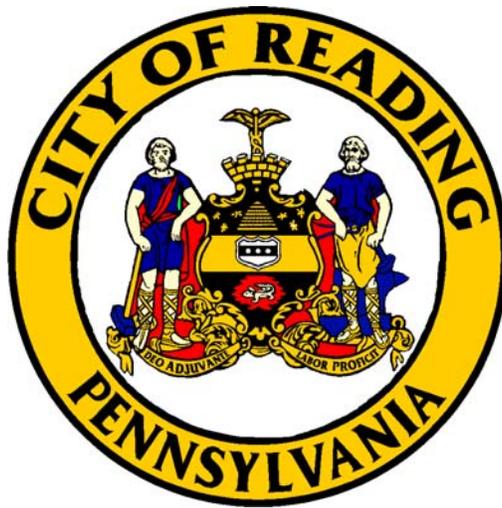


Fourth Quarter 2011
Performance Measures



MAN RESOURCES DEPARTMENT ACT 47 REPORTING REQUIREMENTS

Reporting information is based on full-time employees only

ITEM	10/31/2011	TOTAL	11/30/2011	TOTAL	12/31/2011	TOTAL
HEADCOUNT BY DEPARTMENT AND DIVISION						
ADMINISTRATION						
MAYOR'S OFFICE	4		4		2	
MANAGING DIRECTOR	3		3		3	
HUMAN RELATIONS COMMISSION	4		4		3	
CITY COUNCIL	10		10		10	
CITY AUDITOR	2		2		2	
TOTAL		23		23		20
LAW	6		6		6	
TOTAL		6		6		6
ADMINISTRATIVE SERVICES						
ADMINISTRATION	3		3		3	
CALL CENTER						
CITIZENS SERVICE CENTER	13		13		13	
TREASURY						
PURCHASING	1		1		1	
ACCOUNTING	8		8		8	
TAX ADMINISTRATION						
IT	9		9		9	
<i>ERROR IN IT FOR 073110 REPORT - SHOULD HAVE BEEN 9</i>						
HR	4		4		3	
SELF INSURANCE	1		1		1	
TOTAL		39		39		38
PUBLIC WORKS						
ADMINISTRATION	2		2		2	
GARAGE	10		10		10	
ENGINEERING	2		1		1	
HIGHWAYS	18		18		17	
PARKS	10		10		10	
RECREATION	2		2		2	
PUBLIC PROPERTY	5		5		4	
SANITARY SEWERS	13		14		14	
SHADE TREE						
WWTP	42		44		44	

RECYCLING	2		2		2	
TOTAL		106		108		106
POLICE						
ADMINISTRATION	4		4		4	
CRIMINAL INVESTIGATIONS	21		20		20	
SPECIAL SERVICES	28		26		26	
PATROL	127		125		123	
CODES						
TOTAL		180		175		173
FIRE						
ADMINISTRATION	7		7		7	
ADMIN BARGAINING UNIT	4		4		4	
SUPPRESSION	84		84		84	
EMS	30		30		30	
TOTAL		125		125		125
CD						
ADMINISTRATION	3		3		3	
CODES	20		23		23	
PLANNING	1		1		1	
ZONING	2		2		1	
TRADES	5		5		5	
HUD	6		6		6	
TOTAL		37		40		39
LIBRARY						
ADMINISTRATION	3		3		3	
CIRCULATION	2		2		2	
REFERENCE	5		5		5	
TOTAL		10		10		10
RAWA						
ADMINISTRATION	0		0		0	
COLLECTION	0		0		0	
PURIFICATION	0		0		0	
DISTRIBUTION	0		0		0	
TOTAL		0		0		0
FILLED POSITIONS V BUDGETED POSITIONS		526				
BUDGETED		653		652		652

