispatches under 10 minutes	4168 – 73%	3632 – 69%
Number of Dispatches under 20 minutes	4721 – 83%	4211 – 80%
Number of Dispatches Greater than 20 Minutes	994 - 17%	1084 – 20%

CAD CALLS - YTD	2012	2011	2010
Number of dispatched calls	50477	47828	49831
Number of Dispatches under 2 minutes	20726 – 41%	17740 – 37%	18572 – 37%
Number of Dispatches under 5 minutes	31892 – 63%	28866 – 60%	29873 – 60%
Number of Dispatches under 10 minutes	37864 – 75%	34832 – 73%	36180 – 73%
Number of Dispatches under 20 minutes	42701 – 85%	39764 – 83%	41387 – 83%
Number of Dispatches Greater than 20 Minutes	7776 – 15%	8064 – 17%	8294 – 17%

TRAFFIC ACCIDENTS

According to state guidelines, reportable accidents are those where someone is injured as a result of the collision or one of the involved vehicles must be towed from the scene. A state mandated accident report must be completed and submitted to PENNDOT. All others are non-reportable. A hit and run accident occurs when a driver leaves the scene of an accident without identifying themselves or rendering aid when necessary.

ACCIDENTS	Sep 2012	Sep 2011
REPORTABLE	69	87
NON-REPORTABLE	194	172
HIT & RUN (included above)	84	65
TOTAL (first two columns)	263	259

ACCIDENTS	2012	2011	2010	2009
REPORTABLE	695	605	809	776
NON-REPORTABLE	1690	1619	2199	2459
HIT & RUN (included above)	659	590	859	911
TOTAL (first two columns)	2385	2224	3008	3235

TRAFFIC CITATIONS ISSUED – MOVING and PARKING

An indication of the level of police traffic and parking enforcement is the number of citations issued per month and per year.

	Month	2010	2011	2012
1.	January	2199	1712	1644
2.	February	1819	1461	1499
3.	March	2202	1606	1807
4.	April	1736	1406	1491
5.	May	1511	1303	1368
6.	June	1514	1227	1151
7.	July	1284	996	1203
8.	August	1191	1249	1009
9.	September	1563	1304	984
10.	October	1628	833	
11.	November	1650	1370	
12.	December	1562	1214	
13.	YTD Totals	19859	15681	12156



CITY OF READING, PENNSYLVANIA

DEPARTMENT OF FIRE & RESCUE SERVICES
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DAVID W HOLLINGER
FIRE CHIEF

OCTOBER 17, 2012

3rd Quarter Performance Measures

Department Description/Mission

The Department of Fire and Rescue Services utilizes 134 members operating out of seven fire stations, offices in City Hall and the Berks County Training Site to achieve its mission by providing round the clock community risk reduction by preserving life and property through fire suppression and pre-hospital medical care activities, emergency planning, fire prevention, public outreach.

ACT 47 Initiatives

FD01. Change current shift schedule

This initiative was addressed FY 2011

FD02. Restructure EMS Basic Life Support (BLS) unit staffing plan

The BLS staffing plan was completed FY 2011

FD03. Establish part-time EMS positions to address vacancies and planned stand-by events*

Continue to explore this possibility

FD04. Implement an engine company inspection program

In lieu of this initiative, initiate a recommendation from the Fire Marshal for 1 Inspector per shift (total 4) to handle shift-based inspections, fire investigations, and fire prevention programs/outreach. Institute an operations-based pre-incident planning program to achieve the *goal of increased safety* on the fireground. Generate General Fund revenue based on a formula of the number of



inspections (Approx. \$96,000/yr.) in 2013.

THIS INITIATIVE HAS BEEN SET ASIDE DUE TO BUDGET CONSTRAINTS

FD05. Evaluate potential for further consolidation of fire stations

Save the \$50,000 RFP for analyzing an issue that can be handled in-house

FD06. Adjust false alarm ordinance to more accurately reflect costs

This initiative has been codified

FD07. Implement an emergency response fee

This initiative has been codified. We are seeking to capture the revenue through a third-party agency

FD08. Improve department use of technology

Use emerging technologies to collect data used in decision-making processes

FD09. Pursue joint ladder purchase and other intergovernmental cooperation initiatives

The Borough of West Reading has a new ladder truck on order (June 2012)

FD10. Develop a performance management system

Explore how Initiative FD08 ties to this and build from there

WF19. Improve sick leave monitoring

This initiative was instituted in FY11. We continue to monitor the progress of the Sick Leave use incentive and expect to enforce future non-contractual restrictions.

