

1st Quarter 2015
Performance Measures



READING POLICE DEPARTMENT
Performance Indicators
January 2015

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. 2015	Jan. 2014
Homicide	2	0
Rape	1	4
Robbery	35	25
Assault	23	46
Burglary	83	87
Larceny	130	103
AutoTheft	26	25
Arson	1	2
TOTAL	301	292

Reported Part 1 Offenses- Year to date				
	2015	2014	2013	2012
Homicide	2	0	2	2
Rape	1	4	5	4
Robbery	35	25	32	41
Assault	23	46	22	24
Burglary	83	87	112	87
Larceny	130	103	110	124
Auto Theft	26	25	24	19
Arson	1	2	3	0
TOTAL	301	292	310	301

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. 2015	Jan. 2014
Total Part 2	435	440
Disorderly	42	34
Drugs	54	51
Vandalism	63	55

Reported Part 2 Offenses- Year to date				
	2015	2014	2013	2012
Total Part 2	435	440	479	522
Disorderly	42	34	55	66
Drugs	54	51	56	63
Vandalism	63	55	80	75

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	82	27%	79	27%	351	81%	335	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	Jan 2015	Jan 2014
PLATOON A	116	121
PLATOON B	121	123
PLATOON C	138	128
PLATOON D	9	1
VICE	19	15
CID	29	54
MOC	1	0
ATF	9	8
TRAFFIC	0	0
TOTAL	442	450

ARREST YTD	FELONY	MISD	NON-TRAFFICS	TOTAL
PLATOON A	9	38	69	116
PLATOON B	20	50	51	121
PLATOON C	18	57	63	138
PLATOON D	0	5	4	9
VICE	17	2	0	19
CID	22	6	1	29
MOC	0	0	1	1
ATF	5	4	0	9
TRAFFIC	0	0	0	0
TOTAL	91	162	189	442

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

# of Officers	# of Arrests	Per officer	# of Citations	Per Officer
154 Total	253	1.6	189	1.2

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		
	Jan 2015	Jan 2014
Murder	0	0
Robbery	11	7
Agg. Assault	6	16
Total	17	23

PART I FIREARMS CRIMES - YTD				
	2015	2014	2013	2012
Murder	0	0	2	2
Robbery	11	7	14	20
Agg. Assault	6	16	8	4
Total	17	23	24	26

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 2015	Jan 2014
Number of dispatched calls	4705	4791
Number of Dispatches under 2 minutes	2054 – 44%	2192 – 46%
Number of Dispatches under 5 minutes	3164 – 67%	3308 – 69%
Number of Dispatches under 10 minutes	3737 – 79%	3839 – 80%
Number of Dispatches under 20 minutes	4159 – 88%	4219 – 88%
Number of Dispatches Greater than 20 Minutes	546 – 12%	572 – 12%

CAD CALLS - YTD	2015	2014	2013
Number of dispatched calls	4705	4791	5668
Number of Dispatches under 2 minutes	2054 – 44%	2192 – 46%	3113 – 55%
Number of Dispatches under 5 minutes	3164 – 67%	3308 – 69%	4308 – 76%
Number of Dispatches under 10 minutes	3737 – 79%	3839 – 80%	4863 – 86%
Number of Dispatches under 20 minutes	4159 – 88%	4219 – 88%	5211 – 92%
Number of Dispatches Greater than 20 Minutes	546 – 12%	572 – 12%	457 – 08%

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 2015	Jan 2014
REPORTABLE	58	65
NON-REPORTABLE	203	230
HIT & RUN (included above)	66	73
TOTAL (first two columns)	261	295

ACCIDENTS YTD	2015	2014	2013	2012
REPORTABLE	58	65	62	62
NON-REPORTABLE	203	230	170	178
HIT & RUN (included above)	66	73	49	74
TOTAL (first two columns)	261	295	232	240

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	2013	2014	2015
1.	January	2449	2571	1392
2.	February	1905	2348	
3.	March	2271	2066	
4.	April	1615	1592	
5.	May	1583	1574	
6.	June	1642	1356	
7.	July	1586	1475	
8.	August	1735	1333	
9.	September	1530	1363	
10.	October	1871	1677	
11.	November	2046	1789	
12.	December	1815	1697	
	YTD Totals	21438	20841	1392

READING POLICE DEPARTMENT
Performance Indicators
February 2015

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. 2015	Feb. 2014
Homicide	1	0
Rape	2	2
Robbery	16	9
Assault	20	33
Burglary	45	39
Larceny	102	88
AutoTheft	8	8
Arson	0	1
TOTAL	194	180

Reported Part 1 Offenses- Year to date				
	2015	2014	2013	2012
Homicide	3	0	2	4
Rape	3	6	7	7
Robbery	50	34	55	71
Assault	43	79	54	44
Burglary	127	126	205	163
Larceny	233	191	206	236
AutoTheft	34	33	41	41
Arson	1	3	4	2
TOTAL	494	472	574	568

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. 2015	Feb. 2014
Total Part 2	395	390
Disorderly	47	31
Drugs	59	41
Vandalism	51	38

Reported Part 2 Offenses- Year to date				
	2015	2014	2013	2012
Total Part 2	830	830	973	996
Disorderly	89	65	126	129
Drugs	113	92	107	113
Vandalism	114	93	141	135

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	151	31%	150	32%	666	80%	684	82%

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 2015	Feb 2014
PLATOON A	110	126
PLATOON B	108	115
PLATOON C	157	192
PLATOON D	14	6
VICE	7	3
CID	14	23
MOC	2	2
ATF	8	4
TRAFFIC	0	0
TOTAL	420	471

ARREST YTD	FELONY	MISD	NON-TRAFFICS	TOTAL
PLATOON A	21	84	121	226
PLATOON B	37	88	104	229
PLATOON C	37	140	118	295
PLATOON D	0	11	12	23
VICE	23	3	0	26
CID	32	10	1	43
MOC	0	2	1	3
ATF	8	9	0	17
TRAFFIC	0	0	0	0
TOTAL	158	347	357	862

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

# of Officers	# of Arrests	Per officer	# of Citations	Per Officer
154 Total	505	3.2	357	2.3

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 2015	Feb 2014
Murder	1	0
Robbery	3	4
Agg. Assault	6	7
Total	10	11

PART I FIREARMS CRIMES - YTD				
	2015	2014	2013	2012
Murder	1	0	2	3
Robbery	14	11	21	33
Agg. Assault	12	23	13	9
Total	27	34	36	45

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 2015	Feb 2014
Number of dispatched calls	4446	4625
Number of Dispatches under 2 minutes	1893 – 43%	1754 -38%
Number of Dispatches under 5 minutes	3058 – 69%	2812 – 61%
Number of Dispatches under 10 minutes	3587 – 81%	3374 – 73%
Number of Dispatches under 20 minutes	3935 – 89%	3827 – 83%
Number of Dispatches Greater than 20 Minutes	511 – 11%	798 – 17%