FILLED		526		526	517	
VACANT POSITIONS BY DEPARTMENT & TYPE						
MANAGEMENT		11		9		12
ACCOUNTING/TREASURY MANAGER						
ADMINISTRATIVE ASSISTANT TO THE MAYOR					1	
BUILDING OFFICIAL						
CD PROGRAM MANAGER						
CODES MANAGER						
CONTROLLER						
DEPUTY CD DIRECTOR	1		1		1	
DEPUTY POLICE CHIEF	1		1		1	
DEVELOPER IT						
DIRECTOR ADMINISTRATIVE SERVICES	1		1		1	
DISTRIBUTION ENGINEER	1		1			
DISTRIBUTION SUPERINTENDENT	1				1	
ELECTRONIC INSTRUMENT TECH WWTP	1		1		1	
EXECUTIVE ASST TO THE MAYOR						
EXECUTIVE SEC/ADMIN AIDE MAN DIRECTOR						
FIRE CHIEF						
GRAFFIT ABATEMENT MANAGER						
HRC CLERK					1	
HUMAN RESOURCES MANAGER						
LEGAL SPECIALIST						
MAIG REGIONAL COORDINATOR					1	
MAINTENANCE SUPERVISOR WWTP						
MANAGING DIRECTOR						
OCIP COORDINATOR SELF INS	1		1		1	
POLICE INSPECTOR						
SOLID WASTE SUPERVISOR						
SYSTEM SUPERINTENDENT			1		1	
DEVELOPER POSITION IN IT						
UTILITY ENGINEER WWTP	2					
WATERSHED MANAGER	1		1		1	
NETWORK ADMINISTRATOR IT						
PROJECT ACCOUNTANT						
ZONING ADMINISTRATOR	1		1		1	
POLICE		33		35		38
REPORTED HERE)						

OFFICER	9		11		12
CRIMINAL INVESTIGATOR	9		9		9
SERGEANT	9		7		8
LIEUTENANT	3		5		5
CAPTAIN	1		1		1
POLICE OFFICER CI					
POLICE OFFICER/FTO	2		2		3
FIRE		1		1	1
REPORTED HERE)					
FIREFIGHTER	1		1		1
2ND DEPUTY CHIEF					
LT FIRE TRAINING OFFICER					
RANK & FILE		66		64	67
CD MONITORING SPECIALIST					
CLERK TYPIST II RAWA	1		1		1
CUSTOMER SERVICE REP RAWA	2		2		2
DEVELOPMENT & INSPECTIONS CLERK					
DEWATERING TECH RAWA FILTER	1		1		1
ENGINEERING AIDE III/ENG			1		1
ENGINEERING AIDE III RAWA ADMIN	1		1		1
EQUIPMENT OEPARTOR III RAWA LAKE O	1		1		1
EQUIPMENT OPERATOR I RAWA LAKE O	1		1		1
EQUIPMENT OPERATOR II HIGHWAYS					1
EQUIPMENT OPERATOR II LAKE O	1		1		1
EQUIPMENT OPERATOR II PARKS					
EQUIPMENT OPERATOR II RAWA DIST	3		3		3
EQUIPMENT OPERATOR II SANITARY SEWERS	2		2		2
EQUIPMENT OPERATOR II RECYCLING					
EQUIPMENT OPERATOR III PARKS					
FIELD INESTIGATOR RAWA DISTRIBUTION	3		3		3
FISCAL OFFICER	1		1		1
GIS CAD TECH RAWA DISTRIBUTION	1		1		2
INDUSTRIAL MECHANIC WWTP	1		1		
LAB TECH RAWA FILTER	1		1		1
LAB TECH WWTP					
LIBRARIAN II	1		1		1
MAILROOM CLERK					1
MAINTENANCE WORKER III WWTP					