WF21. Amend IAFF overtime calculation to reflect Fire Department shift change

Essentially the same as FD01. The award changing the schedule has a built-in avenue to revisit the shift schedule if the overtime exceeds \$850,000 in a fiscal year. The goal would be to achieve some of the overly aggressive savings target by opening the shift schedule portion of the contract if the overtime reaches \$850,000

WF23. Remove disincentive for mutual aid use from IAFF labor agreement

This initiative seems to be problematic and needs to be explored further.

WF27. Enhance light duty program

This initiative is in process of being instituted in FY12

WF29. Improve flexibility to assign qualified firefighters to duties as needed

This initiative is in process of further exploration in FY12

WF30. Review and restructure fire academy training

This initiative is in process of further exploration in FY12

FD10. Develop a performance management system

Explore how Initiative FD08 ties to this and build from there

Other Goals

To ensure Department readiness and leadership development.

To reduce the number of fires and the cascading effects of these events.

To increase the safety to the members of the Department.

To reflect the community we serve by successfully recruiting a diverse workforce.

Fire Suppression 2012-3rd Quarter

	July	August	September
Total Incident Count	628	795	694

Calls for Service By District	July	August	September
Engine #1	209	235	216
Engine #3	46	146	110
Engine #5	112	66	112
Engine #7	112	136	121
Engine #9	106	152	112
Engine #6 (reserve)	80	60	52
Engine #4 (reserve)	17	17	5

Fire Rate	July	August	September
Building Fires	58	41	47
Fires, other	4	6	3
Vehicle Fires	6	5	4
Brush/Grass Fires	5	0	0
Outside Trash	12	7	2

Medical Assist	289	499	403
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Civilian Fire Death & Injury Rate			
	July	August	September
Fire Incidents			
Deaths	0	0	0
Injuries	0	0	0

Fire Fighter Death & Injury Rate			
	July	August	September
Fire Incidents			
Deaths	0	0	0
Injuries	2	0	2

Property Save			
	July	August	September
Dollars Saved	\$1,122,100	\$405,690	\$1,159,490
Dollar Loss	\$319,000	\$66,825	\$112,210
Incidents w/Loss > \$100.00	31	14	24

EMS Statistics July 2012

Total EMS	1439
Total 9-1-1	1439
Total Scheduled	0
Total Transported	1097
Unit Hour	2232
UHU Effective	0.6447
UHU Actual	0.4915

Roll < 1min	98%
Resp < 8min	81%
Scene Time	
< 20 min Tot.	98%
Avail < 20 min	69%
TOT < 60 min	91%

Response Mode	
Emergency	742
Non-Emergency	695

Transport Mode	
Emergency	196
Non-Emergency	895

Response Outcome	
Fire Scene	54
Refused	91
No EMS Required	88
Cancelled	158
DOA	6

Destination	
RHMC	819
SJMC	271
Other	7

Mutual Aid to County	31
Mutual Aid from County	---
Total City 9-1-1 Dispatches	1439
Response Percentage	100.0%

Non-Contracted Totals	
BLS Routine	27
Total Litter TRF	1124
Wheelchair	265
BLS EMRG	59

Emergency Calls By Unit			
Medic 600-1	446	Multi 600-5	348
Medic 600-2	445	Multi 600-6	59
Medic 600-3	137	Multi 600-7	0
Medic 600-4	4		

Contracted	
Wheel Chair - Spruce	155
Litter - Spruce	33
Care Van - SJMC	150

EMS Statistics August 2012

Total EMS	1446
Total 9-1-1	1446
Total Scheduled	0
Total Transported	1113
Unit Hour	2232
UHU Effective	0.6546
UHU Actual	0.4987

Roll < 1min	94%
Resp < 8min	80%
Scene Time	
< 20 min Tot.	92%
Avail < 20 min	68%
TOT < 60 min	85%

