

1st Quarter 2013  
Performance Measures



**READING POLICE DEPARTMENT**  
**Performance Indicators**  
**January 2013**

**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.

<b>Reported Part 1 Offenses</b>		
	Jan. 2013	Jan. 2012
Homicide	2	2
Rape	5	4
Robbery	32	41
Assault	22	24
Burglary	112	87
Larceny	110	124
AutoTheft	24	19
Arson	3	0
<b>TOTAL</b>	<b>310</b>	<b>301</b>

<b>Reported Part 1 Offenses- Year to date</b>				
	2013	2012	2011	2010
Homicide	2	2	2	1
Rape	5	4	0	2
Robbery	32	41	28	42
Assault	22	24	12	18
Burglary	112	87	96	122
Larceny	110	124	98	92
Auto Theft	24	19	30	31
Arson	3	0	3	2
<b>TOTAL</b>	<b>310</b>	<b>301</b>	<b>269</b>	<b>310</b>

**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.

<b>Reported Part 2 Offenses</b>		
	Jan. 2013	Jan. 2012
Total Part 2	479	522
Disorderly	55	66
Drugs	56	63
Vandalism	80	75

<b>Reported Part 2 Offenses- Year to date</b>				
	2013	2012	2011	2010
Total Part 2	479	522	371	461
Disorderly	55	66	32	58
Drugs	56	63	31	27
Vandalism	80	75	69	87

**CRIME CLEARANCES (Year to Date)**

<b>Crime clearances</b>	<b>Part I Current Year</b>		<b>Part I Previous Year</b>		<b>Part II Current year</b>		<b>Part II Previous Year</b>	
<b>Cases Solved</b>	74	24%	77	26%	382	80%	432	83%

## **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	Jan 2013	Jan 2012
PLATOON A	133	129
PLATOON B	133	136
PLATOON C	167	168
PLATOON D	24	17
VICE	19	35
CID	27	46
MOC	1	5
ATF	7	4
TRAFFIC	0	0
TOTAL	511	540

ARREST YTD	FELONY	MISD	NON-TRAFFICS	TOTAL
PLATOON A	7	56	70	133
PLATOON B	15	45	73	133
PLATOON C	14	54	99	167
PLATOON D	1	6	17	24
VICE	11	8	0	19
CID	15	11	1	27
MOC	0	1	0	1
ATF	6	1	0	7
TRAFFIC	0	0	0	0
TOTAL	69	182	260	511

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

# of Officers	# of Arrests	Per officer	# of Citations	Per Officer
154 Total	251	1.6	260	1.7

## 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		
	Jan 2013	Jan 2012
Murder	2	2
Robbery	14	20
Agg. Assault	8	4
<b>Total</b>	<b>24</b>	<b>26</b>

PART I FIREARMS CRIMES - YTD				
	2013	2012	2011	2010
Murder	2	2	1	1
Robbery	14	20	12	21
Agg. Assault	8	4	3	6
<b>Total</b>	<b>24</b>	<b>26</b>	<b>16</b>	<b>28</b>

## 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	Jan 2013	Jan 2012
Number of dispatched calls	5668	5092
Number of Dispatches under 2 minutes	3113 – 55%	2259 – 44%
Number of Dispatches under 5 minutes	4308 – 76%	3392 – 67%
Number of Dispatches under 10 minutes	4863 – 86%	4025 – 79%
Number of Dispatches under 20 minutes	5211 – 92%	4475 – 88%
Number of Dispatches Greater than 20 Minutes	457 – 08%	617 – 12%

CAD CALLS - YTD	2013	2012	2011
Number of dispatched calls	5668	5092	4753
Number of Dispatches under 2 minutes	3113 – 55%	2259 – 44%	1952 – 41%
Number of Dispatches under 5 minutes	4308 – 76%	3392 – 67%	3200 – 67%
Number of Dispatches under 10 minutes	4863 – 86%	4025 – 79%	3750 – 78%
Number of Dispatches under 20 minutes	5211 – 92%	4475 – 88%	4190 – 88%
Number of Dispatches Greater than 20 Minutes	457 – 08%	617 – 12%	563 – 12%

## **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	Jan 2013	Jan 2012
REPORTABLE	62	62
NON-REPORTABLE	170	178
HIT & RUN (included above)	49	74
TOTAL (first two columns)	232	240

ACCIDENTS	2013	2012	2011	2010
REPORTABLE	62	62	805	809
NON-REPORTABLE	170	178	2141	2199
HIT & RUN (included above)	49	74	782	859
TOTAL (first two columns)	232	240	2946	3008