MAINTENANCE MECHANIC RAWA DISTRIBUTION	1		1		1
MAINTENANCE WORKER I PARKS	1		1		1
MAINTENANCE WORKER I SHADE TREE (FORMERLY PARKS)					
MAINTENANCE WORKER II RECYCLING					
MAINTENANCE WORKER II MECH WWTP					
MAINTENANCE WORKER III MECH WWTP	2		2		2
MAINTENANCE WORKER II RAWA DIST	8		8		8
MAINTENANCE WORKER II RAWA FILTER	5		5		5
MAINTENANCE WORKER II RAWA LAKE O	6		6		6
MAINTENANCE WORKER III RAWA DISTRIBUTION	6		6		6
METER INSPECTOR RAWA	2				
MUNICIPAL AIDE/CSC/RECYCLING			1		1
MUNICIPAL PROFESSIONAL					
PAYROLL CLERK					
PROPERTY MAINTENANCE AIDE	2				
PROPERTY MAINTENANCE INSPECTOR	1				
RECORDS CLERK POLICE					
REHAB SPECIALIST	1		1		1
TRADES INSPECTOR (RESIDENTIAL)					
REVENUE ACCOUNTANT					
SERVICE UTILITY PERSON	1		1		1
SEWAGE PLANT OPERATOR I (6TH ST)	5		4		4
TAC OFFICER POLICE					
TAX CLERK					
TELECOMMUNICATOR POLICE	1		1		
TRADESMAN BLDGS					1
TRADESMAN RAWA FILTER	1		1		1
UTILITY CLERK TYPIST					
WATER PLANT OPERATOR	4		4		4
ZONING TECHNICIAN					1
ZONING INSPECTOR					
FIRST LEVEL		16		17	17
FOREMAN PUBLIC PROPERTY	1		1		1
FOREMAN RAWA ADMIN	1		1		1
FOREMAN COLLECTION	1		1		1
CHIEF OPERATOR	1		1		1
LAB SUPERVISOR	1		1		1
FOREMAN PURIFICATION	1		1		1

<i>FOREMAN RAWA DISTRIBUTION</i>	6		6		6
<i>FOREMAN MECHANIC DISTRIBUTION</i>	1		1		1
<i>FOREMAN METER INSPECTOR</i>	2		2		2
<i>PMI SUPERVISOR</i>					
<i>FOREMAN SANITARY SEWERS</i>	1		1		1
<i>FOREMAN GRIFFITI</i>			1		1
ELECTED OFFICIALS					
<i>COUNCIL MEMBER</i>					
NUMBER OF CITYWIDE FULL-TIME EQUIVALENT MINORITIES	55		56		52
NUMBER OF CITYWIDE FULL-TIME EQUIVALENT FEMALES	101		102		101
NUMBER OF CITYWIDE FULL-TIME EQUIVALENT RESIDENTS	99		100		91
NUMBER OF PAYROLL CHECKS PROCESSED					
NUMBER OF PAYROLL CHECK ERRORS					
SEPARATIONS FROM SERVICE BY DEPARTMENT		5	3		
<i>RAWA</i>					
<i>LAW</i>					
<i>MANAGING DIRECTOR</i>					
<i>HUMAN RESOURCES</i>					1
<i>MAYOR'S OFFICE</i>					
<i>CD/TRADES</i>	1				1
<i>FIRE</i>					
<i>HR</i>					
<i>POLICE</i>	4		2		8
<i>WWTP</i>					
<i>PUBLIC WORKS</i>			1		
<i>ADMINISTRATIVE SERVICES</i>					2
<i>RECREATION</i>					2
<i>HUMAN RELATIONS</i>					1
SEPARATIONS FROM SERVICE BY TYPE (RETIREMENTS, DISMISSAL, VOLUNTARY RE		5			
<i>RETIREMENTS</i>	5		3		12
<i>VOLUNTARY RESIGNATION</i>					
<i>TERMINATIONS</i>					3
<i>TRANSFERS TO RAWA</i>					
NEW EMPLOYEES HIRED BY DEPARTMENT AND DIVISION		7			
ADMINISTRATION					

MAYOR'S OFFICE						
ADMINISTRATIVE SERVICES						
	CSC					
	ACCOUNTING					
	IT	1				
CD						
	ZONING					
MANAGING DIRECTOR						
	CD	2		3		
	TRADES					
	POLICE	1				
		1				
POLICE						
	POLICE UNIFORM					
	POLICE SPECIAL SERVICES			1		1
	POLICE PATROL					
PUBLIC WORKS*						
<i>should have been reported in September 2010</i>						
	WWTP	1		2		
	STREETS	1				
	SANITARY SEWERS			1		1
RAWA						
	PURIFICATION					
	DISTRIBUTION					
FIRE						
Reporting information is based on full-time and part-time employees						
INJURY INCIDENTS REPORT BY DEPARTMENT/UNIT			9		17	8
	FIRE	1		12		4
	POLICE	4		3		3
	PUBLIC WORKS	4		1		1
	RAWA					
	ADMINISTRATION					
	ADMINISTRATIVE SERVICES					