Response Mode	
Emergency	782
Non-Emergency	676

Transport Mode	
Emergency	226
Non-Emergency	885

Response Outcome	
Fire Scene	34
Refused	98
No EMS Required	88
Cancelled	143
DOA	19

Destination	
RHMC	854
SJMC	258
Other	1

Mutual Aid to County	51
Mutual Aid from County	---
Total City 9-1-1 Dispatches	1461
Response Percentage	100.0%

Non-Contracted Totals	
BLS Routine	25
Total Litter TRF	1138
Wheelchair	289
BLS EMRG	65

Emergency Calls By Unit			
Medic 600-1	332	Multi 600-5	146
Medic 600-2	388	Multi 600-6	54
Medic 600-3	353	Multi 600-7	74
Medic 600-4	114		

Contracted	
Wheel Chair - Spruce	170
Litter - Spruce	48
Care Van - SJMC	173

EMS Statistics September 2012

Total EMS	1385
Total 9-1-1	1387
Total Scheduled	0
Total Transported	1063
Unit Hour	2160
UHU Effective	0.6412
UHU Actual	0.4921

Roll < 1min	95%
Resp < 8min	70%
Scene Time	
< 20 min Tot.	96%
Avail < 20 min	68%
TOT < 60 min	94%

Response Mode	
Emergency	718
Non-Emergency	665

Transport Mode	
Emergency	245
Non-Emergency	817

Response Outcome	
Fire Scene	38
Refused	72
No EMS Required	79
Cancelled	166
DOA	5

Destination	
RHMC	834
SJMC	227
Other	4

Mutual Aid to County	49
Mutual Aid from County	---
Total City 9-1-1 Dispatches	1385
Response Percentage	100.0%

Non-Contracted Totals	
BLS Routine	16
Total Litter TRF	1079
Wheelchair	274
BLS EMRG	56

Emergency Calls By Unit			
Medic 600-1	303	Multi 600-5	204
Medic 600-2	342	Multi 600-6	56
Medic 600-3	356	Multi 600-7	104
Medic 600-4	20		

Contracted	
Wheel Chair - Spruce	171
Litter - Spruce	41
Care Van - SJMC	156

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Administrative Services 2012

	January	February	March	April	May	June	July	August	September	October	November	December
Purchase Orders Issued	10	222	67	65	60	26	20	45	32			
Accounts Payable Forms Issued	819	779	399	444	373	341	370	366	410			
Accounts Payable Invoices Processed	1435	1850	1508	1276	1626	1302	1894	1515	1324			
Accounts Payable Checks Issued	688	713	645	609	686	517	773	686	557			
Payroll Checks/Direct Deposits Processed	1315	1305	1312	1324	1339	1329	1231	1229	1389			
Corrections	13	5	1	1	0	1	19	1	0			
Pension Checks/Direct Deposits Processed	1036	1036	1039	1038	1044	1042	1041	1043	1042			
Corrections	2	0	1	0	3	0	0	0	1			
Journal Entries Submitted	115	113	153	124	99	96	119	186	166			
Corrections:												
Accounts Payable	10	11	4	7	3	2	12	1	2			
Daily Cash Transactions	0	0	2	3	0	3	4	1	1			
Other	10	19	17	15	13	10	4	88	70			

Human Resources Department - 2012	January	February	March	April
Item				
SEPARATION FROM SERVICE BY DEPARTMENT				
Fire	1			
Police	3		3	
Special Services				
Public Works			1	
Garage				
Recycling				
City Clerk				
Administrative Services				
LAW				
Auditor				
IT			1	
Human Relations Commission				
Recreation				
CD-Codes				
CD/Trades				
Sanitary Sewers				
WWTP				
Managing Director			1	1
Mayor				
HR	1			
SEPERATIONS FROM SERVICE BY TYPE (RETIRMENTS, DISMISSAL, VOLUNTARY RESIGNATIONS)				
Retirement	5		2	
Termination				
Voluntary Resignations			4	1
Transfer				
NEW EMPLOYEE HIRED BY DEPARTMENT AND DIVISION				
Administration				
Managing Director				
HR				
Administrative Services				
Mayor	1		3	
LAW				
Accounting				
Citizens Service Center		1		
City Clerk				
CD			1	
Codes			1	1
Zoning	1			
IT			1	
WWTP			1	
Sanitary Sewers				
Public Works			2	

