

First Quarter 2011
Performance Measures



Community Development

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			
	Jan	Feb	Mar
Total # of cases	4	3	1
Guilty	2	0	0
Dismissed	0	0	1
Not Guilty	0	0	0
Withdrawn	0	0	0
Continued	1	0	0
Guilty in Abstencia	0	0	0
Witness	1	3	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			
	Jan	Feb	Mar
Total	76	48	60
Unjust	31	29	18
Valid	45	19	42
In Process	28	5	32

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. Inspections of new construction are done continuously to assure that all codes are being followed to insure public safety.

TRADES INSP			
	Jan	Feb	Mar
New Construction	78	60	75
Alteration/Repair	155	179	243

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

PERMITS	Jan	Feb	Mar
New	0	0	0
Alterations/Repairs	57	39	90
Plumbing	95	74	57
Electric	71	46	67
Mechanical	10	8	9
Demolition	2	1	0

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	Jan	Feb	Mar
Review	75	36	40

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

VALUATIONS	Jan	Feb	Mar
New	\$0.00	\$0.00	\$0.00
Alter/Repairs	\$2,431,511.72	\$1,388,133.00	\$1,039,431.35
Plumbing	\$1,674,987.96	\$850,615.00	\$560,592.61
Electric	\$3,555,610.00	\$506,624.00	\$420,376.00
Mechanical	\$45,871.00	\$41,219.00	\$79,640.00
Demolition	\$41,700.00	\$2,000.00	\$0.00

CERT OF OCCUPANCY	Jan	Feb	Mar
	5	6	5

Code Services

Complaints	Jan	Feb	March
Complaints Received	195	316	358
Unjust Complaints	54	99	106
Valid Complaints	136	212	497
Violation Notices Issued	161	248	403
Citations Issued	140	67	46
Work Orders Submitted	11	13	14
Sweeps Performed	2	2	0
Quality of Life Tickets Issued	56	0	245

Rental Inspections	Jan	Feb	March
Inspections Scheduled	360	234	320
Inspections Performed	264	184	216
Inspections Receiving Compliance	100	75	93
No-Shows	78	75	56
Extensions Requested	28	32	39
Units Inspected	403	360	476
Citations Issued	27	15	27
3-Day re-inspections performed	42	24	27
120-day re-inspections performed	137	127	136

Health and Safety Inspections	Jan	Feb	March
Scheduled Inspections	13	19	30
Performed Inspections	12	13	25
Inspections Receiving Compliance	8	17	22
No-shows	2	2	1
Extensions requested	0	0	1
Units Inspected	16	20	43
Citations Issued	0	3	0
3-day re-inspections performed	1	2	0
120-day re-inspections performed	2	4	15

Illegal Rentals	Jan	Feb	March
Properties Visited	76	87	118
Violation Notices Issued	65	87	108
Placards Issued	11	20	15
Placard Fees Paid	0	0	0
Properties brought into Compliance	40	54	64

Health Inspections	Jan	Feb	March
Scheduled Inspections	95	95	106
Performed Inspections	90	91	102
Inspections receiving compliance	75	66	78
No-shows	5	4	4
Re-inspections performed	3	5	14
Citations Issued	0	0	0

Lead Inspections	Jan	Feb	March
Scheduled Inspections	0	0	0
Performed Inspections	0	0	0
Inspections receiving compliance	0	0	0
No-shows	0	0	0
Re-inspections performed	0	0	0
Citations Issued	0	0	0

HUMAN RESOURCES

ITEM	January	February	March	TOTAL
HEADCOUNT BY DEPARTMENT AND DIVISION				
ADMINISTRATION				
MAYOR'S OFFICE	3	4	4	
MANAGING DIRECTOR	2	3	3	
HUMAN RELATIONS COMMISSION	4	4	4	
CITY COUNCIL	10	10	10	
CITY AUDITOR	2	2	2	
TOTAL				23
LAW	5	5	5	
TOTAL				5
ADMINISTRATIVE SERVICES				
ADMINISTRATION	4	4	4	
CALL CENTER	0	0	0	
CITIZENS SERVICE CENTER	12	13	13	
TREASURY	0	0	0	
PURCHASING	1	1	1	
ACCOUNTING	4	5	5	
TAX ADMINISTRATION	0	0	0	
IT	9	9	9	
<i>ERROR IN IT FOR 073110 REPORT - SHOULD HAVE BEEN 9</i>				
HR	6	6	5	
SELF INSURANCE	1	1	1	
TOTAL				38
PUBLIC WORKS				
ADMINISTRATION	2	2	2	
GARAGE	10	10	10	
ENGINEERING	2	2	2	
HIGHWAYS	18	18	17	
PARKS	11	11	10	
RECREATION	2	2	2	
PUBLIC PROPERTY	5	5	5	
SANITARY SEWERS	14	15	15	
WWTP	46	45	44	
RECYCLING	1	1	1	
TOTAL				108