## **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	2011	2012	2013
1.	January	1712	1644	2449
2.	February	1461	1499	
3.	March	1606	1807	
4.	April	1406	1491	
5.	May	1303	1368	
6.	June	1227	1151	
7.	July	996	1203	
8.	August	1249	1009	
9.	September	1304	984	
10.	October	833	1183	
11.	November	1370	1317	
12.	December	1214	1257	
	YTD Totals	15681	15913	2449

**READING POLICE DEPARTMENT**  
**Performance Indicators**  
**February 2013**

**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.

<b>Reported Part 1 Offenses</b>		
	<b>Feb. 2013</b>	<b>Feb. 2012</b>
Homicide	0	2
Rape	2	3
Robbery	23	30
Assault	32	20
Burglary	93	76
Larceny	96	112
AutoTheft	17	22
Arson	1	2
<b>TOTAL</b>	<b>264</b>	<b>267</b>

<b>Reported Part 1 Offenses- Year to date</b>				
	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>
Homicide	2	4	3	1
Rape	7	7	0	3
Robbery	55	71	44	56
Assault	54	44	32	36
Burglary	205	163	183	223
Larceny	206	236	180	183
AutoTheft	41	41	50	62
Arson	4	2	4	4
<b>TOTAL</b>	<b>574</b>	<b>568</b>	<b>496</b>	<b>568</b>

**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.

<b>Reported Part 2 Offenses</b>		
	<b>Feb. 2013</b>	<b>Feb. 2012</b>
Total Part 2	494	474
Disorderly	71	63
Drugs	51	50
Vandalism	61	60

<b>Reported Part 2 Offenses- Year to date</b>				
	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>
Total Part 2	973	996	755	823
Disorderly	126	129	79	109
Drugs	107	113	65	43
Vandalism	141	135	127	142

**CRIME CLEARANCES (Year to Date)**

<b>Crime clearances</b>	<b>Part I Current Year</b>		<b>Part I Previous Year</b>		<b>Part II Current year</b>		<b>Part II Previous Year</b>	
<b>Cases Solved</b>	<b>146</b>	<b>25%</b>	<b>144</b>	<b>25%</b>	<b>759</b>	<b>78%</b>	<b>840</b>	<b>84%</b>

## **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	Feb 2013	Feb 2012
PLATOON A	126	125
PLATOON B	145	179
PLATOON C	179	177
PLATOON D	17	10
VICE	8	55
CID	30	22
MOC	0	2
ATF	6	7
TRAFFIC	0	0
TOTAL	511	577

ARREST YTD	FELONY	MISD	NON-TRAFFICS	TOTAL
PLATOON A	22	88	149	259
PLATOON B	30	95	153	278
PLATOON C	38	108	200	346
PLATOON D	2	10	29	41
VICE	15	12	0	27
CID	32	19	6	57
MOC	0	1	0	1
ATF	10	3	0	13
TRAFFIC	0	0	0	0
TOTAL	149	336	537	1022

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

# of Officers	# of Arrests	Per officer	# of Citations	Per Officer
154 Total	485	3.1	537	3.5

## 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		
	Feb 2013	Feb 2012
Murder	0	1
Robbery	7	13
Agg. Assault	5	5
Total	24	19

PART I FIREARMS CRIMES - YTD				
	2013	2012	2011	2010
Murder	2	3	2	1
Robbery	21	33	19	27
Agg. Assault	13	9	12	13
Total	36	45	33	41

## 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	Feb 2013	Feb 2012
Number of dispatched calls	5051	4750
Number of Dispatches under 2 minutes	2554 – 51%	1069 – 23%
Number of Dispatches under 5 minutes	3653 – 72%	3239 – 68%
Number of Dispatches under 10 minutes	4182 – 83%	3766 – 79%
Number of Dispatches under 20 minutes	4552 – 90%	4155 – 87%
Number of Dispatches Greater than 20 Minutes	499 – 10%	595 – 13%

CAD CALLS - YTD	2013	2012	2011
Number of dispatched calls	10719	9642	9432
Number of Dispatches under 2 minutes	5667 – 53%	4229 – 44%	3814 – 40%
Number of Dispatches under 5 minutes	7961 – 74%	6431 – 67%	6246 – 66%
Number of Dispatches under 10 minutes	9045 – 84%	7591 – 79%	7330 – 77%
Number of Dispatches under 20 minutes	9763 – 91%	8430 – 87%	8204 – 87%
Number of Dispatches Greater than 20 Minutes	956 – 9%	1212 – 13%	1228 – 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	Feb 2013	Feb 2012
REPORTABLE	73	74
NON-REPORTABLE	184	164
HIT & RUN (included above)	74	69
TOTAL (first two columns)	257	238