CAD CALLS - YTD	2015	2014	2013
Number of dispatched calls	9151	9643	10719
Number of Dispatches under 2 minutes	3947 – 43%	4045 – 42%	5667 – 53%
Number of Dispatches under 5 minutes	6222 – 68%	6270 – 65%	7961 – 74%
Number of Dispatches under 10 minutes	7324 – 80%	7392 – 77%	9045 – 84%
Number of Dispatches under 20 minutes	8094 – 88%	8244 – 85%	9763 – 91%
Number of Dispatches Greater than 20 Minutes	1057 – 12%	1399 – 15%	956 – 9%

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 2015	Feb 2014
REPORTABLE	64	46
NON-REPORTABLE	212	302
HIT & RUN (included above)	68	97
TOTAL (first two columns)	276	348

ACCIDENTS	2015	2014	2013	2012
REPORTABLE	122	111	135	136
NON-REPORTABLE	415	532	354	342
HIT & RUN (included above)	134	170	123	143
TOTAL (first two columns)	537	643	489	478

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	2013	2014	2015
1.	January	2449	2571	1392
2.	February	1905	2348	999
3.	March	2271	2066	
4.	April	1615	1592	
5.	May	1583	1574	
6.	June	1642	1356	
7.	July	1586	1475	
8.	August	1735	1333	
9.	September	1530	1363	
10.	October	1871	1677	
11.	November	2046	1789	
12.	December	1815	1697	
13.	YTD Totals	21438	20841	2391

READING POLICE DEPARTMENT
Performance Indicators
March 2015

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 2015	March 2014
Homicide	0	0
Rape	1	3
Robbery	11	20
Assault	23	22
Burglary	71	68
Larceny	132	130
AutoTheft	26	11
Arson	0	0
TOTAL	264	254

Reported Part 1 Offenses- Year to date				
	2015	2014	2013	2012
Homicide	3	0	3	5
Rape	4	9	11	10
Robbery	61	53	76	88
Assault	66	100	86	79
Burglary	198	194	285	237
Larceny	365	321	320	338
AutoTheft	60	43	63	72
Arson	1	3	5	6
TOTAL	758	723	849	836

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 2015	March 2014
Total Part 2	472	524
Disorderly	37	45
Drugs	77	78
Vandalism	51	70

Reported Part 2 Offenses- Year to date				
	2015	2014	2013	2012
Total Part 2	1302	1354	1534	1561
Disorderly	126	110	221	205
Drugs	190	170	165	169
Vandalism	165	163	213	200

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	219	29%	206	28%	1075	83%	1089	80%

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 2015	Mar 2014
PLATOON A	159	161
PLATOON B	133	147
PLATOON C	159	184
PLATOON D	10	5
VICE	25	17
CID	29	17
MOC	1	3
ATF	11	3
TRAFFIC	0	0
TOTAL	527	537

Arrests YTD	FELONY	MISD	NON-TRAFFICS	TOTAL
PLATOON A	31	150	204	385
PLATOON B	49	150	163	362
PLATOON C	46	211	197	454
PLATOON D	2	12	19	33
VICE	42	9	0	51
CID	46	25	1	72
MOC	0	3	1	4
ATF	12	15	1	28
TRAFFIC	0	0	0	0
TOTAL	228	575	586	1389

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

# of Officers	# of Arrests	Per officer	# of Citations	Per Officer
154 Total	803	5.2	586	3.8

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 2015	Mar 2014
Murder	0	0
Robbery	4	9
Agg. Assault	5	9
Total	9	18

PART I FIREARMS CRIMES - YTD				
	2015	2014	2013	2012
Murder	1	0	2	3
Robbery	18	20	29	39
Agg. Assault	17	32	17	20
Total	36	52	48	62

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 2015	Mar 2014
Number of dispatched calls	5182	5149
Number of Dispatches under 2 minutes	2124 – 41%	2292 – 45%
Number of Dispatches under 5 minutes	3386 – 65%	3494 – 66%
Number of Dispatches under 10 minutes	4062 – 78%	4066 – 79%
Number of Dispatches under 20 minutes	4520 – 87%	4510 – 88%
Number of Dispatches Greater than 20 Minutes	662 – 13%	639 – 12%

CAD CALLS - YTD	2015	2014	2013
Number of dispatched calls	14333	14792	16432
Number of Dispatches under 2 minutes	6071 – 42%	6337 – 43%	8660 – 53%
Number of Dispatches under 5 minutes	9608 – 67%	9764 – 66%	12152 – 74%
Number of Dispatches under 10 minutes	11386 – 79%	11459 – 77%	13810 – 84%
Number of Dispatches under 20 minutes	12614 – 88%	12754 – 86%	14922 – 91%
Number of Dispatches Greater than 20 Minutes	1719 – 12%	2038 – 14%	1500 – 9%

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 2015	Mar 2014
REPORTABLE	58	73
NON-REPORTABLE	247	186
HIT & RUN (included above)	90	74
TOTAL (first two columns)	305	259

ACCIDENTS - TTL	2015	2014	2013	2012
REPORTABLE	180	184	219	551
NON-REPORTABLE	662	718	561	228
HIT & RUN (included above)	224	241	206	232
TOTAL (first two columns)	842	902	780	779

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	2013	2014	2015
1.	January	2449	2571	1392
2.	February	1905	2348	999
3.	March	2271	2066	1728
4.	April	1615	1592	
5.	May	1583	1574	
6.	June	1642	1356	
7.	July	1586	1475	
8.	August	1735	1333	
9.	September	1530	1363	
10.	October	1871	1677	
11.	November	2046	1789	
12.	December	1815	1697	
13.	YTD Totals	21438	20841	4119



CITY OF READING, PENNSYLVANIA

DEPARTMENT OF FIRE & RESCUE SERVICES
OFFICE OF THE FIRE CHIEF
815 WASHINGTON ST
READING, PA 19601-3690
PHONE 610-655-6137

WILLIAM I. STOUDT, JR.
FIRE CHIEF

April 15, 2015

To PFM:

The following should provide you with an update of the Fire Department's performance in the First Quarter of 2015.

Fire Suppression

	<u>January</u>	<u>February</u>	<u>March</u>	<u>Total</u>
Responses	778	795	731	2,304
Structure Fire Responses	43	52	51	146
Medical/Ambulance Assist	405	416	390	1,211
Civilian Injuries	1	2	3	6
Civilian Deaths	1	0	0	1
Fire Fighter Injuries	1	0	2	3
Average Response Time	3:57	4:04	3:60	
Average Responses per Day	25	28	23	

EMS Division

	<u>January</u>	<u>February</u>	<u>March</u>	<u>Total</u>
Responses	1468	1329	1569	4,366
Average per Ambulance	367	332	392	1,091
Non-emergency transports	2	1	6	9
Revenue received	\$207,203.57	\$252,983.21	\$291,053.65	\$751,240.43

Fire Marshal Division

	<u>January</u>	<u>February</u>	<u>March</u>	<u>Total</u>
Inspections administered	6	12	13	31
Inspections billed	\$250	\$910	\$2,000	\$3,160
Inspections collected	\$475	\$360	\$725	\$1,560
Other Revenue	\$7,395.23	\$4,422.78	\$5,095.11	\$16,913.12



Planning

We as a Department are starting to move forward in planning for the future needs of Fire Protection and Emergency Medical Services for the citizens of the city. Some of the projects that have already been started for the short term are;

- Change over to new and much improved reporting software that will allow the Fire and Medical systems to interface with one another, as well as with the county CAD system.
- We have met with the Public Works Director and other personnel to develop a relationship and find ways to work together to address the issues with our facilities.
- We have put together a working group of paramedics of all ranks to identify all the issues with the present EMS system, and then look to find solutions to the problems for not only the immediate and short range, but for the long range as well.