	<i>CD</i>			1		
	<i>LAW</i>					
	<i>LIBRARY</i>					
INJURY INCIDENTS REQUIRING MEDICAL ATTENTION			6	6		1
INJURY INCIDENTS REQUIRING LOST TIME			1	5		4
TOTAL LOST TIME IN DAYS DUE TO INJURY			289	250		296
TRAINING SESSIONS HELD AND ATTENDANCE BY DEPARTMENTS			1	2		0
<i>ATTENDANCE BY DEPARTMENT</i>						
	<i>ADMIN</i>					
	<i>ADMINISTRATIVE SERVICES</i>		2			
	<i>CD</i>					
	<i>LAW</i>					
	<i>LIBRARY</i>					
	<i>FIRE</i>					
	<i>POLICE</i>					
	<i>PUBLIC WORKS</i>		32	30		
	<i>RAWA</i>					
<i>RISK MANAGEMENT</i>						
GENERAL LIABILITY, AUTO LIABILITY)						
	<i>PROFESSIONAL</i>		0	1		0
	<i>GENERAL LIABILITY</i>		4	6		1
	<i>AUTO LIABILITY</i>		3	1		3
	<i>PROPERTY</i>		13	6		7
NUMBER OF CLAIMS RESOLVED			11	10		8
NUMBER OF CLAIMS UNRESOLVED			11	11		9
COST OF CLAIMS RESOLVED			\$750	\$0		\$2,412

EMPLOYEES OCCUPYING THEM

PUBLIC WORKS DEPARTMENT

PERFORMANCE MEASURES

ADMINISTRATION/ENGINEERING

Item	October, 2011	November, 2011	December, 2011
Cost per project	\$ 302,671	\$ 301,935	\$ 301,935
Percent of allocated funds expended	41%	42%	48%
Percent of projects completed within budget	100%	Under Construction	100%
Average project completion time in months	1	Under Construction	1.5
Number of projects managed	8	8	10
Number of reviews completed per FTE	193	170	168
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	October, 2011	November, 2011	December, 2011
Cost of recycling per household	\$ 4.11	\$ 4.11	\$ 4.11
Amount charged to resident	\$ 7.09	\$ 7.09	\$ 7.09
Cost of solid waste services per household	\$ 15.10	\$ 15.10	\$ 15.10
Amount charged to resident	\$ 17.69	\$ 17.69	\$ 17.69
Percent of waste stream that is recycled	Not available	Not available	Not available
Total waste collected	1,827 tons	1,828 tons	1,731 tons

Average waste per household	227.56 lbs.	227.48 lbs.	214.72 lbs.
Total recycling collected	267.72 tons	289.00 tons	283.24 tons
Recycling materials collected per capita	19.53 lbs.	21.11 lbs.	20.69 lbs.

WASTEWATER TREATMENT

Item	October, 2011	November, 2011	December, 2011
Electric cost per MGD treated	\$ 121.90	\$ 137.74	\$ 138.87
Percent change in number of avoidable sewer overflows	0%	One Overflow	0%
Percent of WWTP consent decree requirements met	100%	100%	100%
Percent of preventative maintenance completed as scheduled	82%	76%	87%

UTILITIES SYSTEMS

Item	October, 2011	November, 2011	December, 2011
Manhours per linear foot of pipe maintained			
Sanitary	7.78	2.16	3.87
Storm	0.00	0.00	0.26
Lineal feet maintained per manhour worked			
Sanitary	56.00	70.99	76.10
Storm	4.50	0.63	2.44
Lineal feet of CCTV inspection per manhour worked			
Sanitary	26.13	16.50	45.55
Storm	0.00	0.00	43.62
Percent of preventative maintenance completed as scheduled			
Sanitary	100%	100%	100%
Storm	100%	100%	100%