POLICE				
ADMINISTRATION	5	5	5	
CRIMINAL INVESTIGATIONS	32	32	31	
SPECIAL SERVICES	28	29	28	
PATROL	134	134	130	
CODES	19	19	22	
TOTAL				216
FIRE				
ADMINISTRATION	6	6	6	
ADMIN BARGAINING UNIT	3	3	3	
SUPPRESSION	88	88	88	
EMS	29	29	29	
TOTAL				126
CD				
ADMINISTRATION	3	3	4	
PLANNING	1	1	1	
ZONING	2	2	2	
TRADES	5	5	5	
HUD	7	7	7	
TOTAL				19
LIBRARY				
ADMINISTRATION	3	3	3	
CIRCULATION	2	2	2	
REFERENCE	5	5	5	
TOTAL				10
RAWA				
ADMINISTRATION	2	2	2	
COLLECTION	9	9	9	
PURIFICATION	14	14	14	
DISTRIBUTION	29	29	29	
TOTAL				54
FILLED POSITIONS V BUDGETED POSITIONS		605		
BUDGETED	636	636	636	
FILLED	607	607	599	

VACANT POSITIONS BY DEPARTMENT & TYPE				
MANAGEMENT	14	13	11	
<i>ADMINISTRATIVE ASSISTANT TO THE MAYOR</i>				
<i>MANAGING DIRECTOR</i>	1			
<i>EXECUTIVE SEC/ADMIN AIDE MAN DIRECTOR</i>				
<i>ACCOUNTING/TREASURY MANAGER</i>	1			
<i>LEGAL SPECIALIST</i>	1	1	1	
<i>CONTROLLER</i>				
<i>DEVELOPER IT</i>				
<i>THERE WAS AN ERROR ON 7/31/10 REPORTING; NO VACANT DEVELOPER POSITION IN IT</i>				
<i>FIRE CHIEF</i>	1	1	1	
<i>CODES MANAGER</i>	1	1	1	
<i>POLICE INSPECTOR</i>				
<i>DEPUTY CD DIRECTOR</i>	1	1	1	
<i>CD PROGRAM MANAGER</i>				
<i>BUILDING OFFICIAL</i>	1	1		
<i>OCIP COORDINATOR SELF INS</i>	1	1	1	
<i>ELECTRONIC INSTRUMENT TECH WWTP</i>	1	1	1	
<i>UTILITY ENGINEER WWTP</i>	1	1	1	
<i>RAWA DISTRIBUTION SUPT</i>				
<i>DISTRIBUTION ENGINEER</i>	1	1	1	
<i>WATERSHED MANAGER</i>	1	1	1	
<i>SYSTEM SUPERINTENDENT</i>	1	1		
<i>DISTRIBUTION SUPERINTENDENT</i>	1	1	1	
<i>MAINTENANCE SUPERVISOR WWTP</i>		1	1	
POLICE	10	10	15	
<i>OFFICER</i>			2	
<i>CRIMINAL INVESTIGATOR</i>	1	1	2	
<i>SERGEANT</i>	5	5	6	
<i>LIEUTENANT</i>	2	2	3	
<i>CAPTAIN</i>				
<i>POLICE OFFICER/FTO</i>	2	2	2	
FIRE	3	3	2	
<i>FIREFIGHTER</i>	1	1	1	
<i>2ND DEPUTY CHIEF</i>				
<i>LT FIRE TRAINING OFFICER</i>	1	1	1	
RANK & FILE	14	13	14	
<i>PROPERTY MAINTENANCE AIDE</i>	3	3		
<i>LIBRARIAN II</i>	1	1	1	
<i>CUSTOMER SERVICE REP RAWA</i>	2	2	2	
<i>CLERK TYPIST II RAWA</i>	1	1	1	
<i>WATER PLANT OPERATOR</i>	1	1	1	
<i>REVENUE ACCOUNTANT</i>				
<i>MAINTENANCE WORKER II RAWA</i>				