Act 47 Initiatives

FD02. Discontinue Non-Emergency Transport Program

- We have been working with the Managing Directors Office and Council's Finance Committee to monitor the progress of this program. The decision to discontinue the service as of June 30th 2015 was made on Monday April 13th and will be presented to the Finance Committee at their April 20th Meeting.

FD07. Residential Smoke Alarm Program

- There is progress being made with this initiative, and we are working on making the necessary arrangements with all the stakeholders to schedule a press conference the last week of the month or 1st week in May, to announce the expansion of the present program.

FD08. Five-Year Strategic Plan

- As mentioned above we are starting to focus on the future of the department and are beginning to start to plan for the future. We still will experience some turnover of senior officers through this year, but believe that we have planned to make these transitions as smooth as possible. This should allow for us to continue with the planning process even as the officers moving up in rank transition into their new positions.

Respectfully submitted,



WILLIAM I. STOUDT, JR.
Fire Chief

Administrative Services 2015

	January	February	March
Purchase Orders Issued	131	140	19
Accounts Payable Forms Issued	573	415	360
Accounts Payable Invoices Processed	1275	961	1193
Accounts Payable Checks Issued	425	434	443
Accounts Payable EFT Issued	64	67	45
Accounts Payable EFT Suppliers Set Up	0	0	0
Payroll Checks/Direct Deposits Processed Corrections	1401	1343	1343
Pension Checks/Direct Deposits Processed Corrections	1041	1039	1042
Journal Entries Submitted	109	78	153
Corrections:			
Accounts Payable	3	4	6
Daily Cash Transactions	1	0	4
Other	1	2	27

Human Resources Department - 2015	1st QTR
Item	
SEPARATION FROM SERVICE BY DEPARTMENT	
Fire	1
Police	2
PoliceSpecial Services	3
Public Works	2
Garage	3
Recycling	
City Clerk	
Administrative Services	1
LAW	
Auditor	
IT	
Human Relations Commission	
Community Development	1
CD-Codes	1
CD/Zoning	
CD/Trades	
Sanitary Sewers	
WWTP	
Managing Director	
Mayor	
HR	
SEPERATIONS FROM SERVICE BY TYPE (RETIRMENTS, DISMISSAL, VOLUNTARY RESIGNATIONS)	
Retirement	5
Termination	
Voluntary Resignations	12
Transfer	
NEW EMPLOYEE HIRED BY DEPARTMENT AND DIVISION	
Administration	
Managing Director	
HR	2
Administrative Services	1

**Risk and Safety Division/ Human Resources
First Quarter Report ending March 2015**

HUMAN RESOURCE DEPARTMENT	First Quarter	Second Quarter	Third Quarter	Fourth Quarter				
Injury incidents reported by Department/unit	58							
Fire	16							
Police	16							
Public Works	16							
Admin								
Administrative Services								
CD	5							
Law								
Library								
Recycling	5							
Injury incidents requiring medical attention	16							
Injury incidents requiring lost time	5							
Total lost time in days due to injury	628							
Training sessions held/attendance by Depts.								
Others								
Administrative Services, et al								
CD	7							
Auditor								
Library								
Fire								
Police								
Public Works	57							
Recycling								
Number of Insurance claims by coverage type								
Professional	1							
General Liability	15							
Automobile Liability	18							
Property	24							
Number of Claims Resolved	38							
# of Claims Unresolved (current quarter claims)	35							
Cost of claims resolved	9,233.25							