ACCIDENTS	2013	2012	2011	2010
REPORTABLE	135	923	805	809
NON-REPORTABLE	354	2307	2141	2199
HIT & RUN (included above)	123	889	782	859
TOTAL (first two columns)	489	3230	2946	3008

## **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	2011	2012	2013
1.	January	1712	1644	2449
2.	February	1461	1499	1905
3.	March	1606	1807	
4.	April	1406	1491	
5.	May	1303	1368	
6.	June	1227	1151	
7.	July	996	1203	
8.	August	1249	1009	
9.	September	1304	984	
10.	October	833	1183	
11.	November	1370	1317	
12.	December	1214	1257	
13.	YTD Totals	15681	15913	4354

**READING POLICE DEPARTMENT**  
**Performance Indicators**  
**March 2013**

**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.

<b>Reported Part 1 Offenses</b>		
	<b>March 2013</b>	<b>March 2012</b>
Homicide	1	1
Rape	4	4
Robbery	21	17
Assault	32	35
Burglary	80	74
Larceny	114	102
AutoTheft	22	31
Arson	1	4
<b>TOTAL</b>	<b>275</b>	<b>268</b>

<b>Reported Part 1 Offenses- Year to date</b>				
	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>
Homicide	3	5	3	2
Rape	11	11	2	5
Robbery	76	88	63	95
Assault	86	79	52	62
Burglary	285	237	281	297
Larceny	320	338	262	312
AutoTheft	63	72	80	95
Arson	5	6	5	9
<b>TOTAL</b>	<b>849</b>	<b>836</b>	<b>748</b>	<b>877</b>

**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.

<b>Reported Part 2 Offenses</b>		
	<b>March 2013</b>	<b>March 2012</b>
Total Part 2	561	565
Disorderly	95	76
Drugs	58	56
Vandalism	72	65

<b>Reported Part 2 Offenses- Year to date</b>				
	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>
Total Part 2	1534	1561	1271	1403
Disorderly	221	205	155	182
Drugs	165	169	106	77
Vandalism	213	200	204	252

**CRIME CLEARANCES (Year to Date)**

<b>Crime clearances</b>	<b>Part I Current Year</b>		<b>Part I Previous Year</b>		<b>Part II Current year</b>		<b>Part II Previous Year</b>	
<b>Cases Solved</b>	<b>210</b>	<b>25%</b>	<b>198</b>	<b>23%</b>	<b>1197</b>	<b>78%</b>	<b>1282</b>	<b>82%</b>

## **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	Mar 2013	Mar 2012
PLATOON A	164	111
PLATOON B	149	170
PLATOON C	216	225
PLATOON D	12	15
VICE	27	40
CID	36	14
MOC	1	1
ATF	6	4
TRAFFIC	0	1
<b>TOTAL</b>	<b>611</b>	<b>581</b>

Arrests YTD	FELONY	MISD	NON-TRAFFICS	TOTAL
PLATOON A	39	146	238	423
PLATOON B	43	136	248	427
PLATOON C	50	170	342	562
PLATOON D	2	16	35	53
VICE	27	27	0	54
CID	51	34	8	93
MOC	0	2	0	2
ATF	13	6	0	19
TRAFFIC	0	0	0	0
<b>TOTAL</b>	<b>225</b>	<b>537</b>	<b>871</b>	<b>1633</b>

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

# of Officers	# of Arrests	Per officer	# of Citations	Per Officer
<b>154 Total</b>	<b>762</b>	<b>4.9</b>	<b>871</b>	<b>5.6</b>

## 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		
	Mar 2013	Mar 2012
Murder	0	0
Robbery	8	6
Agg. Assault	4	11
Total	12	17

PART I FIREARMS CRIMES - YTD				
	2013	2012	2011	2010
Murder	2	3	1	2
Robbery	29	39	26	44
Agg. Assault	17	20	16	25
Total	48	62	43	71