Public Property				
Trade			2	1
Recycling				9
Police	24			
Police Special Service		1		1
Fire				

		12					
	12		1				

Information Technology

Average Resolution Time

Department	July	Aug	Sept	YTD Avg
Administrative Services	1.49	1.84	2.00	2.01
Auditor	0.32	0.28	0.32	0.50
Community Development	1.93	3.12	1.75	2.40
City Council	0.27	0.94	1.49	1.20
Fire	3.52	1.81	2.03	2.86
Human Relations	0.48		4.60	1.48
Law	0.38	0.18	1.77	1.74
Managing Director	0.66	1.77	0.02	1.86
Mayor	0.40	2.54	0.65	0.94
Police	1.61	2.46	2.57	2.33
Public Works	2.48	2.49	1.49	2.54
Redevelopment Authority		3.19	1.38	3.40
Recreation		0.03	0.84	0.46
Water				2.97
Monthly Average	1.59	2.13	1.93	2.10

Work Order Status (Open\Closed)

Department	July	Aug	Sept	YTD
Administrative Services	1/61	3/52	1/68	1/570
Auditor	0/3	0/6	0/2	0/29
Community Development	2/104	2/78	0/72	1/783
City Council	0/34	0/56	0/51	0/441
Fire	0/15	1/28	1/19	1/170
Human Relations	0/3		0/1	0/29
Law	0/1	0/4	0/2	0/26
Managing Director	0/16	0/11	0/1	0/97
Mayor	0/11	1/7	0/7	0/126
Police	3/100	1/89	0/108	2/849
Public Works	0/26	2/17	0/38	0/214
Redevelopment Authority		0/2	0/1	0/12
Recreation		0/7	0/8	0/15
Water				0/67

Works Orders by Type

	July	Aug	Sept	YTD
Account Configuration	18		17	157
Account Set-up	9		7	118
CMMS			16	18
Data Modifications				70
Email	26	20	33	273
File Restore				14
GIS			16	17
Hansen - Account Corrections				18
Hansen - Modifications				128
Hardware	28	40	38	262
Infrastructure		17		63
Internal Inquiries	18	14	8	66
IP Phone System	15	17	12	96
Lock Out	43	18	15	151
MDT	14	13	13	129
Others	109	118	120	389
Password Reset		8		35
Permissions	9			65
PMS		10		30
Printer	15	11		100
Projector				24
Report Creation				46
Server Maint			14	42
Software - Citrix				32
Software - Hansen	11			68
Software - Mobile				26
Software - Paperless				16
Software - PDS				38
Software - USL		13		49
Software Installation	10	9	11	103
Training - General PC Skills	12	8	10	114
Training - Hansen				34
Training - Office				27
Web - Admin Services				63
Web - Managing Director				29
Web - Mayor				62
Web Updates- Codes				35
Web Updates- Council	30	41	43	354
Totals				3361

PUBLIC WORKS DEPARTMENT

PERFORMANCE MEASURES

ADMINISTRATION/ENGINEERING

Item	Jul-12	Aug-12	Sep-12
Cost per completed project	\$ 754,716	\$ 211,420	No completions.
Percent of allocated funds expended	100%	95%	Projects are in progress.
Percent of projects completed within budget	100%	100%	Projects are in progress.
Average project completion time in months	12	2	Projects are in progress.
Number of projects managed	16	15	14
Number of reviews completed per FTE	70	76	69
Average number of hours to complete first review	3	3	3
Percent of projects completed as scheduled	100%	100%	Projects are in progress.