1st Quarter
2015

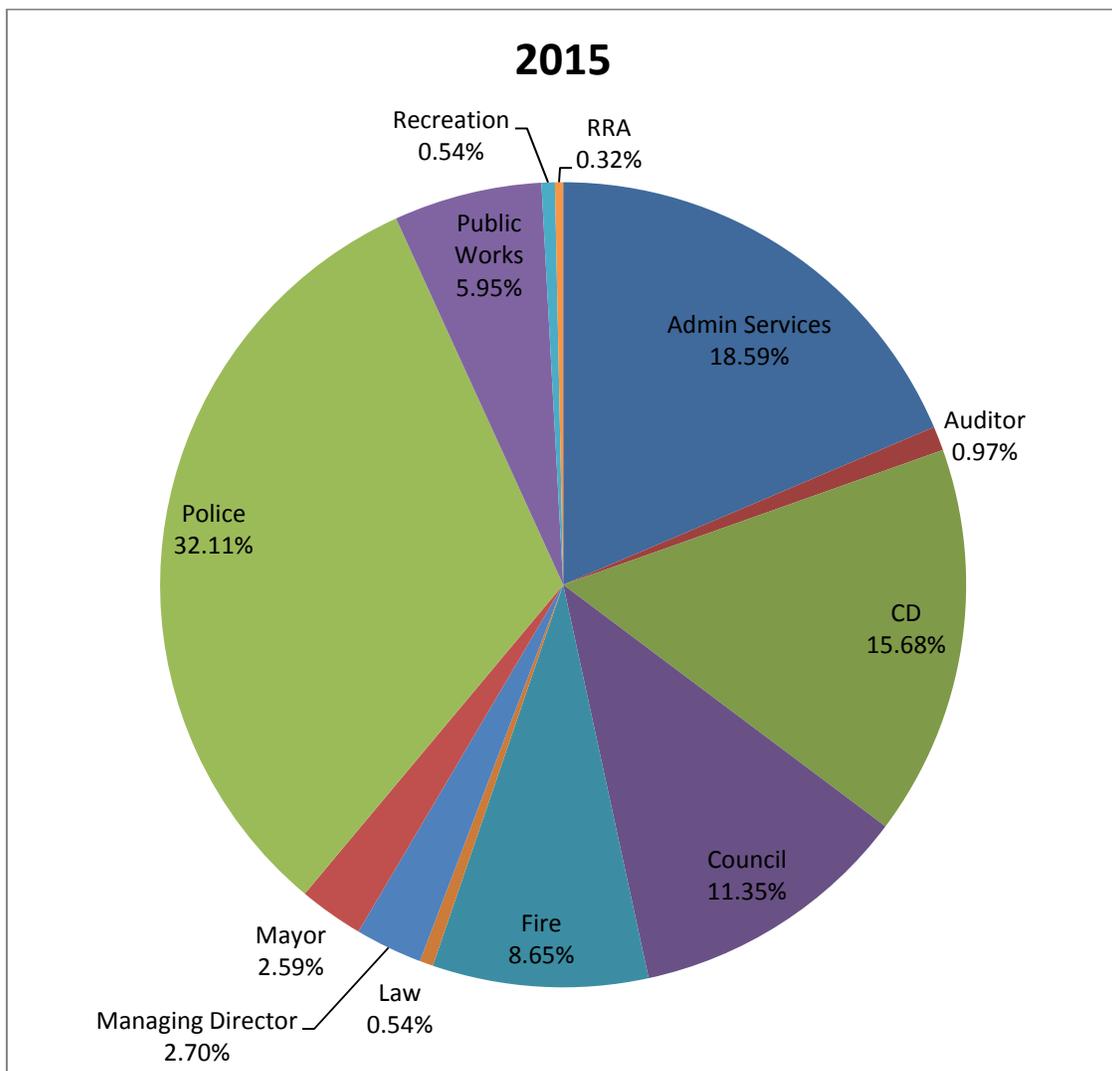
Information Technology Report



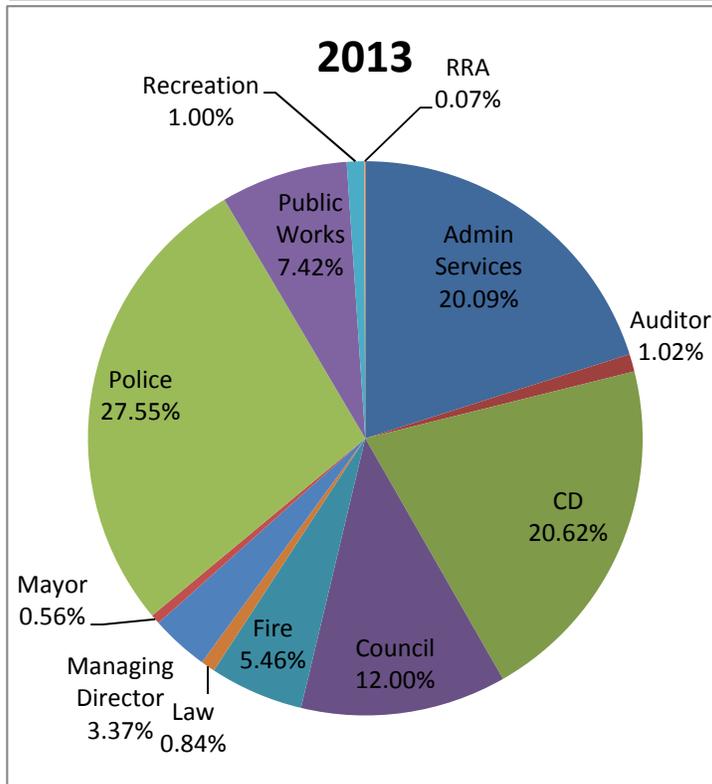
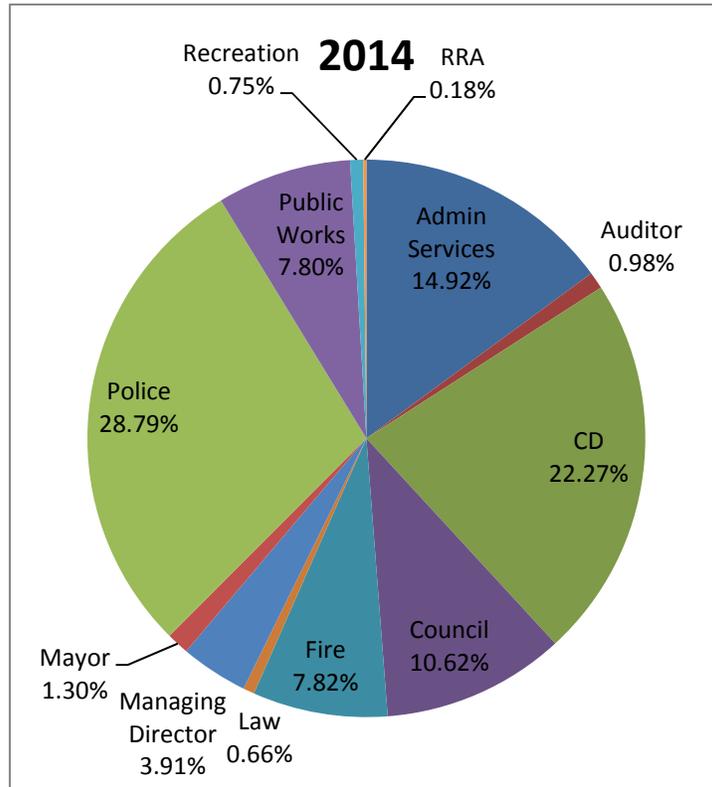
Executive Summary

For the 1st quarter of 2015 Average Resolution time missed our goal of two hours (2.37 hrs.); target is to remain at or below 2.00 hrs. Resolution times by priority are achieving our goals (High – 3.5 hr., Med – 7 hrs., Low – 14 hrs.). Work orders resolved within 1 hour remained at 43%. Additional staff started in February (Network Engineer) and March (Network Administrator). Overall staffing is down by 1 position (Developer). Replacement of remaining Windows XP PC's (primarily PD) is underway and is estimated to be completed in the 2nd quarter. Migration to ReadingPa.Gov is underway and is estimated to continue to the end of the 2nd/beginning of the 3rd quarter.