## 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	Mar 2013	Mar 2012
Number of dispatched calls	5713	5573
Number of Dispatches under 2 minutes	2993 – 52%	2360 – 42%
Number of Dispatches under 5 minutes	4201 – 74%	3603 – 65%
Number of Dispatches under 10 minutes	4774 – 84%	4216 – 76%
Number of Dispatches under 20 minutes	5139 – 90%	4778 – 86%
Number of Dispatches Greater than 20 Minutes	544 – 10%	795 – 14%

CAD CALLS - YTD	2013	2012	2011
Number of dispatched calls	16432	15415	14772
Number of Dispatches under 2 minutes	8660 – 53%	6789 – 44%	6172 – 42%
Number of Dispatches under 5 minutes	12152 – 74%	10234 – 66%	9829 – 66%
Number of Dispatches under 10 minutes	13810 – 84%	12007 – 78%	11569 – 78%
Number of Dispatches under 20 minutes	14922 – 91%	13408 – 87%	12881 – 88%
Number of Dispatches Greater than 20 Minutes	1500 – 9%	2007 – 13%	1841 – 12%

## **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	Mar 2013	Mar 2012
REPORTABLE	84	92
NON-REPORTABLE	207	207
HIT & RUN (included above)	83	88
TOTAL (first two columns)	291	299

ACCIDENTS	2013	2012	2011	2010
REPORTABLE	219	923	805	809
NON-REPORTABLE	561	2307	2141	2199
HIT & RUN (included above)	206	889	782	859
TOTAL (first two columns)	780	3230	2946	3008

## **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	2011	2012	2013
1.	January	1712	1644	2449
2.	February	1461	1499	1905
3.	March	1606	1807	2271
4.	April	1406	1491	
5.	May	1303	1368	
6.	June	1227	1151	
7.	July	996	1203	
8.	August	1249	1009	
9.	September	1304	984	
10.	October	833	1183	
11.	November	1370	1317	
12.	December	1214	1257	
13.	YTD Totals	15681	15913	6625



## CITY OF READING, PENNSYLVANIA

DEPARTMENT OF FIRE & RESCUE SERVICES  
815 WASHINGTON STREET  
READING, PA 19601-3690  
PHONE – (610) 655-6137  
FAX – (610) 655-6395

**DAVID W HOLLINGER**  
**FIRE CHIEF**

**APRIL 15, 2013**

### **1st Quarter (2013) Performance Measures**

#### **Department Description/Mission**

The Department of Fire and Rescue Services utilizes 131 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**

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 in service (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 has been instituted in FY12

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

This initiative is in process of further negotiation with Local 1803 in FY13

**WF30. Review and restructure fire academy training**

This initiative is in process of further exploration in FY13

**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 2013-1st Quarter

	<b>January</b>	<b>February</b>	<b>March</b>
<b>Total Incident Count</b>	751	592	652

<b>Runs for Service By District</b>	<b>January</b>	<b>February</b>	<b>March</b>
Engine #1	260	210	225
Engine #3	158	129	129
Engine #5	124	89	115
Engine #7	158	119	125
Engine #9	109	110	127
Ladder #1	116	86	100
Ladder #3	80	60	76
Tower #1	93	78	86
Rescue #1	111	85	109

<b>Fire Rate</b>	<b>January</b>	<b>February</b>	<b>March</b>
Building Fires	58	50	64
Fires, other	3	3	1
Vehicle Fires	4	4	7
Brush/Grass Fires	0	1	2
Outside Trash	3	3	7
Medical Assist	446	360	401

<b>Civilian Death &amp; Injury Rate</b>	<b>January</b>	<b>February</b>	<b>March</b>
Deaths	0	0	0
Injuries	5	2	1

<b>Employee Death &amp; Injury Rate</b>	<b>January</b>	<b>February</b>	<b>March</b>
Deaths	0	0	0
Injuries	3	0	2

<b>Property Save</b>	<b>January</b>	<b>February</b>	<b>March</b>
Dollars Saved	\$6,340,550	\$455,400	\$1,795,100
Dollar Loss	\$280,050	\$23,700	\$250,080
Incidents w/Loss > \$100.00	29	11	36

### EMS Statistics January 2013

<b>Total EMS</b>	1468
Total 9-1-1	1468
Total Scheduled	0
Total Transported	1165
Unit Hour	2232
UHU Effective	0.6577
UHU Actual	0.5220

Roll < 1min	97%
Resp < 8min	80%
Scene Time	
< 20 min Tot.	98%
Avail < 20 min	71%
TOT < 60 min	93%