<i>EQUIPMENT OPERATOR II LAKE O</i>	1	1	1
<i>UTILITY CLERK TYPIST</i>	1		
<i>MAINTENANCE WORKER II MECH WWTP</i>	1	1	1
<i>RECORDS CLERK POLICE</i>	1		
<i>SEWAGE PLANT OPERATOR I (6TH ST)</i>	2	2	2
<i>SERVICE UTILITY PERSON</i>			1
<i>PAYROLL CLERK</i>			1
<i>TELECOMMUNICATOR POLICE</i>			1
<i>TAX CLERK</i>			
<i>METER INSPECTOR</i>	1	1	
<i>CD MONITORING SPECIALIST</i>			
<i>EQUIPMENT OPERATOR II HIGHWAYS</i>			1
<i>MAINTENANCE WORKER I PARKS</i>			1
FIRST LEVEL	3	3	4
<i>FOREMAN PUBLIC PROPERTY</i>	1	1	1
<i>FOREMAN RAWA ADMIN</i>	1	1	1
<i>FOREMAN RAWA DISTRIBUTION</i>			1
<i>FOREMAN SANITARY SEWERS</i>	1	1	1
NUMBER OF CITYWIDE FULL-TIME EQUIVALENT MINORITIES	66	68	67
NUMBER OF CITYWIDE FULL-TIME EQUIVALENT FEMALES	108	111	110
NUMBER OF CITYWIDE FULL-TIME EQUIVALENT RESIDENTS	132	134	134
NUMBER OF PAYROLL CHECKS PROCESSED	1449	1456	1480
NUMBER OF PAYROLL CHECK ERRORS	301	3	12
SEPARATIONS FROM SERVICE BY DEPARTMENT			
<i>RAWA</i>	2		1
<i>MANAGING DIRECTOR</i>			
<i>HUMAN RESOURCES</i>			1
<i>MAYOR'S OFFICE</i>			
<i>CD/TRADES</i>			
<i>FIRE</i>		2	
<i>POLICE</i>		1	5
<i>WWTP</i>			
<i>PUBLIC WORKS</i>	1	1	1
<i>ADMINISTRATIVE SERVICES</i>			
SEPARATIONS FROM SERVICE BY TYPE (RETIREMENTS, DISMISSAL, VOLUNTARY RESIGNATION)			
<i>RETIREMENTS</i>		4	6
<i>VOLUNTARY RESIGNATION</i>	3		1
<i>TERMINATIONS</i>			1
NEW EMPLOYEES HIRED BY DEPARTMENT AND DIVISION			
ADMINISTRATION		2	

ADMINISTRATIVE SERVICES		1		
MANAGING DIRECTOR				
CD			4	
TRADES				
POLICE				
POLICE				
POLICE SPECIAL SERVICES		1		
POLICE PATROL				
PUBLIC WORKS*	1			
<i>should have been reported in September 2010</i>				
RAWA				
DISTRIBUTION	2			
INJURY INCIDENTS REPORT BY DEPARTMENT/UNIT	20	13	28	
FIRE	7	6	18	
POLICE	6	5	4	
PUBLIC WORKS	2	1	3	
RAWA	2		2	
ADMINISTRATION				
ADMINISTRATIVE SERVICES	1	1	1	
CD	2			
LAW				
LIBRARY				
INJURY INCIDENTS REQUIRING MEDICAL ATTENTION	6	2	1	
INJURY INCIDENTS REQUIRING LOST TIME	5	2	6	
TOTAL LOST TIME IN DAYS DUE TO INJURY	116	146	203	
TRAINING SESSIONS HELD AND ATTENDANCE BY DEPARTMENTS	0	1	1	
ATTENDANCE BY DEPARTMENT				
ADMIN				
ADMINISTRATIVE SERVICES				
CD				
LAW				
LIBRARY				
FIRE				
POLICE				
PUBLIC WORKS		6	9	
RAWA			11	
RISK MANAGEMENT				
NUMBER OF INSURANCE CLAIMS BY COVERAGE (PROPERTY, GENERAL LIABILITY, AUTO LIABILITY)				