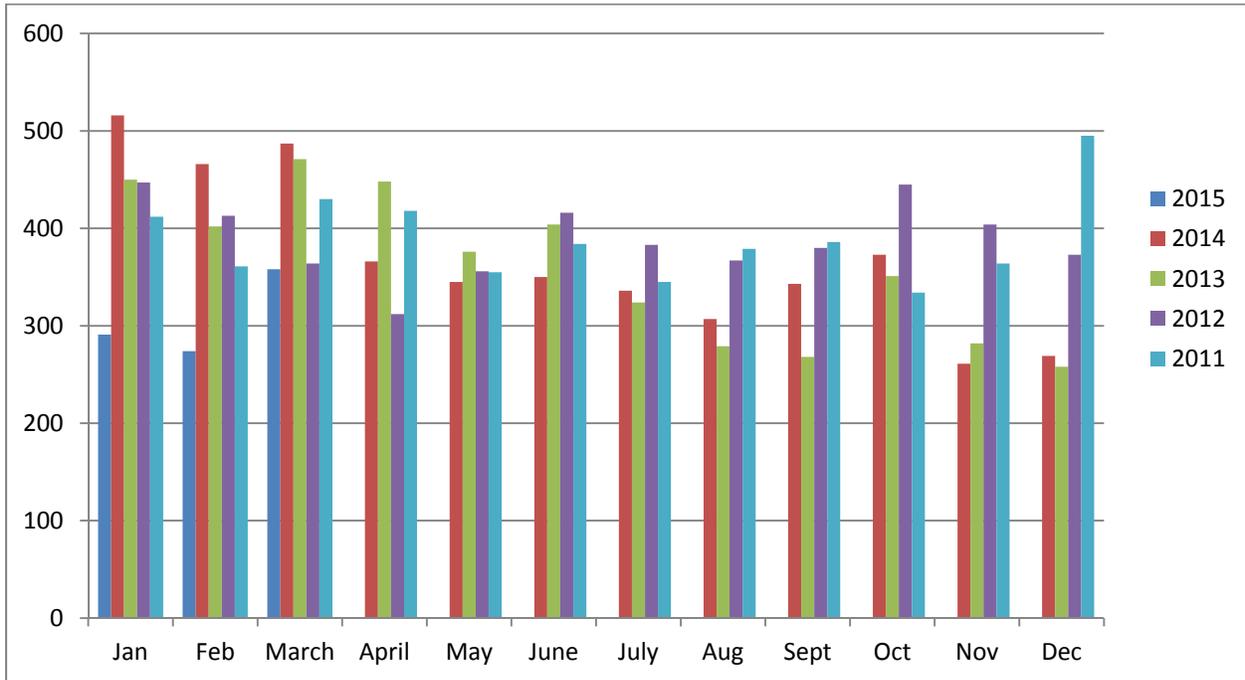
Work Orders by Department – FY 2015



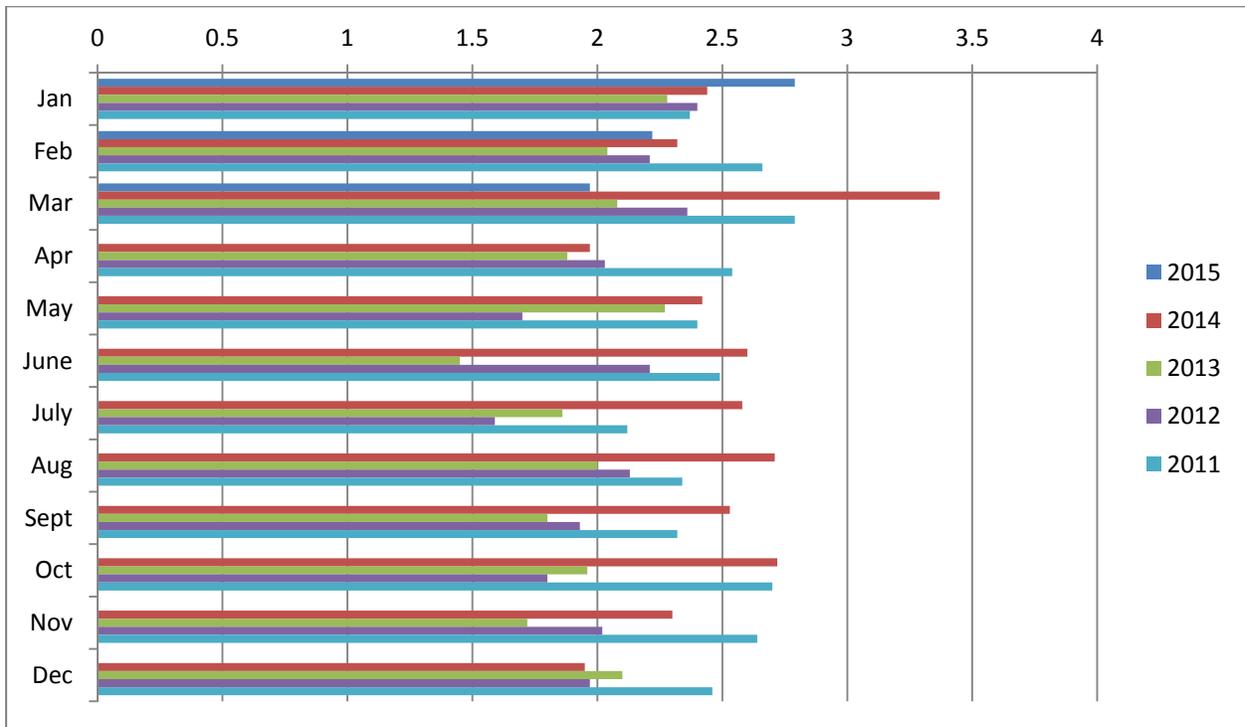
Work Orders by Department – Prior Years



Total Work Orders per Month



Average Resolution Time (Hours)



Work Orders Reported – YTD	927
Average time to resolve work order requests (working hours) (YTD)	2.37
– High Priority	.54
– Medium Priority	2.26
– Low Priority	5.11
Work Order Priority	
– High	7
– Medium	873
– Low	37
Work Orders Resolved Within One Hour	433

2015 Chargeback Totals

Department/Area	Total 2015 Chargeback
Police	\$ 305,485.43
Community Development	\$ 74,783.42
Public Works	\$ 69,087.34
Administrative Services	\$ 37,434.48
Fire	\$ 34,224.89
City Council	\$ 12,358.03
Managing Director	\$ 6,006.38
Law	\$ 6,529.65
RAWA	\$ 0.00
Recreation Commission	\$ 7,805.73
Mayor	\$ 10,284.93
City Auditor	\$ 1,911.73
Reading Redevelopment Authority	\$ 1,907.44
Total Chargeback	\$ 567,819.45

**Community
Development**
Building-Trades

Code Services

2015

	Jan	Feb	March	TOTAL
Complaints				
Complaints Received	295	324	295	914
Unjust Complaints	94	119	134	347
Valid Complaints	201	157	161	519
Violation Notices Issued	73	41	48	162
Citations Issued	25	36	27	88
Work Orders Submitted	7	28	13	48
Sweeps Performed	3	3	6	12
Quality of Life Tickets Issued	151	583	1097	1831

	Jan	Feb	March	TOTAL
Rental Inspections				
Inspections Scheduled	801	686	734	2221
Inspections Performed	311	275	269	855
Inspections Receiving Compliance	205	180	163	548
No-Shows	230	160	209	599
Extensions Requested	42	37	57	136
Units Inspected	1162	1680	1473	4315
Citations Issued	26	32	18	76
3-Day re-inspections performed	102	99	92	293
120-day re-inspections performed	149	114	154	417
Billable Inspections Performed	502	426	480	1408

	Jan	Feb	March	TOTAL
Health and Safety Inspections				
Scheduled Inspections	76	64	90	230
Performed Inspections	41	35	49	125
Inspections Receiving Compliance	16	17	21	54
No-shows	11	8	15	34
Extensions requested	3	1	1	5
Units Inspected	62	52	68	182
Citations Issued	0	0	0	0
3-day re-inspections performed	15	13	20	48
120-day re-inspections performed	5	6	9	20

	Jan	Feb	March	TOTAL
Illegal Rentals				
Properties Visited	84	63	64	211
Violation Notices Issued	1	22	17	40
Placards Issued	44	17	11	72
Placard Fees Paid	?	?	?	