Response Mode	
Emergency	770
Non-Emergency	698

Transport Mode	
Emergency	230
Non-Emergency	932

Response Outcome	
Fire Scene	71
Refused	62
No EMS Required	77
Cancelled	154
DOA	10

Destination	
RHMC	928
SJMC	235
Other	2

Mutual Aid to County	27
Mutual Aid from County	---
Total City 9-1-1 Dispatches	148
Response Percentage	100.0%

Non-Contracted Totals	
BLS Routine	29
Total Litter TRF	1194
Wheelchair	154
BLS EMRG	76

Emergency Calls By Unit			
Medic 600-1	435	Multi 600-5	1
Medic 600-2	457	Multi 600-6	75
Medic 600-3	435	Multi 600-7	30
Medic 600-4	35		

Contracted	
Wheel Chair - Spruce	219

### EMS Statistics February 2013

<b>Total EMS</b>	1333
Total 9-1-1	1333
Total Scheduled	0
Total Transported	1055
Unit Hour	2016
UHU Effective	0.6612
UHU Actual	0.5233

Roll < 1min	96%
Resp < 8min	77%
Scene Time	
< 20 min Tot.	63%
Avail < 20 min	63%
TOT < 60 min	93%

<b>Response Mode</b>	
Emergency	690
Non-Emergency	640

<b>Transport Mode</b>	
Emergency	172
Non-Emergency	879

<b>Response Outcome</b>	
Fire Scene	53
Refused	72
No EMS Required	59
Cancelled	140
DOA	6

<b>Destination</b>	
RHMC	774
SJMC	275
Other	6

Mutual Aid to County	37
Mutual Aid from County	---
Total City 9-1-1 Dispatches	1333
Response Percentage	100.0%

<b>Non-Contracted Totals</b>	
BLS Routine	3
Total Litter TRF	1088
Wheelchair	200
BLS EMRG	70

<b>Emergency Calls By Unit</b>			
Medic 600-1	397	Multi 600-5	0
Medic 600-2	399	Multi 600-6	72
Medic 600-3	443	Multi 600-7	18
Medic 600-4	4		

<b>Contracted</b>	
Wheel Chair - Spruce	250

### EMS Statistics March 2013

<b>Total EMS</b>	1330
Total 9-1-1	1330
Total Scheduled	0
Total Transported	1005
Unit Hour	2232
UHU Effective	0.5959
UHU Actual	0.4503

Roll < 1min	92%
Resp < 8min	80%
Scene Time	
< 20 min Tot.	97%
Avail < 20 min	69%
TOT < 60 min	93%

<b>Response Mode</b>	
Emergency	711
Non-Emergency	617

<b>Transport Mode</b>	
Emergency	185
Non-Emergency	817

<b>Response Outcome</b>	
Fire Scene	63
Refused	81
No EMS Required	82
Cancelled	143
DOA	19

<b>Destination</b>	
RHMC	769
SJMC	235
Other	1

Mutual Aid to County	37
Mutual Aid from County	---
Total City 9-1-1 Dispatches	1330
Response Percentage	100.0%

<b>Non-Contracted Totals</b>	
BLS Routine	41
Total Litter TRF	1046
Wheelchair	201
BLS EMRG	50

<b>Emergency Calls By Unit</b>			
Medic 600-1	408	Multi 600-5	1
Medic 600-2	424	Multi 600-6	50
Medic 600-3	445	Multi 600-7	0
Medic 600-4	2		

<b>Contracted</b>	
Wheel Chair - Spruce	166

###

# PUBLIC WORKS DEPARTMENT

## PERFORMANCE MEASURES

### ADMINISTRATION/ENGINEERING

Item	January, 2013	February, 2013	March, 2013
Cost per completed project	Projects are in progress.	Projects are in progress.	Projects are in progress.
Percent of allocated funds expended	93%	93%	93%
Percent of projects completed within budget	Projects are in progress.	Projects are in progress.	Projects are in progress.
Average project completion time in months	Projects are in progress.	Projects are in progress.	Projects are in progress.
Number of projects managed	12	12	12
Number of reviews completed per FTE	78	77	66
Average number of hours to complete first review	3	3	3
Percent of projects completed as scheduled	Projects are in progress.	Projects are in progress.	Projects are in progress.