OPERATIONS

Item	October, 2011	November, 2011	December, 2011
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	88%	75%	79%
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)	\$ 50.20	\$ 29.90	\$ 28.77
Road rehabilitation expenditures per paved lane mile	\$ 21.39	\$ 4.84	\$ 29.83
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)	9.8	11.7	10.6
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	\$ 94,474	\$ 94,474

Number of parks maintained per FTE	5.3	5.3	5.3
Net Parks and Recreation revenues per capita	Recreation transferred to Mayor's Office	Recreation transferred to Mayor's Office	Recreation transferred to Mayor's Office
Percent of preventative maintenance completed as scheduled	Not Available	Not Available	Not Available
RECREATION			
Cost per program provided	Recreation	Recreation	Recreation
Number of programs provided per FTE	transferred	transferred	transferred
Cost recovery rate for Recreation Division (by program)	to Mayor's	to Mayor's	to Mayor's
Percent change in program enrollment (by type)	Office	Office	Office
PUBLIC PROPERTY			
Repair expenditures per square foot	Clarification necessary	Clarification necessary	Clarification necessary
Average energy costs per facility	\$ 3,483	\$ 3,637	\$ 3,969
Repair requests per 100,000 square feet maintained	2.7	4.7	2.5
Percent of preventative maintenance completed per month	Not Available	Not Available	Not Available

READING POLICE DEPARTMENT
Performance Indicators
October 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		
	Oct. 2011	Oct. 2010
Homicide	0	1
Rape	2	3
Robbery	26	26
Assault	30	25
Burglary	131	139
Larceny	138	120
AutoTheft	37	60
Arson	2	2
TOTAL	366	376

Reported Part 1 Offenses- Year to date				
	2011	2010	2009	2008
Homicide	11	8	8	8
Rape	15	16	21	29
Robbery	299	331	312	358
Assault	298	294	315	342
Burglary	1122	1184	1040	1044
Larceny	1217	1335	1573	1802
AutoTheft	365	576	495	680
Arson	28	22	24	33
TOTAL	3355	3766	3788	4296

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		
	Oct. 2011	Oct. 2011
Total Part 2	554	572
Disorderly	79	66
Drugs	46	50
Vandalism	98	82

Reported Part 2 Offenses- Year to date				
	2011	2010	2009	2008
Total Part 2	5033	5445	6316	7427
Disorderly	601	637	644	676
Drugs	384	377	433	679
Vandalism	765	958	1335	1533

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	662	20%	661	17%	3997	79%	4052	74%

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	Oct 2011	Oct 2010
PLATOON A	136	109
PLATOON B	189	136
PLATOON C	182	199
PLATOON D	26	50
VICE	17	13
CID	34	39
MOC	7	36
ATF	2	28
TRAFFIC	1	3
TOTAL	594	613

ARREST YTD	FELONY	MISD	NON-TRAFFICS	TOTAL
PLATOON A	109	288	892	1289
PLATOON B	90	232	817	1139
PLATOON C	201	578	1223	2002
PLATOON D	15	62	199	276
VICE	191	53	1	245
CID	172	174	20	366
MOC	6	5	95	106
ATF	47	19	18	84
TRAFFIC	0	0	6	6
TOTAL	831	1411	3271	5513

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

# of Officers	# of Arrests	Per officer	# of Citations	Per Officer
154 Total	2242	14.5	3271	21.2

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		
	Oct 2011	Oct 2010
Murder	0	1
Robbery	8	8
Agg. Assault	9	6
Total	17	15

PART I FIREARMS CRIMES - YTD				
	2011	2010	2009	2008
Murder	8	7	6	5
Robbery	120	138	142	151
Agg. Assault	104	90	90	108
Total	232	235	238	264

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	Oct 2011	Oct 2010
Number of dispatched calls	5255	5782
Number of Dispatches under 2 minutes	2082 – 40%	2381 – 41%
Number of Dispatches under 5 minutes	3178 – 60%	3588 – 62%
Number of Dispatches under 10 minutes	3774 – 72%	4267 – 74%
Number of Dispatches under 20 minutes	4301 – 82%	4868 – 84%
Number of Dispatches Greater than 20 Minutes	954 – 18%	914 – 16%