<i>PROFESSIONAL</i>		2	1	
<i>GENERAL LIABILITY</i>	1	5	6	
<i>AUTO LIABILITY</i>		4	1	
<i>PROPERTY</i>	2	3	8	
NUMBER OF CLAIMS RESOLVED	6	14	6	
NUMBER OF CLAIMS UNRESOLVED	3	12	10	
COST OF CLAIMS RESOLVED	0	\$ 5,674.45	\$25,000	

1/31/11 TOTALS OFF DUE TO INSUFFICIENT POSITIONS FOR
EMPLOYEES OCCUPYING THEM

PUBLIC WORKS DEPARTMENT

ADMINISTRATION/ENGINEERING

Item	January	February	March
Cost per project	Projects are in design or bidding phases.	Projects are in design or bidding phases.	\$312,500.00
Percent of allocated funds expended			8%
Percent of projects completed within budget			
Average project completion time in months	Projects are in progress.	Projects are in progress.	Projects are in progress.
Number of projects managed	6	6	8
Number of reviews completed per FTE	101	104	163
Average number of hours to complete first review	3	3	3
Percent of projects completed as scheduled	100	100	100

RECYCLING AND SOLID WASTE

Item	January	February	March
Cost of recycling per household	\$3.98	\$3.98	\$3.98
Amount charged to resident	\$7.09	\$7.09	\$7.09
Cost of solid waste services per household	\$14.62	\$14.62	\$14.62
Amount charged to resident	\$17.70	\$17.70	\$17.70
Percent of waste stream that is recycled	Not available	Not available	Not available
Total waste collected	1467.10 tons	1,532.40 tons	2028.60 tons
Average waste per household	200.93 lbs.	208.99 lbs.	275.31 lbs.
Total recycling collected	253.72 tons	236.91 tons	288.94 tons
Recycling materials collected per capita	19.38 lbs.	18.10 lbs.	22.07 lbs.

WASTEWATER TREATMENT

Item	January	February	March
Electric cost per MGD treated	\$137.39	\$205.87	\$141.00
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	79%	79%	81%

UTILITIES SYSTEMS

Item	January	February	March
Manhours per linear foot of pipe maintained - Sanitary		6.40	22.46
Manhours per linear foot of pipe maintained - Storm		0.00	13.88
Lineal feet maintained per manhour worked - Sanitary		39.68	128.12
Lineal feet maintained per manhour worked - Storm		11.38	22.09
Lineal feet of CCTV inspection per manhour worked-Sanitary		17.32	28.07
Lineal feet of CCTV inspection per manhour worked-Storm		0.00	5.62
Percent of preventative maintenance completed as scheduled - Sanitary		99%	92%
Percent of preventative maintenance completed as scheduled - Storm		100%	100%

OPERATIONS

Item	January	February	March
GARAGE			
Cost per vehicle maintained	\$2,701.00	\$2,701.00	\$2,701.00
Total maintenance expenditure per mile driven (by vehicle type)	Not Available	Not Available	Not Available
Percent of preventative maintenance completed as scheduled	84%	82%	87%
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)	\$30.74	\$26.56	\$26.56
Road rehabilitation expenditures per paved lane mile	\$11.61	\$36.90	\$100.64
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)	7.3	6.6	11.8
Percent of preventative maintenance completed as scheduled	Not Available	Not Available	Not Available
Cost per sign fabricated	Not Available	Not Available	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)	\$94,474.00	\$94,474.00	\$94,474.00
Number of parks maintained per FTE	5.3	5.3	5.3
Net Parks and Recreation revenues per	\$3.53	\$3.53	\$3.53
Percent of preventative maintenance completed as scheduled	Not Available	Not Available	Not Available
RECREATION			
Cost per program provided	\$4,746.00	\$3,971.00	\$4,946.00
Number of programs provided per FTE	5	5	5
Cost recovery rate for Recreation Division (by program)	17.50%	14.00%	18.00%
Percent change in program enrollment (by type)	3.50%	0%	5.50%
PUBLIC PROPERTY			
Repair expenditures per square foot	Clarification necessary	Clarification necessary	Clarification necessary
Average energy costs per facility	\$3,336.00	\$4,258.00	\$3,854.00
Repair requests per 100,000 square feet maintained	7.4	6.5	5.6
Percent of preventative maintenance completed per month	Not Available	Not Available	Not Available