### RECYCLING AND SOLID WASTE

Item	January, 2013	February, 2013	March, 2013
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)	1,794.10	1,443.70	1,628.10
Average waste per household (lbs.)	214.95	171.79	192.83
Total recycling collected (tons)	311.55	249.39	298.58
Recycling materials collected per household (lbs.)	22.93	18.35	21.98

### **WASTEWATER TREATMENT**

Item	January, 2013	February, 2013	March, 2013
Electric cost per MGD treated	\$ 125.73	\$ 130.48	
Avoidable sewer overflows	None	None	None
Percent of WWTP consent decree requirements met	100%	100%	100%
Percent of preventative maintenance completed as scheduled	87%	79%	93%

### **UTILITIES SYSTEMS**

Item	January, 2013	February, 2013	March, 2013
Manhours per linear foot of pipe maintained			
Sanitary	18.22	9.03	5.03
Storm	3.48	26.67	20.00
Lineal feet maintained per manhour worked			
Sanitary	66.33	70.70	93.29
Storm	0.59	1.24	0.95
Lineal feet of CCTV inspection per manhour worked			
Sanitary	21.32	38.97	39.03
Storm	N/A	N/A	2.60

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

### **OPERATIONS**

<b>Item</b>	<b>January, 2013</b>	<b>February, 2013</b>	<b>March, 2013</b>
<b>GARAGE</b>			
Cost per vehicle maintained	\$ 2,701	\$ 2,701	\$ 2,701
Total maintenance expenditure per mile driven (by vehicle type)	Not available until software activation	Not available until software activation	Not available until software activation
Percent of preventative maintenance completed as scheduled	86%	86%	86%
Hours billed per vehicle or piece of equipment	Not available until software activation	Not available until software activation	Not available until software activation
Percent of vehicles exceeding replacement criteria	65%	65%	65%
<b>HIGHWAYS</b>			
Cost per repair completed (by type)	\$ 26.09	\$ 26.74	\$ 30.18
Road rehabilitation expenditures per paved lane mile	\$ 19.27	\$ 15.88	\$ 30.52
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)	28.2	28.2	28.2
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
<b>PARKS</b>			
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
<b>PUBLIC PROPERTY</b>			
Average energy costs per facility	\$ 599	\$ 516	\$ 634
Repair requests per 100,000 square feet maintained	19.8	19.8	19.8
Percent of preventative maintenance completed per month	Not Available	Not Available	Not Available

# Community Development

## Building-Trades

### Code Services

	2013	2013	2013	
Complaints	Jan	Feb	March	
Complaints Received	210	105	246	561
Unjust Complaints	68	43	69	180
Valid Complaints	153	62	165	380
Violation Notices Issued	161	69	117	347
Citations Issued	129	99	165	393
Work Orders Submitted	19	18	20	57
Sweeps Performed	1	2	3	6
Quality of Life Tickets Issued	477	864	921	2262

Rental Inspections	Jan	Feb	March	
Inspections Scheduled	788	726	958	2472
Inspections Performed	618	539	736	1893
Inspections Receiving Compliance	153	204	215	572
No-Shows	145	144	200	489
Extensions Requested	33	50	42	125
Units Inspected	1202	1089	1311	3602
Citations Issued	222	158	87	467
3-Day re-inspections performed	111	116	147	374
120-day re-inspections performed	162	222	216	600
Billable Inspections Performed	291	186	301	778

Health and Safety Inspections	Jan	Feb	March	
Scheduled Inspections	84	64	123	271
Performed Inspections	78	37	92	207
Inspections Receiving Compliance	27	17	49	93
No-shows	6	27	27	60
Extensions requested	0	1	2	3
Units Inspected	82	47	94	223
Citations Issued	0	6	14	20
3-day re-inspections performed	26	2	9	37
120-day re-inspections performed	24	8	29	61

Illegal Rentals	Jan	Feb	March	Total
Properties Visited	43	50	61	154
Violation Notices Issued	41	47	59	147
Placards Issued	24	19	15	58
Placard Fees Paid	?	?	?	
Properties brought into Compliance	52	31	51	134

Hearings	Jan	Feb	March	Total
Guilty	26	28	31	85
Not Guilty	19	3	21	43
Dismissed	42	36	24	102

Health Inspections	Jan	Feb	March	Total
Scheduled Inspections	75	82	84	241
Performed Inspections	74	81	84	239
Inspections receiving compliance	74	80	84	238
No-shows	2	1	0	3
Re-inspections performed	3	5	18	26
Citations Issued	0	0	0	0

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

Conduct enforcement of the City of Reading Zoning Ordinance, Review permit applications to register allowable uses and construction throughout the City. **BUILDING & TRADES**