CAD CALLS - YTD	2011	2010	2009
Number of dispatched calls	53082	55613	73832
Number of Dispatches under 2 minutes	19822 – 37%	20953 – 37%	40090 – 54%
Number of Dispatches under 5 minutes	32044 – 60%	33431 – 60%	51546 – 70%
Number of Dispatches under 10 minutes	38605 – 73%	40416 – 72%	57978 – 79%
Number of Dispatches under 20 minutes	44064 – 83%	46225 – 83%	63482 – 86%
Number of Dispatches Greater than 20 Minutes	9018 – 17%	9388 – 17%	10350 – 14%

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	Oct 2011	Oct 2010
REPORTABLE	64	64
NON-REPORTABLE	190	195
HIT & RUN (included above)	61	76
TOTAL (first two columns)	254	259

ACCIDENTS	2011	2010	2009	2008
REPORTABLE	669	809	776	852
NON-REPORTABLE	1809	2199	2459	2497
HIT & RUN (included above)	651	859	911	1009
TOTAL (first two columns)	2468	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	1406
5.	May	1877	1511	1303
6.	June	1903	1514	1227
7.	July	1765	1284	996
8.	August	1371	1191	1249
9.	September	1072	1563	1304
10.	October	1716	1628	833
11.	November	1002	1650	
12.	December	1009	1562	
13.	YTD Totals	19818	19859	13097

READING POLICE DEPARTMENT
Performance Indicators
November 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		
	Nov. 2011	Nov. 2010
Homicide	1	2
Rape	1	1
Robbery	27	28
Assault	25	37
Burglary	134	138
Larceny	134	123
AutoTheft	28	50
Arson	2	5
TOTAL	352	384

Reported Part 1 Offenses- Year to date				
	2011	2010	2009	2008
Homicide	12	10	11	10
Rape	16	17	22	29
Robbery	326	359	350	413
Assault	323	331	339	356
Burglary	1256	1322	1172	1151
Larceny	1351	1458	1719	1961
AutoTheft	393	626	544	742
Arson	30	27	26	39
TOTAL	3707	4150	4183	4701

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		
	Nov. 2011	Nov. 2010
Total Part 2	539	498
Disorderly	79	70
Drugs	60	42
Vandalism	81	103

Reported Part 2 Offenses- Year to date				
	2011	2010	2009	2008
Total Part 2	5572	5943	6734	8105
Disorderly	680	707	700	728
Drugs	444	419	451	747
Vandalism	846	1061	1449	1686

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	710	19%	736	18%	4427	79%	4494	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.

ARRESTS	Nov 2011	Nov 2010
PLATOON A	95	138
PLATOON B	129	206
PLATOON C	198	161
PLATOON D	26	40
VICE	49	23
CID	22	33
MOC	12	22
ATF	6	8
TRAFFIC	3	1
TOTAL	540	632

ARREST YTD	FELONY	MISD	NON-TRAFFICS	TOTAL
PLATOON A	115	306	963	1384
PLATOON B	98	253	917	1268
PLATOON C	221	643	1336	2200
PLATOON D	16	72	214	302
VICE	212	81	1	294
CID	182	186	20	388
MOC	6	6	106	118
ATF	49	23	18	90
TRAFFIC	1	1	7	9
TOTAL	900	1571	3582	6053

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

# of Officers	# of Arrests	Per officer	# of Citations	Per Officer
154 Total	2471	16	3582	23.2

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		
	Nov 2011	Nov 2010
Murder	1	2
Robbery	12	12
Agg. Assault	8	13
Total	21	27

PART I FIREARMS CRIMES - YTD				
	2011	2010	2009	2008
Murder	9	9	8	6
Robbery	132	150	146	172
Agg. Assault	112	103	98	112
Total	253	262	252	290

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	Nov 2011	Nov 2010
Number of dispatched calls	4933	5101
Number of Dispatches under 2 minutes	1903 – 39%	2009 – 39%
Number of Dispatches under 5 minutes	2968 – 60%	3221 – 63%
Number of Dispatches under 10 minutes	3629 – 74%	3835 – 75%
Number of Dispatches under 20 minutes	4098 – 83%	4331 – 85%
Number of Dispatches Greater than 20 Minutes	835 – 17%	770 – 15%