READING POLICE DEPARTMENT
Performance Indicators
January 2011

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		
	Jan. 2011	Jan. 2010
Homicide	2	1
Rape	0	2
Robbery	28	42
Assault	12	18
Burglary	96	122
Larceny	98	92
AutoTheft	30	31
Arson	3	2
TOTAL	269	310

Reported Part 1 Offenses- Year to date				
	2011	2010	2009	2008
Homicide	2	1	0	0
Rape	0	2	0	4
Robbery	28	42	51	43
Assault	12	18	30	39
Burglary	96	122	78	100
Larceny	98	92	192	253
Auto Theft	30	31	51	69
Arson	3	2	3	3
TOTAL	269	310	405	511

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		
	Jan. 2011	Jan. 2010
Total Part 2	371	461
Disorderly	32	58
Drugs	31	27
Vandalism	69	87

Reported Part 2 Offenses- Year to date				
	2011	2010	2009	2008
Total Part 2	371	461	618	667
Disorderly	32	58	75	67
Drugs	31	27	51	79
Vandalism	69	87	149	163

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	58	21%	55	18%	329	88%	352	76%

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.

ARREST YTD	FELONY	MISD	NON- TRAFFICS	TOTAL
PLATOON A	10	30	67	107
PLATOON B	8	13	65	86
PLATOON C	15	42	85	142
PLATOON D	4	5	7	16
VICE	29	9	0	38
CID	29	15	2	46
MOC	1	0	8	9
ATF	7	0	0	7
TRAFFIC	0	0	0	0
TOTAL	103	114	234	451

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

# of Officers	# of Arrests	Per officer	# of Citations	Per Officer
154 Total	217	1.4	234	1.5

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	2011	2010	2009	2008	2007
MURDER	1	1	0	0	1
ROBBERY	12	21	28	22	8
AGGRAVATED ASSAULT	3	6	8	13	4
YEAR TO DATE TOTALS	16	28	36	35	13

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 - YTD	2011	2010	2009	2008
REPORTABLE	65	809	776	852
NON-REPORTABLE	175	2199	2459	2497
HIT & RUN (included above)	60	859	911	1009
TOTAL (first two columns)	240	3008	3235	3349

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	2009	2010	2011
1.	January	2373	2199	1712
2.	February	2049	1819	
3.	March	1971	2202	
4.	April	1710	1736	
5.	May	1877	1511	
6.	June	1903	1514	
7.	July	1765	1284	
8.	August	1371	1191	
9.	September	1072	1563	
10.	October	1716	1628	
11.	November	1002	1650	
12.	December	1009	1562	
	YTD Totals	19818	19859	1712

CALLS FOR SERVICE

A call for service consists of a request by a citizen to see a police officer about a problem or issue or a self initiated action taken by a police officer. Counting calls for service tracks the number of occurrences where police are called upon to take some significant action. The police department also tracks the number of telephone calls coming into the communications unit, and includes measures of police response time. Response time is the time it takes from the county communications center receiving a call for service until a police officer arrives on the scene.

CAD CALLS - YTD	2011	2010	2009
Number of dispatched calls	4753	6387	6766
Number of Dispatches under 2 minutes	1952 – 41%	3417 – 53%	3653 – 54%
Number of Dispatches under 5 minutes	3200 – 67%	4648 – 73%	4807 – 71%
Number of Dispatches under 10 minutes	3750 – 78%	5300 – 83%	5448 – 81%
Number of Dispatches under 20 minutes	4190 – 88%	5768 – 90%	5927 – 88%
Number of Dispatches Greater than 20 Minutes	563 – 12%	619 – 10%	839 – 12%

READING POLICE DEPARTMENT
Performance Indicators
February 2011

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		
	Feb. 2011	Feb. 2010
Homicide	1	0
Rape	0	1
Robbery	16	14
Assault	20	18
Burglary	87	101
Larceny	82	91
AutoTheft	20	31
Arson	1	2
TOTAL	227	258

Reported Part 1 Offenses- Year to date				
	2011	2010	2009	2008
Homicide	3	1	0	1
Rape	0	3	1	5
Robbery	44	56	64	67
Assault	32	36	56	61
Burglary	183	223	146	178
Larceny	180	183	327	400
AutoTheft	50	62	94	125
Arson	4	4	5	5
TOTAL	496	568	693	843

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		
	Feb. 2011	Feb. 2010
Total Part 2	384	362
Disorderly	47	51
Drugs	34	16
Vandalism	58	55

Reported Part 2 Offenses- Year to date				
	2011	2010	2009	2008
Total Part 2	755	823	1219	1265
Disorderly	79	109	140	125
Drugs	65	43	100	161
Vandalism	127	142	276	299

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	107	22%	110	19%	607	80%	664	81%

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.