	Jan	Feb	Mar	Total
Total # of cases	3	0	0	3
Guilty	0	0	0	0
Dismissed	0	0	0	0
Not Guilty	0	0	0	0
Withdrawn	0	0	0	0
Continued	3	0	0	3
Guilty in Absencia	0	0	0	0
Witness	0	0	0	0

TRADES INSP	Jan	Feb	Mar	Total
New Construction	9	0	0	9
Alteration/Repair	223	0	0	223

PERMITS	Jan	Feb	Mar	Total
New	1	1	0	2
Alterations/Repairs	56	45	52	153
Plumbing	76	139	49	264

Electric	50	33	64	147
Mechanical	11	10	10	31
Demolition	0	0	1	1

VALUATIONS				
	Jan	Feb	Mar	Total
New	3,842,004.00	84,774.00	0.00	3,926,778.00
Alter/Repairs	375,884.58	161,982.00	3,053,001.37	3,590,867.95
Plumbing	676,203.33	312,803.00	102,777.88	1,091,784.21
Electric	75,925.65	70,789.00	746,811.50	893,526.15
Mechanical	165,600.00	84,340.00	37,686.80	287,626.80
Demolition	0.00	0.00	17,300.00	17,300.00

FEES				
	Jan	Feb	Mar	Total
New	28,828.25	1,354.00	0.00	30,182.25
Alter/Repairs	8,442.00	5,996.50	51,024.94	65,463.44
Plumbing	13,977.00	10,284.00	5,720.00	29,981.00
Electric	3,838.50	3,394.00	16,366.00	23,598.50
Mechanical	3,306.50	2,075.00	1,405.00	6,786.50
Demolition	0.00	0.00	349.00	349.00

PLAN REVIEW				
	Jan	Feb	Mar	Total
Review	24	0	0	24

COMPLAINTS				
	Jan	Feb	Mar	Total
Total	38	0	0	38
Unjust	22	0	0	22
Valid	16	0	0	16
In Process	8	0	0	8

CERT OF OCCUPANCY				
	Jan	Feb	Mar	Total
	8	0	0	8

Planning	January	February	March	Total
Cost per plan reviewed collected	0	\$3,730	\$4,400	8130
percent of existing plan reviewed or update	n/a	n/a	n/a	n/a
plan review	10	10	10	30

ZONING

	FEB	March	total
NUMBER OF PERMITS OLDER THAN 30	2		2
Average COST PER ZONING PERMIT	\$98	\$95	\$193
PERCENT OF PERMITS ISSUED AT TIME	90%	90%	180%
AVERAGE NUMBER OF DAYS TO COM	2	2	4
NUMBER OF ZONING VIOLATIONS	66	17	83
BACKLOG OF RENTAL APPLICATIONS	82		82
UNJUST COMPLAINTS FORM THE CSC	4	11	15
Owner Occupied Permits Written	27	19	46
# of Permits requeir no fee O/O & Minor H	29		29

## Administrative Services 2013

	January	February	March	April
Purchase Orders Issued	432	90	29	
Accounts Payable Forms Issued	701	355	272	
Accounts Payable Invoices Processed	1555	1307	1278	
Accounts Payable Checks Issued	513	434	451	
Accounts Payable EFT Issued	93	84	74	
Accounts Payable EFT Suppliers Set Up	0	0	0	
Payroll Checks/Direct Deposits Processed	1536	1356	1361	
Corrections	0	0	1	
Pension Checks/Direct Deposits Processed	1036	1031	1027	
Corrections	1	4	1	
Journal Entries Submitted	108	146	129	
Corrections:				
Accounts Payable	8	4	5	
Daily Cash Transactions	1	1	1	
Other	9	24	10	

<b>Human Resources Department - 2013</b>	<b>January</b>	<b>February</b>	<b>March</b>
Item			
<b>SEPARATION FROM SERVICE BY DEPARTMENT</b>			
Fire	1	1	
Police			
PoliceSpecial Services			
Public Works	2		
Garage			
Recycling			
City Clerk			
Administrative Services			
LAW			
Auditor			
IT	1		
Human Relations Commission			
Community Development			
CD-Codes		1	
CD/Trades	1		
Sanitary Sewers			
WWTP			
Managing Director			
Mayor			
HR	1		
<b>SEPERATIONS FROM SERVICE BY TYPE (RETIRMENTS, DISMISSAL, VOLUNTARY RESIGNATIONS)</b>			
Retirement		1	
Termination	3		
Voluntary Resignations	3	1	
Transfer			
<b>NEW EMPLOYEE HIRED BY DEPARTMENT AND DIVISION</b>			
Administration			
Managing Director			
HR			
Administrative Services			
Mayor			
LAW			
Accounting			
Citizens Service Center			
City Clerk			
CD			
Codes			
Zoning			
IT			
WWTP		1	
Sanitary Sewers			
Public Works			