CAD CALLS - YTD	2011	2010	2009
Number of dispatched calls	58015	84783	79682
Number of Dispatches under 2 minutes	21725 – 37%	44982 – 53%	42973 – 54%
Number of Dispatches under 5 minutes	35012 – 60%	58126 – 69%	55503 – 70%
Number of Dispatches under 10 minutes	42234 – 73%	66310 – 78%	62475 – 78%
Number of Dispatches under 20 minutes	48162 – 83%	72810 – 86%	68479 – 86%
Number of Dispatches Greater than 20 Minutes	9853 – 17%	11973 – 14%	11203 – 14%

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	Nov 2011	Nov 2010
REPORTABLE	63	68
NON-REPORTABLE	172	158
HIT & RUN (included above)	60	61
TOTAL (first two columns)	235	226

ACCIDENTS	2011	2010	2009	2008
REPORTABLE	732	809	776	852
NON-REPORTABLE	1981	2199	2459	2497
HIT & RUN (included above)	711	859	911	1009
TOTAL (first two columns)	2703	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	1406
5.	May	1877	1511	1303
6.	June	1903	1514	1227
7.	July	1765	1284	996
8.	August	1371	1191	1249
9.	September	1072	1563	1304
10.	October	1716	1628	833
11.	November	1002	1650	1181
12.	December	1009	1562	
13.	YTD Totals	19818	19859	14278

Note: Records two weeks behind in traffic citation entry.

READING POLICE DEPARTMENT
Performance Indicators
December 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		
	Dec. 2011	Dec. 2010
Homicide	0	1
Rape	5	4
Robbery	50	23
Assault	24	21
Burglary	124	104
Larceny	150	124
AutoTheft	29	28
Arson	2	2
TOTAL	384	307

Reported Part 1 Offenses- Year to date				
	2011	2010	2009	2008
Homicide	12	11	12	10
Rape	21	21	22	31
Robbery	376	382	369	454
Assault	347	353	365	373
Burglary	1380	1426	1319	1268
Larceny	1501	1582	1873	2148
AutoTheft	422	654	584	786
Arson	32	29	30	37
TOTAL	4091	4458	4574	5107

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		
	Dec. 2011	Dec. 2010
Total Part 2	467	428
Disorderly	70	55
Drugs	44	31
Vandalism	100	88

Reported Part 2 Offenses- Year to date				
	2011	2010	2009	2008
Total Part 2	6039	6370	7145	8743
Disorderly	750	762	751	797
Drugs	488	450	472	786
Vandalism	946	1149	86	1849

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	754	18%	797	18%	4762	79%	4822	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	Dec 2011	Dec 2010
PLATOON A	113	95
PLATOON B	125	124
PLATOON C	125	154
PLATOON D	11	18
VICE	44	12
CID	40	66
MOC	6	6
ATF	2	7
TRAFFIC	0	1
TOTAL	466	483

ARREST YTD	FELONY	MISD	NON-TRAFFICS	TOTAL
PLATOON A	121	328	1048	1497
PLATOON B	110	275	1008	1393
PLATOON C	236	677	1412	2325
PLATOON D	16	73	224	313
VICE	235	102	1	338
CID	196	210	22	428
MOC	6	7	111	124
ATF	51	23	18	92
TRAFFIC	1	1	7	9
TOTAL	972	1696	3851	6519

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

# of Officers	# of Arrests	Per officer	# of Citations	Per Officer
154 Total	2668	17.3	3851	25

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		
	Dec 2011	Dec 2010
Murder	0	1
Robbery	26	12
Agg. Assault	11	7
Total	37	20

PART I FIREARMS CRIMES - YTD				
	2011	2010	2009	2008
Murder	9	10	9	6
Robbery	158	162	150	191
Agg. Assault	123	110	105	116
Total	290	282	264	313

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	Dec 2011	Dec 2010
Number of dispatched calls	4776	4765
Number of Dispatches under 2 minutes	1790 – 37%	1891 – 40%
Number of Dispatches under 5 minutes	2923 – 61%	3175 – 67%
Number of Dispatches under 10 minutes	3504 – 73%	3758 – 79%
Number of Dispatches under 20 minutes	3964 – 83%	4190 – 88%
Number of Dispatches Greater than 20 Minutes	812 – 17%	575 – 12%