Properties brought into Compliance	23	17	6	46
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Hearings	Jan	Feb	March	TOTAL
Guilty	5	7	8	20
Not Guilty	8	3	7	18
Dismissed	11	3	5	19

Health Inspections	Jan	Feb	March	TOTAL
Scheduled Inspections	102	87	68	257
Performed Inspections	101	87	67	255
Inspections receiving compliance	93	82	53	228
No-shows	0	0	1	1
Re-inspections performed	27	5	21	53
Citations Issued	0	0	0	0

Lead Inspections
Scheduled Inspections
Performed Inspections
Inspections receiving compliance
No-shows
Re-inspections performed
Citations Issued

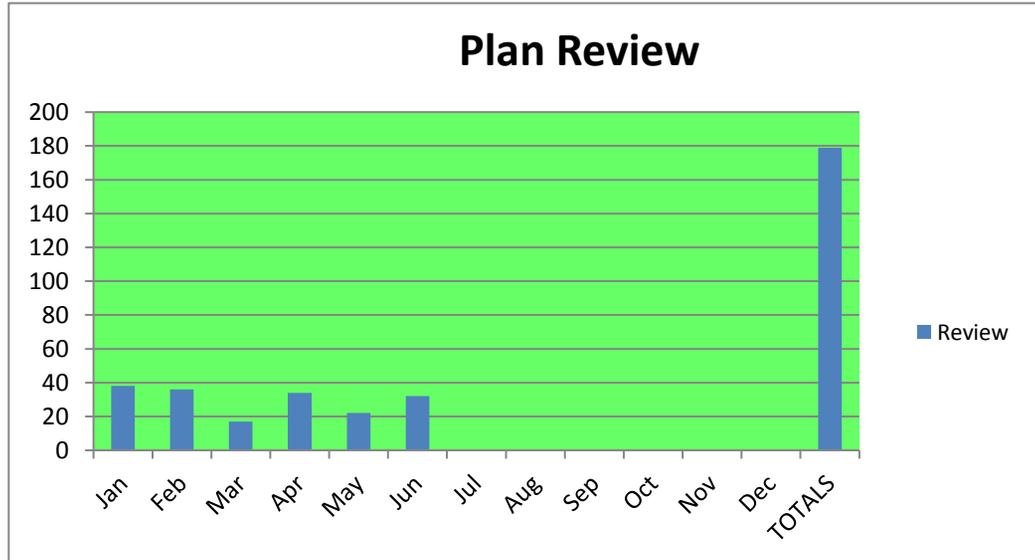
Permit Fees

TRADES INSP	2015		
	Jan	Feb	TOTAL
New Constructio	20	33	53
Alteration/Repai	289	288	577

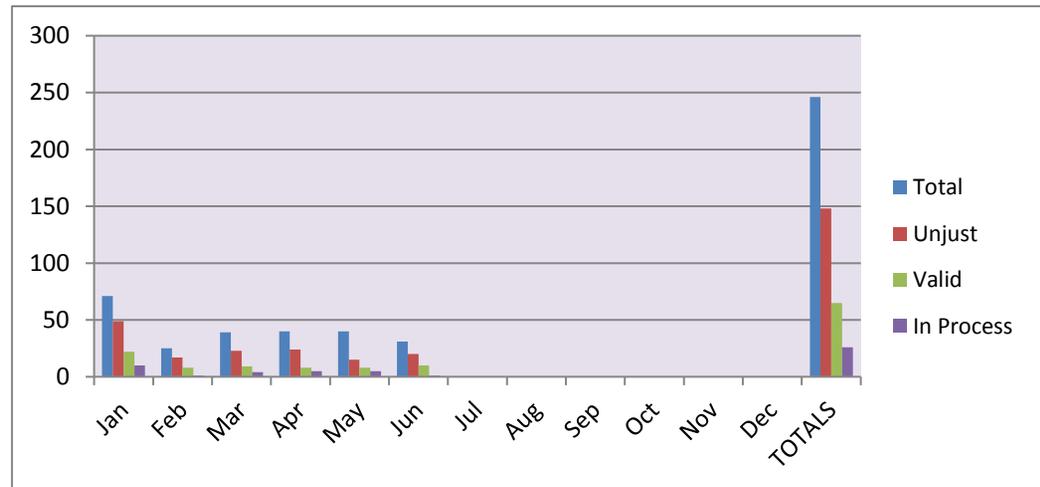
PERMITS	Jan	Feb	TOTAL
New	0	1	1
Alterations/Repa	51	65	116
Plumbing	101	153	254
Electric	73	65	138
Mechanical	54	33	87
Demolition	1		1

VALUATIONS	Jan	Feb	TOTAL
New			
Alter/Repairs	992,486.14	838,781.34	1,831,267.48
Plumbing	825,956.82	423,636.28	1,249,593.10
Electric	279,263.26	291,929.43	571,192.69
Mechanical	217,277.00	124,516.00	341,793.00
Demolition	38,400.00		38,400.00

FEEES	Jan	Feb	TOTAL
New			



Complaints



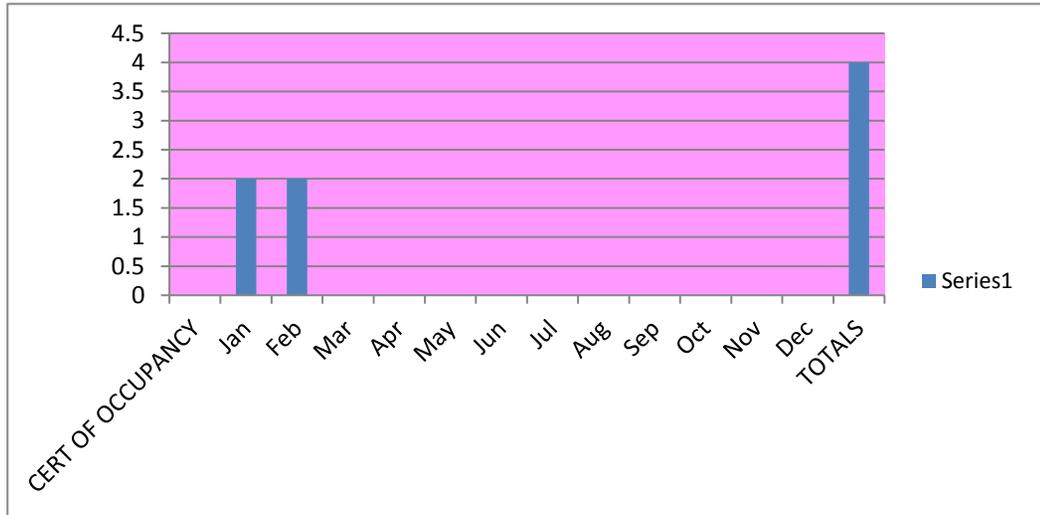
Alter/Repairs	19,715.00	19,233.00	38,948.00
Plumbing	20,090.00	16,802.00	36,892.00
Electric	10,109.00	9,230.00	19,339.00
Mechanical	7,681.00	4,751.00	12,432.00
Demolition	664.00		664.00

PLAN REVIEW			
	Jan	Feb	TOTAL
Review	32	30	62

COMPLAINTS			
	Jan	Feb	TOTAL
Total	30	28	58
Unjust	10	18	28
Valid	15	5	20
In Process	1	2	3