<b>Public Property</b>			
<b>Trade</b>			
<b>Recycling</b>			
<b>Police</b>	<b>5</b>		
<b>Police Special Service</b>			
<b>Fire</b>			

**Risk and Safety Office**  
**March 2013 Report -**

<b>HUMAN RESOURCE DEPARTMENT</b>	January	February	March	April	May	June	July	August	Sept	October	Nov	Dec
<b>Injury incidents reported by Department/unit</b>	28	14	10									
Fire	13	9	4									
Police	8	2	4									
Public Works	5	3										
Admin												
Codes			1									
Administrative Services												
CD												
Law												
Library												
Recycling	2		1									
<b>Injury incidents requiring medical attention</b>	15	0	5									
<b>Injury incidents requiring lost time</b>	5	4	3									
<b>Total lost time in days due to injury</b>	321	266	305									
<b>Training sessions held/attendance by Depts.</b>	0	0	2									
Administrative Services			1									
CD												
Law												
Library												
Fire												
Police												
Public Works			49									
Recycling												
<b>Number of Insurance claims by coverage type</b>												
Professional	3	1	0									
General Liability	2	1	1									
Automobile Liability	6	6	5									
Property	14	19	11									
<b>Number of Claims Resolved</b>	12	34	21									
<b>Number of Claims Unresolved (current month claims)</b>	18	16	7									
<b>Cost of claims resolved</b>	150,811	154,779	1,000									

# Information Technology

## Average Resolution Time

Department	Jan	Feb	March	YTD Avg
Administrative Services	2.6	1.81	1.36	1.89
Auditor	0.42	0.28	1.18	0.65
Community Development	2.24	1.94	2.02	2.07
City Council	1.33	0.69	0.9	0.99
Fire	2.77	3.6	1.68	2.73
Law	0.21	2.4	0.8	0.91
Managing Director	2.37	2.84	1.22	2.12
Mayor	0.13	0.51	0.08	0.24
Police	2.01	2.5	3.07	2.51
Public Works	3.87	2.57	3.07	3.22
Recreation	1.96	2.05	2.51	2.09
Authorities				
Monthly Average	2.22	2.07	2.08	2.12

## Work Order Status (Open\Closed)

Department	Jan	Feb	March	YTD
Administrative Services	0/91	0/98	6/102	6/291
Auditor	0/3	0/4	0/4	0/11
Community Development	0/78	0/77	0/91	0/246
City Council	0/50	0/40	1/48	1/138
Fire	0/23	0/22	1/19	1/64
Law	0/4	0/2	0/2	0/8
Managing Director	0/17	0/9	0/10	0/36
Mayor	0/4	0/4	0/4	0/12
Police	0/137	0/117	1/131	1/385
Public Works	0/29	0/22	0/41	0/92
Recreation	0/14	0/7	0/5	0/26
Authorities				

## Works Orders by Type

	Jan	Feb	March	YTD
Account Configuration	22	28	24	74
Account Set-up	11			11

CMMS			15	15
Data Modifications	11	10	13	34
Email	34	34	37	105
File Restore				0
GIS			9	9
Hansen - Account Corrections				0
Hansen - Modifications				0
Hardware	56	35	44	135
Infrastructure				0
Internal Inquiries		10		10
IP Phone System	10	14		24
Lock Out	22	14	10	46
MDT	19	9	15	43
Others	148	148	175	471
Password Reset				0
Permissions				0
PMS	9			9
Printer	21	9		30
Projector				0
Report Creation				0
Server Maint				0
Software - Citrix				0
Software - Hansen				0
Software - Office			18	18
Software - Mobile				0
Software - Paperless				0
Software - PDS				0
Software - USL				0
Software Installation	13	9	23	45
Training - General PC Skills		12		12
Training - Hansen				0
Training - Office				0
Web - Admin Services	12	12	17	41
Web - Managing Director				0
Web - Mayor				0
Self Service				0
Web Updates- Codes				0
Web Updates- Council	49	39	45	133
Backup Systems	13	19	17	49
NPF			9	9
Totals	450	402	471	1323