RECYCLING AND SOLID WASTE

Item	July, 2012	August, 2012	September, 2012
Cost of recycling per household	N/A	N/A	N/A
Amount charged to resident	\$ 6.86	\$ 6.86	\$ 6.86
Cost of solid waste services per household	\$ 12.61	\$ 12.61	\$ 12.61
Amount charged to resident	\$ 16.97	\$ 16.97	\$ 16.97
Percent of waste stream that is recycled	Not available	Not available	Not available

Total waste collected (tons)	1,782.60	1,997.20	1,612.70
Average waste per household (lbs.)	217.01	242.89	195.64
Total recycling collected (tons)	307.51	326.62	282.38
Recycling materials collected per household (lbs.)	22.58	24.03	20.77

WASTEWATER TREATMENT

Item	July, 2012	August, 2012	September, 2012
Electric cost per MGD treated	\$ 150.15		
Percent change in number of avoidable sewer overflows	0%	0%	One Overflow
Percent of WWTP consent decree requirements met	100%	100%	100%
Percent of preventative maintenance completed as scheduled	88%	93%	90%

UTILITIES SYSTEMS

Item	July, 2012	August, 2012	September, 2012
Manhours per linear foot of pipe maintained			
Sanitary	4.23	2.94	7.05
Storm	N/A	N/A	N/A
Lineal feet maintained per manhour worked			
Sanitary	45.73	64.08	84.74
Storm	3.28	2.50	0.36
Lineal feet of CCTV inspection per manhour worked			
Sanitary	17.81	23.58	21.39
Storm	40.00	17.75	31.22

Percent of preventative maintenance completed as scheduled			
Sanitary	100	100	100
Storm	100	100	100

OPERATIONS

Item	July, 2012	August, 2012	September, 2012
GARAGE			
Cost per vehicle maintained	\$ 2,701	\$ 2,701	\$ 2,701
Total maintenance expenditure per mile driven (by vehicle type)	Not Available	Not Available	Not Available
Percent of preventative maintenance completed as scheduled	82%	84%	84%
Hours billed per vehicle or piece of equipment	N/A	N/A	N/A
Percent of vehicles exceeding replacement criteria	62%	62%	62%
HIGHWAYS			
Cost per repair completed (by type)	\$ 62.10	\$ 69.22	\$ 72.88
Road rehabilitation expenditures per paved lane mile	\$ 43.81	\$ 30.67	\$ 32.50
Snow and ice control expenditures per capita compared with inches of snow	N/A	N/A	N/A
Average number of calendar days required to complete work (by type)	12.0	10.6	10.8
Percent of preventative maintenance completed as scheduled	Not Available	Not Available	Not Available
Cost per sign fabricated	Not Available	Not	Not Available

Percent of streets cleared within 24 hours of a snow event	N/A	N/A	N/A
PARKS			
Cost per park maintenance activity (by type)	\$ 94,474	\$ 94,474	\$ 94,474
Number of parks maintained per FTE	5.3	5.3	5.3
Percent of preventative maintenance completed as scheduled	Not Available	Not Available	Not Available
PUBLIC PROPERTY			
Average energy costs per facility	\$ 2,575	\$ 2,595	\$ 1,980
Repair requests per 100,000 square feet maintained	4.9	5.2	4.3
Percent of preventative maintenance completed per month	Not Available	Not Available	Not Available

Building-Trades

Citations are issued to property owners that have not abated the violations at a given property within the time limitation that the inspector has sent. Once the citation is filed with the Magisterial District Justice, a hearing is set up for the Judge to hear testimony and make a decision.

HEARINGS

	July	Aug	Sept	
Total # of cases		1	1	2
Guilty		0	0	1
Dismissed		0	0	0
Not Guilty		0	0	0
Withdrawn		1	0	1
Continued		0	1	0
Guilty in Abstencia		0	0	0
Witness		0	0	

Complaints that are reported to Building/Trades by persons either by telephone, mail or by coming into the office and inspected by Building/Trades Inspectors.

COMPLAINTS

	July	Aug	Sept	
Total		34	42	45
Unjust		30	25	24
Valid		4	17	21
In Process		2	4	8

Inspections are conducted when a permit is issued or a complaint is filed with the Tradesmen. They inspect all building, electrical, plumbing or mechanical problems within the City of Reading. safety Inspections of new construction are done continuously to assure that all codes are being

followed to insure public

TRADES INSP

	Jul	Aug	Sept	
New Construction		0	91	122
Alteration/Repair		0	199	235

Permits issued within the City of Reading for all work being performed.

