

**AUSTIN POLICE DEPARTMENT (APD)**

<b>KEY PERFORMANCE MEASURES</b>	<b>FY14 Actual</b>	<b>FY 15 Actual</b>	<b>FY 16 Proposed</b>
Violent crime rate per 1,000 population*	3.96	4.05	4.96
Property crime rate per 1,000 population*	41.42	40.68	50.77
Part II crime rate per 1,000 population	91	90	108
Percent of Part I crimes cleared	17.8	16.3	15.1
Rate of traffic fatalities per 100,000 population	7.55	10.65	7.80
Total police response time for emergency and urgent calls*	7:45	8:04	7:45
Percent of residents satisfied with overall quality of police services	74	To be determined	73

\*Citywide dashboard measure

# AUSTIN FIRE DEPARTMENT (AFD)

KEY PERFORMANCE MEASURES	FY14 Actual	FY 15 Actual	FY 16 Proposed
Percent of emergency incidents where the amount of time between call receipt and the arrival of AFD units is 8 minutes or less	85	85	90
Percent of arson cases cleared by arrest	51	39	40
Number of unintentional fire deaths in the past 12 months	3	5	0
Percent of structure fires confined to the room of origin	83	84	85
Percent of customers satisfied with the quality of AFD services	92	To be determined	90
Number of free smoke alarms installed	2,294	2,469	2,500
Number of fire technical inspections (new construction)	10,881	13,613	11,000
Percent of cardiac arrests due to cardiac causes that arrive at the hospital with a pulse	35	32	40

### EMERGENCY MEDICAL SERVICES DEPARTMENT (EMS)

KEY PERFORMANCE MEASURES	FY14 Actual	FY 15 Actual	FY 16 Proposed
Emergency communications call processing time (in seconds)	66.7	70.2	≤ 75
Percent of Priority 1 (Life Threatening) responded to within 9 minutes and 59 seconds	92.9	91.55	≥ 90
Percentage of patients satisfied or very satisfied with EMS customer service	**	97.5	≥ 95
Revenue collected inside the City of Austin as a percentage of total expenses	**	59	≥ 54
Number of people reached by EMS educational services	15,496	31,294	≥ 25,000
Average number of Continuing Education hours per sworn employee	30	31.5	48
Percent reduction of EMS transports to Hospitals from enrolled Community Health Paramedic (CHP) clients	**	57	≥ 57
Percent of cardiac arrests due to cardiac causes that arrive at the hospital with a pulse	31.55	30.04	≥ 30

\*\* New Measure