ARREST YTD	FELONY	MISD	NON-TRAFFICS	TOTAL
PLATOON A	13	46	128	187
PLATOON B	14	23	125	162
PLATOON C	35	93	166	294
PLATOON D	4	11	23	38
VICE	43	11	0	54
CID	44	29	3	76
MOC	1	0	14	15
ATF	17	2	0	19
TRAFFIC	0	0	0	0
TOTAL	171	215	459	845

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

# of Officers	# of Arrests	Per officer	# of Citations	Per Officer
154 Total	386	2.5	458	2.9

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 -YTD	2011	2010	2009	2008
MURDER	2	1	0	1
ROBBERY	19	27	31	34
AGGRAVATED ASSAULT	12	13	12	15
YEAR TO DATE TOTALS	33	41	43	50

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 - YTD	2011	2010	2009	2008
REPORTABLE	121	809	776	852
NON-REPORTABLE	356	2199	2459	2497
HIT & RUN (included above)	123	859	911	1009
TOTAL (first two columns)	477	3008	3235	3349

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	2009	2010	2011
1.	January	2373	2199	1712
2.	February	2049	1819	1461
3.	March	1971	2202	
4.	April	1710	1736	
5.	May	1877	1511	
6.	June	1903	1514	
7.	July	1765	1284	
8.	August	1371	1191	
9.	September	1072	1563	
10.	October	1716	1628	
11.	November	1002	1650	
12.	December	1009	1562	
13.	YTD Totals	19818	19859	3173

CALLS FOR SERVICE

A call for service consists of a request by a citizen to see a police officer about a problem or issue or a self initiated action taken by a police officer. Counting calls for service tracks the number of occurrences where police are called upon to take some significant action. The police department also tracks the number of telephone calls coming into the communications unit, and includes measures of police response time. Response time is the time it takes from the county communications center receiving a call for service until a police officer arrives on the scene.

CAD CALLS - YTD	2011	2010	2009
Number of dispatched calls	9432	9561	14175
Number of Dispatches under 2 minutes	3814 – 40%	4007 – 72%	8250 – 58%
Number of Dispatches under 5 minutes	6246 – 66%	6111 – 64%	10394 – 73%
Number of Dispatches under 10 minutes	7330 – 77%	7223 – 76%	11554 – 82%
Number of Dispatches under 20 minutes	8204 – 87%	8160 – 85%	12461 – 88%
Number of Dispatches Greater than 20 Minutes	1228 – 13%	1401 – 15%	1714– 12%

READING POLICE DEPARTMENT
Performance Indicators
March 2011

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		
	March 2011	March 2010
Homicide	0	1
Rape	2	2
Robbery	19	39
Assault	20	26
Burglary	98	74
Larceny	81	129
AutoTheft	30	32
Arson	1	5
TOTAL	251	308

Reported Part 1 Offenses- Year to date				
	2011	2010	2009	2008
Homicide	3	2	3	3
Rape	2	5	4	11
Robbery	63	95	87	103
Assault	52	62	77	91
Burglary	281	297	225	274
Larceny	262	312	495	569
AutoTheft	80	95	137	187
Arson	5	9	7	9
TOTAL	748	877	1035	1247

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		
	March 2011	March 2010
Total Part 2	516	580
Disorderly	76	73
Drugs	41	34
Vandalism	77	110

Reported Part 2 Offenses- Year to date				
	2011	2010	2009	2008
Total Part 2	1271	1403	1892	2015
Disorderly	155	182	208	191
Drugs	106	77	170	244
Vandalism	204	252	451	478

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	159	23%	182	20%	1032	81%	1064	75%