PERMITS	July	Aug	Sept	
New		0	1	1
Alterations/Repairs		83	128	103
Plumbing		36	75	69
Electric		42	55	59
Mechanical		5	15	11
Demolition		7	1	5

Whenever there is new construction of a building or an alteration, the Tradesmen review the plans to insure that all codes adopted by the City of Reading are being followed to insure public safety.

PLAN REVIEW	July	Aug	Sept	
Review		50	69	57

Value of the work performed on the permits issued each month.

VALUATIONS	July	Aug	Sept	
New	\$0.00	\$2,489,103.00		\$148,329.00
Alter/Repairs	\$1,517,730.57	\$722,729.27		\$415,103.57
Plumbing	\$206,688.20	\$835,074.09		\$373,981.49
Electric	\$235,765.70	\$547,193.12		\$571,749.00

Mechanical	\$181,500.00	\$365,734.00	\$168,610.00
Demolition	\$120,325.00	\$3,337.00	\$403,014.00

CERT OF OCCUPANCY	July	Aug	Sept	
Code Services		4	4	3

Complaints	July	August	September	
Complaints Received		304	456	515
Unjust Complaints		102	115	167
Valid Complaints		202	230	313
Violation Notices Issued		102	177	191
Citations Issued		51	97	92
Work Orders Submitted		58	43	66
Sweeps Performed		3	1	12
Quality of Life Tickets Issued		641	895	720

Rental Inspections	July	August	September	
Inspections Scheduled		579	989	521
Inspections Performed		410	767	380
Inspections Receiving Compliance		138	157	105
No-Shows		113	192	111
Extensions Requested		66	65	48
Units Inspected		748	1346	728
Citations Issued		67	51	30
3-Day re-inspections performed		60	102	49
120-day re-inspections performed		93	242	155
Billable inspections		173	323	212

Health and Safety Inspections	July	August	September	
Scheduled Inspections		25	23	24
Performed Inspections		23	23	20
Inspections Receiving Compliance		9	8	6

No-shows	2	0	13
Extensions requested	1	0	0
Units Inspected	23	30	21
Citations Issued	0	0	0
3-day re-inspections performed	3	0	2
120-day re-inspections performed	3	0	0

Illegal Rentals	July	August	September
Properties Visited	24	35	51
Violation Notices Issued	22	34	48
Placards Issued	19	3	13
Placard Fees Paid	?	?	?
Properties brought into Compliance	41	23	30

Hearings	July	August	September
Guilty	23	34	18
Not Guilty	17	17	18
Dismissed	32	74	31

Health Inspections	July	August	September
Scheduled Inspections	67	61	73
Performed Inpsections	65	60	73
Inspections receiving compliance	65	60	73
No-shows	2	1	0
Re-inspections performed	0	16	14
Citations Issued	0	0	0

Lead Inspections	July	August	September
Scheduled Inspections	8	0	9
Performed Inpsections	5	0	2
Inspections receiving compliance	2	0	2
No-shows	3	0	7
Re-inspections performed	0	0	0
Citations Issued	0	0	0

Conduct enforcement of the City of Reading Zoning Ordinance, Review permit applications to register allowable uses and construction throughout the City, Forward Variance and Special Exception applications to the Zoning Hearing Board and Conditional Use applications to City Council.

Zoning	July	August	September	
AVERAGE NUMBER OF DAYS TO COMPLETE INSPE		2	2	1
NUMBER OF ZONING VIOLATIONS		51	58	24
BACKLOG OF RENTAL APPLICATIONS CLEARED		95% ?	?	
UNJUST COMPLAINTS FORM THE CSC		6	11	8
In House Complaints from other Departments			24	15
Zoning Appeals	July	August	September	
Cost per appeal		\$1,000	\$1,000	
Number of Governing Body Appeals (Conditional I		0	0	
Number of Governing Body Appeals granted		0	0%	
number of Governing Body Appeals denied		0	0	
Number of Zoning Hearings board appeals (Varian		5	1	
Number of Zoning Hearings board appeals granter		4	1	
number of Zoning hearings board appeals denied		1	0	
Zoning Permits	July	August	September	
NUMBER OF PERMITS OLDER THAN 30 DAYS		2	1	1
COST PER ZONING PERMIT		\$85	\$85	\$75
PERCENT OF PERMITS ISSUED AT TIME OF INITIAL		95%	95%	95%
Number of New business Permits		8	12	9
Number of Permits for Change of Ownership		3	4	4
Number of Rental Housing Permits Issued		84	17	6