CERT OF OCCUPANCY			
	Jan	Feb	TOTAL
	3	3	6

Certificate of Occupancy



MINIMUM	375	883	596	97.40%	78%
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MONTH	WWTP TREATMENT COST (Cost/# Pollutants Removed)	WWTP ELECTRIC COST (Cost/MGD Treated)	AVOIDABLE OVERFLOWS (% Change from Last Month)	WWTP CD REQUIREMENTS (% of Requirements Met)
Jan	\$3.71	\$169.59	0*	100 ^Δ
Feb	\$5.00	\$186.96	0*	100 ^Δ
Mar	\$8.00		0*	100 ^Δ
TOTAL				
AVERAGE	\$5.57	\$178.28	0.3	100 ^Δ
MAXIMUM	\$8.00	\$186.96	0	0
MINIMUM	\$3.71	\$169.59	0	0

PROJECTS IN PROGRESS AT THE WASTEWATER TREATMENT PLANT:

- WQM Part II permit question responses were sent back to Aaron Barr on January 5, 2015. WQM Part II permit was approved on 1/29/15.
- Air quality permit was published in the PA bulletin on 1/31/15.
- Berks county WWTP Interview for contract operations. Conference with Deb Hoag and Milissa concerning Berks County’s request for a Best and Final proposal for the operations of their WWTP. Best and Final was submitted on 3/18.
- Conference call referencing UGI contamination debate. Thomas Coleman, legal with the city, is to write up a letter to UGI providing Westons review and we can hopefully settle with westons recommendations.
- Hydraterra’s contract reissued for another year. (Milissa Hurst)

Liquids

- Pennvest application continues to be filled out with changes to the resolution that may enable more money that anticipated from Pennvest. Application to be submitted 2/18/15.
- The Part II WQ permit was granted by PADEP.
- Q&A and tour (not mandatory) for CM contract at BCFTC. Tour includes WWTP, 6th and Canal and 19th Ward.
- Proposals due for CM (3 – Quandel, Gannet Fleming and Hazen and Sawyer)
- Zoning hearing. RK&K (jeff Grow and Bob Andryszak presented). Board heard and voted and approved in single meeting. March received approval letter from zoning board on March 27,

Solids

- The 100% design was submitted by RK&K on January 16th , 2015. The peer review commenced immediately, with comments from Hazen & Sawyer due in early February. Upon receipt and incorporation of those comments, bid ready documents will be prepared. The anticipated timeframe for advertisement of bids is mid April.
- Proposals due for CM (3 – Quandel, Gannet Fleming and Hazen and Sawyer)

6th and Canal PS Phase I

- One stop shop set up for January 15, 2015. Project stands at 60% design with 90% arriving in February. Project is on schedule.
- T&M received 60% design comments from Hazen & Sawyer on 12/22/14. T&M is in the process of incorporating all 60% design review comments in the preparation of the 90% design plans and specifications for submission in February.

6th and Canal PS Phase II

- RK&K was awarded the contract by council on January 26th, 2015. A kickoff meeting is scheduled for mid- February
- Conference call with Dave Stahl (hill) to discuss schedule for 6th and Canal Phase I and Phase II. The city is moving forward with a feasibility study for PLA with the 6th and Canal project.
- Both Wet Wells were taken down and cleaned at 6th and Canal Pump Station for wet Well Scanning.
- A draft of the Preliminary Design Study was released on March 13th. The document is currently undergoing review and revision.

Secondary Digester Rehab –

- Additional tasks performed were sandblasting, physical inspection, structural reinforcement and application of hold coating on the digester cover and sandblasting the interior of the digester.
 - Change order #1 involves the heavier than expected perlite insulation layer
 - Change order #2 involves the structural repairs to the cover.
 - Change order #3: Additional layers of protection on the interior surface of Digester #4
- Lid returned to Digester #4
- Liner Motion Mixers arrived on site and will be installed early April.
- Additional work performed in the control building included the pouring of concrete piers and concrete slab around basement, the pouring of concrete housekeeping pads for the heat exchanger, the erection of structural steel and excavation of concrete in the construction of new pipe troughs.

- In depth MOPO (maintenance of plant operations during construction)
- Meeting with operations concerning metering and flow depletion as stated by Deb Hoag. Issues are being investigated.
- Several HR meetings regarding various staff issues
- All Service Utility Personnel have performed snow removal tasks on numerous dates and times throughout the month of January - March 2015.
- January & February (March pending) DMR's completed and submitted. No NPDES violations were noted.
- The FIGC was returned to service following an extensive rebuild of the hopper and grit chute.
- Replaced Tertiary Pump #2 with new at Tertiary Pump Station.
- Aqua guard at 18th Ward Pump Station was down for a large part of the quarter. Replaced Water Cylinder with unit that was rebuilt by Levans Machinery. Tested and returned to service. This machine is a continual problem and should be replaced in the future.
- Repaired Bar Screen at 6th St. Pump Station.
- There was a 7 hour forward flow on 3/10, and a 15 hour forward flow on 3/14/2015.
- We went to a third blower during the month in hopes of air stripping some ammonia.
- WWTP Safety committee highlights:
 - Incentive program launched at Open Forum early February
 - Safety Surveys distributed, received some responses
 - Work Orders are “revised” to be inclusive of Maintenance and Service Utility
 - Completed work orders for walk throughs are being directed through me for review
- Water meter pit at head of the plant has been replaced. Meter is now readable without entering the pit (as long as the cap is left open) Monitoring meter for functionality. It was noted that meter is reading CUft in lieu of gallons. RAWA is also aware that they were charging wrong and will be adjusting bill for correct volume.
- Investigating docking station / lease program for AQ meters. Many of the current meters are becoming obsolete and should be replaced shortly. Must compile data and determine cost analysis benefit of lease over purchase.
 - UPDATE – received pricing and approval from IT to use vendor software. Pending discussion with Amy for approval.

SOLID WASTE AND RECYCLING PERFORMANCE MEASURES:

REPORT SUMMARY

The Recycling Program is currently in compliance with PA ACT 101 Recycling Law.

PROGRAM HIGHLIGHTS

- Working on new DEP 902 Grant for Capital Improvement to Recycling

PROJECTS IN PROGRESS

- Baler has been installed, will be operational in early 2015
- Performance grant is being written for baler processes
- Working with Professional Recyclers of Pennsylvania on legislation changes of ACT 101
- Working on Public Service Announcements about Litter Abatement and Quality of Life
- Working on light duty program for injured employees
- Working on Memorandum of Understanding with CAN-IT Program
- Working on Memorandum of Understanding with Reading Beautification
- Working on Memorandum of Understanding for elective recycling program

SOLID WASTE DIVISION		
RECYCLING AND SOLID WASTE	1st QTR	YEAR TO DATE
Cost of solid waste services per household	\$12.61/month	\$151.32/year
Amount charged to resident	17.61/month	\$211.32/year
Amount charged to resident for recycling	N/A	N/A
Percent of waste stream that is recycled	N/A	Trash figures are available only for City customers, not for private hauler accounts. This information will not be available until there is a city-wide trash program.
Number of Trash Accounts	17,464	17,464
Total trash collected*	4,874.20	4,874.20
Number of Recycling Accounts	27,048	27,048
Total recycling collected *	956.88	956.88
Recycling Revenue**	\$8,407.59	\$8,407.59
Total Recycling tonnage for comingle*	697.65	697.65
Total Recycling Tonnage for paper *	259.23	259.23