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 YTD	FELONY	MISD	NON-TRAFFICS	TOTAL
PLATOON A	17	81	198	296
PLATOON B	20	48	202	270
PLATOON C	56	150	291	497
PLATOON D	5	15	37	57
VICE	69	13	0	82
CID	62	58	6	126
MOC	1	0	32	33
ATF	20	6	3	29
TRAFFIC	0	0	0	0
TOTAL	250	371	769	1390

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

# of Officers	# of Arrests	Per officer	# of Citations	Per Officer
154 Total	621	4.0	769	4.9

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 -YTD	2011	2010	2009	2008
MURDER	1	2	2	2
ROBBERY	26	44	41	49
AGGRAVATED ASSAULT	16	25	17	26
YEAR TO DATE TOTALS	43	71	60	77

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	2011	2010	2009	2008
REPORTABLE	177	809	776	852
NON-REPORTABLE	537	2199	2459	2497
HIT & RUN (included above)	184	859	911	1009
TOTAL (first two columns)	714	3008	3235	3349

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. Parking citations included as of March 2006.

	Month	2009	2010	2011
1.	January	2373	2199	1712
2.	February	2049	1819	1461
3.	March	1971	2202	1606
4.	April	1710	1736	
5.	May	1877	1511	
6.	June	1903	1514	
7.	July	1765	1284	
8.	August	1371	1191	
9.	September	1072	1563	
10.	October	1716	1628	
11.	November	1002	1650	
12.	December	1009	1562	
13.	YTD Totals	19818	19859	4779

CALLS FOR SERVICE

A call for service consists of a request by a citizen to see a police officer about a problem or issue or a self initiated action taken by a police officer. Counting calls for service tracks the number of occurrences where police are called upon to take some significant action. The police department also tracks the number of telephone calls coming into the communications unit, and includes measures of police response time. Response time is the time it takes from the county communications center receiving a call for service until a police officer arrives on the scene.

CAD CALLS - YTD	2011	2010	2009
Number of dispatched calls		14931	21933
Number of Dispatches under 2 minutes		5869 – 39%	12944 – 59%
Number of Dispatches under 5 minutes		9369 – 62%	16200 - 74%
Number of Dispatches under 10 minutes		11194 – 74%	17916 – 82%
Number of Dispatches under 20 minutes		12691 – 85%	19318 – 88%
Number of Dispatches Greater than 20 Minutes		2240 – 15%	2615– 12%

Information Technology

Average Resolution Time

Department	January	February	March
Administrative Services	2.51	2.05	2.41
Auditor	1.16	2.05	0.71
Community Development	1.98	1.50	2.40
City Council	1.23	1.00	1.45
Fire	4.01	3.25	4.27
Human Relations	0.58	0.69	1.45
Law	3.12	4.23	1.28
Managing Director	1.68	2.49	2.29
Mayor	0.64	1.30	0.53
Police	2.76	4.04	3.86
Public Works	2.79	3.17	3.79
Redevelopment Authority	N/A	8.13	N/A
Water	1.29	1.55	2.11
Monthly Average	2.37	2.66	2.79

Work Order Status (Open\Closed)

Department	January	February	March
Administrative Services	0\120	0\97	0\101
Auditor	0\7	0\4	0\5
Community Development	0\45	0\30	0\80
City Council	0\39	0\45	0\46
Fire	0\32	0\35	0\32
Human Relations	0\7	0\2	0\2
Law	0\7	0\1	0\2
Managing Director	0\11	0\13	0\19
Mayor	0\3	0\4	0\4
Police	0\87	0\88	1\101
Public Works	0\33	1\25	0\17
Redevelopment Authority	0\0	0\1	0\0
Water	0\21	0\15	0\20

Works Orders by Type

	January	February	March
Email	31	19	39
Account Set-up	68	32	28
Account Configuration	N/A	N/A	24
Web Updates- Council	N/A	N/A	38
Web Updates- Codes	N/A	N/A	8
Web Updates	46	49	N/A
Meetings\Agendas	24	20	N/A
Server	18	8	21
Printer	19	20	20
Hardware	25	32	17
IP Phone System	10	12	17
Lock Out	14	12	16
Software - Citrix	N/A	N/A	8
Roaming Profile	11	10	0
Software - Hansen	23	31	30
Software - USL	15	15	8
Training	15	9	0
MDT	9	8	0
Software	37	38	0
Others	47	46	156
Totals	412	361	430