Number of Owner Occupied Permits issued	14	6	2
Number of 'other' permits issued	56	53	29
Number of Civil Cases			
Total ammount for fines			
Zoning Ispections	July	August	September
AVERAGE NUMBER OF DAYS TO COMPLETE INSPE	2	2	1
Number of Inspections Scheduled	2	8	
Number of Inspections Completed	2	7	

Zoning Violations	July	August	September
Number of Violations Given for Non-Permit Alter/Additions			
Numer of violations given for practicing business w/o permit			
Rentals Units not registered			
Signs w/o approval			
Illegal parking			

Planning	July	Aug	Sept
Cost per plan review completed		900	0
Percent of existing plans reviewed or updated	n/a	n/a	
average number of calendar days to complete pla		10	10

Hud Program desiganted to support Public improvements, slum and blight mitigation efforts and housing initiatives, supports restoration of low to moderate income areas-playgrounds, park improvements, street paving and cuts and other infrastructure improvements can be carried out

CDBG	July	August	September
TOTAL PROJECTS			
PROJECTS COMPLETED			
PERCENTAGE OF COMPLETION			
PROJECTS IN PROGRESS			
Funds Spent			
Funds UnSpent			
Program Income			

Open CDBG Projects	34	31	28
Open CDBG Projects total spent to date	\$1,169,851	\$1,309,781	\$1,466,979
CDBG Line of Credit	\$3,470,112	\$3,132,551	\$2,913,906

HUD program designed to assist first-time homebuyers in receiving a fully rehabilitated house along with counseling

HOME	July	August	September
TOTAL PROJECTS	20	21	20
PROJECTS COMPLETED	9	8	8
PERCENTAGE OF COMPLETION	45%	38%	40%
PROJECTS IN PROGRESS	11	13	13
Funds Spent	\$3,064,741	\$3,053,506	\$3,073,506
Funds UnSpent	\$451,338	\$446,647	\$426,647
Percent spent	87%	87%	88%

HUD designated program allocated towards preventing homelessness and assisting those who currently are homelessness

ESG 2011	July	August	September
TOTAL ACTIVITIES	0	0	0
ACTIVITIES COMPLETED	0	0	0
ACTIVITIES IN PROGRESS	0	0	0
PERCENTAGE OF FUNDS EXPENDED	Awaiting 2nd Allocation Rec'd End of Sep.		
Funds Spent	\$0	\$0	\$76,586
Funds UnSpent	\$0	\$0	\$0
NUMBER OF PEOPLE SERVED PER MONTH	0	0	0

ESG 2012	July	Aug	Sept
TOTAL ACTIVITIES	-		5
ACTIVITIES COMPLETED	-		0
ACTIVITIES IN PROGRESS	-		5
PERCENTAGE OF FUNDS EXPENDED	-		0%
Funds Spent	-	\$0.00	\$675.00
Funds UnSpent	-	\$242,863.00	\$242,188.00
NUMBER OF PEOPLE SERVED PER MONTH	-		0

NSP2

NSP2 2012 Act 47 Report

TOTAL PROJECTS	July	August	September	
Units Completed		29	30	31
Units Acquired, not yet sold/finished		13	12	11
Funds Spent	\$4,718,940.01	\$4,659,811.74		\$4,659,811.74
Funds UnSpent	\$281,059.99	\$340,188.26		\$340,188.26
Program Income	\$48,471.80	\$66,887.23		\$34,328.75

HUD designated program allocated towards preventing homelessness and rapidly re-housing those who are currently homeless.

HPRP	July	Aug	Sept.	
TOTAL ACTIVITIES		2	2	2
ACTIVITIES COMPLETED		1	1	1
ACTIVITIES IN PROGRESS		2	2	2
PERCENTAGE OF FUNDS DRAWN		90%	97%	98%
Funds Drawn	\$1,136,072.90	\$1,235,645.16		\$1,238,445.89
Funds Not Drawn	\$130,948.10	\$31,375.84		\$28,575.11
NUMBER OF PEOPLE SERVED PER MONTH				