Total Revenue for Comingle **	\$5,968.95	\$5,968.95
Total Revenue for Paper **	\$2,438.64	\$2,438.64
Monthly market price for paper	\$15.00	\$15.00
RSD comingle tonnage	TBA	TBA
RSD paper tonnage	TBA	TBA
RSD total tonnage for cardboard (Baler)	N/A	N/A
RSD food organics	N/A	N/A
work orders for graffiti abatement from csc ***	12	12
graffiti abatement (sweeps) non csc ***	12	12
Total Illegally dumped tires	19	19
Total # of Cleanups	9	9
Total # of Volunteers	156	156
Total # of Hours	414	414
Total value	\$9,335.70	\$9,335.70

SANITARY SEWERS NOTES:

- 10/08 response to clogged sanitary sewer main which was opened without flow leaving the system preventing an SSO event.
- Contractor replacement of trunk on N 2nd Street approaching RR. Redesign to remove 90 and straighten flow from vault to MH.

SANITARY SEWER DATA:

**Department of Public Works
Utilities Division Performance Measures**

2015	Sewers Response Calls				Sanitary Sewers		
	Total Calls	City Issues	After Hours	Repairs	Cleaned	Televised	
Month	(Calls)	(Calls) (%)	(Calls)	(# of Sites)	(Lineal Feet)	(Lineal Feet)	
January	401	40 9.98%	220	1	14561	4039	
February	421	43 10.21%	251	2	17276	2735	
Total	822	83 10.10%	471	3	31837	6774	

STORM SEWER AND PRETREAT DATA:

**Department of Public Works
Utilities Division Performance Measures**

2015 Month	Storm Sewers			Industrial Pretreatment					
	Repairs	Cleaned	Televised	Permits	Inspections		Compliance		
					Sampling		Site	Violations	Qtrly SNC
	(# of Sites)	(Lineal Feet)	(Lineal Feet)	(# Issued)	(# of Events)	(# of Ind)	(# of Ind)	(# of NOVs)	(# of Ind)
January	0	54	0	1	23	19	0	4	
February	1	5	22	1	20	19	0	13	4Q - 2+1
Total	1	59	22						

STORM SEWERS NOTES:

- Planned hot spot inspections and remedial action completed as scheduled.
- 02/12 response to clogged lateral found clog in sanitary sewer main which was opened preventing an SSO event.

INDUSTRIAL PRETREATMENT NOTES:

- Planned hot spot inspections and remedial action completed as scheduled.
- A permit was issued for a new industry going into an existing building in Muhlenberg Township. They moved operations to Berks County from West Virginia.
- 3 of 13 February NOVs issued were for administrative issues - failure to report or resample - leading to SNC.

GENERAL NOTES:

- Sewers personnel assisted with snow plowing operations as necessary during storm events
- Engineering plan reviews were completed for the Planning Commission based upon plans submitted.

OPERATIONS DIVISION REPORT SUMMARY

FLEET SUMMARY

- CMMS program is up and running
 - Fleet information is being entered as equipment is brought in for repairs
 - Database should be complete by early 2016
- Maintenance Mechanic position has been filled. New employee began working in March.

- Cost per vehicle maintained: \$3,285.35
 - (includes LFF, San. Sew., WWTP salaries)
- Total maintenance expenditure per mile driven: N/A
 - (to be compiled with use of fleet software)
- % of preventative maintenance completed as scheduled:
 - Averages for 1st Quarter:
 - 87.3% 44.0 done out of a total 50 scheduled
- % of State Inspections / Emissions completed as scheduled:
 - Averages for 1st Quarter:
 - 81.6% 30.3 done out of a total 37 scheduled
- % of vehicles exceeding replacement criteria: 39.57%
 - Total # of vehicles owned 417
 - Vehicles 7 years old or newer: 252
 - Vehicles over 8 years old: 165

HIGHWAY SUMMARY

- Will be utilizing Liquid Fuels Funds to pave streets in 2015
- Preparing to contract line painting projects throughout City through the Berks County Cooperative Purchasing Council
- Costs per repair completed:

	<u>Type of Work</u>	<u>Repair Total</u>	<u>Ave. Size</u>	<u>Costs/Rep.</u>	<u>Total Cost</u>
January	Utility Cuts	0	5x9	\$ 104.21	\$ -
	Sink holes	0	3x3	\$ 93.74	\$ -
	Potholes	78	2x2	\$ 26.09	\$ 2,035.02
	Low Utility	0	5x9	\$ 72.35	\$ -
					\$ 2,035.02
February	Utility Cuts	0	5x9	\$ 104.21	\$ -
	Sink holes	0	3x3	\$ 93.74	\$ -
	Potholes	790	2x2	\$ 26.09	\$ 20,611.10
	Low Utility	1	5x9	\$ 72.35	\$ 72.35
					\$ 20,683.45

Quarterly Report Highlights – October 2014

December 23, 2014

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March	Utility Cuts	0	5x9	\$ 104.21	\$ -
	Sink holes	2	3x3	\$ 93.74	\$ 187.48
	Potholes	3120	2x2	\$ 26.09	\$ 81,400.80
	Low Utility	40	5x9	\$ 72.35	\$ 2,894.00
					\$ 84,482.28

- Road rehabilitation expenditures per paved lane mile

	<u>Lane Miles</u>	<u>Expenditures</u>
January	352	\$ 5.78
February	352	\$ 58.76
March	352	\$ 240.01

- Average # of calendar days per month required to complete work:

- Sweeper Program 5.3
- Trash to landfill 4.3
- Black Top Repairs 13
- Winter Operations (snow) 9.7
- Maintenance 13
- Cleaning Catch Basins 1
- Leaf Collection 0
- Storm Cleanup (trees) 0
- Yard Waste Collection 2.7
- Crack Sealing 0

PARKS SUMMARY

- Mowing \$268,078.77
- Leaf Removal \$97,483.19
- Snow \$48,741.59
- Ball fields \$24,370.79
- Miscellaneous \$48,741.59
- Arborist Activities \$106,004.03
- Deliveries / Playground Maintenance \$67,898.90
- Number of Parks Maintained per FTE 5.3

- % of preventative maintenance completed as scheduled: Not Applicable

PUBLIC PROPERTIES SUMMARY

- The department currently does not have a supervisory level foreman. After the job description is reviewed, it will be posted.
- Total energy costs for all facilities: (See Energy Usage Summary)
 - 1st Quarter Totals: \$ 113,097.54
- Repair requests per 100,000 square foot maintained:
 - 1st Quarter Totals: 23.6

SHADE TREE:

- Efforts are underway to develop a plan to respond to the ash tree population and its threats from Emerald Ash Borers
- The plan is being developed in conjunction with DCNR Bureau of Forestry.