CAD CALLS - YTD	2011	2010	2009
Number of dispatched calls	62790	66498	79682
Number of Dispatches under 2 minutes	23515 – 37%	25853 – 38%	42973 – 54%
Number of Dispatches under 5 minutes	37935 – 60%	40837 – 61%	55503 – 70%
Number of Dispatches under 10 minutes	45738 – 73%	49019 – 73%	62475 – 78%
Number of Dispatches under 20 minutes	52126 – 83%	55756 – 84%	68479 – 86%
Number of Dispatches Greater than 20 Minutes	10664 – 17%	10742 – 16%	11203 – 14%

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	Dec 2011	Dec 2010
REPORTABLE	73	111
NON-REPORTABLE	160	255
HIT & RUN (included above)	71	3
TOTAL (first two columns)	233	366

ACCIDENTS	2011	2010	2009	2008
REPORTABLE	805	809	776	852
NON-REPORTABLE	2141	2199	2459	2497
HIT & RUN (included above)	782	859	911	1009
TOTAL (first two columns)	2946	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
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6.	June	1903	1514	1227
7.	July	1765	1284	996
8.	August	1371	1191	1249
9.	September	1072	1563	1304
10.	October	1716	1628	833
11.	November	1002	1650	1370
12.	December	1009	1562	1214
	YTD Totals	19818	19859	15681

Information Technology

Average Resolution Time

Department	Oct	Nov	Dec	YTD Avg
Administrative Services	2.00	2.33	2.14	2.16
Auditor	1.05	0.86	0.28	0.73
Community Development	2.87	2.65	2.55	2.69
City Council	0.98	1.72	1.26	1.32
Fire	3.18	2.80	4.85	3.61
Human Relations	0.14	1.06	3.04	1.41
Law	1.70	4.24	0.99	2.31
Managing Director	1.94	2.20	2.78	2.31
Mayor	0.00	0.42	0.27	0.23
Police	4.20	3.26	2.63	3.36
Public Works	1.64	1.98	2.78	2.13
Redevelopment Authority	0.00	2.83	1.43	1.42
Water	4.01	3.07	2.78	3.29
Monthly Average	2.70	2.64	2.46	2.60

Work Order Status (Open\Closed)

Department	Oct	Nov	Dec	YTD
Administrative Services	0\45	0\59	0\66	3\937
Auditor	0\2	0\2	0\3	0\42
Community Development	0\63	1\55	0\93	3\682
City Council	0\56	0\51	0\49	1\539
Fire	0\13	0\12	0\14	0\242
Human Relations	0\2	0\5	0\3	0\45
Law	1\4	0\4	0\4	0\51
Managing Director	0\15	0\19	0\18	1\189
Mayor	0\0	0\2	0\3	0\57
Police	5\83	0\118	0\172	14\1253
Public Works	0\21	0\14	0\33	3\284
Redevelopment Authority	0\0	0\3	0\2	0\10
Water	0\24	1\17	0\35	1\252

Works Orders by Type

	Oct	Nov	Dec	YTD
Email	27	47	97	396
Account Set-up	8	9	8	211
Account Configuration			14	107
Web Updates- Council	53	49	44	471
Web Updates- Codes				8
Web Updates				95
Meetings\Agendas				44
Server	16			66
Printer	9		13	148
Hardware	12	19	19	247
IP Phone System	9			92
Permissions	27	15		156
Internal Inquiries		19	19	94
Software - PDS		7	15	86
Transfer to Project				22
Lock Out	6	25	31	205
Software - Citrix	6	8	17	83
Roaming Profile				21
Software - Hansen	50	35	32	438
Web - Admin Services	8	11		50
Software - USL				47
Infrastructure			18	60
Training		7		50
MDT	13	13	11	115
Web - Managing Director	10			41
Self Service				8
Software - Mobile	16	8		43
Software				75
File Restore				8
Projector				13
Others	64	92	123	1183
Hansen - Modifications			23	23
Totals	334	364	461	4629

