



## City of Santa Barbara Police Fiscal Year 2017 Performance Measure Results Table

Division Manager Division	Program Owner	Program (Program #)	Total # of Objectives	# of Objectives Reporting	# of Objectives On Target	# of Objectives Achieved	% of Objectives On Target/Achieved
William Marazita							
	Ed Olsen	Investigative Division (3431)	3	3	2	2	67%/67%
	John Froelicher	Crime Lab (3432)	4	4	4	4	100%/100%
	Dennis Diaz	Information Technology/Crime Analysis	11	10	8	8	80%/80%
	Jessica Ullemeyer	Property Room (3423)	4	4	3	3	75%/75%
	Ed Olsen	Records Bureau (3414)	8	8	8	8	100%/100%
	Juanita Smith	Parking Enforcement (3449)	1	1	0	0	0%/0%
<b>Police-Investigative/Internal Operations Division Division</b>			<b>31</b>	<b>30</b>	<b>25</b>	<b>25</b>	<b>83%/83%</b>
Alex Altavilla							
	Lorenzo Duarte	Animal Control (3461)	2	2	0	0	0%/0%
	Lorenzo Duarte	Field Operations Division (3441)	6	5	2	2	40%/40%
	Dan Tagles	Traffic (3442)	6	6	5	5	83%/83%
	Cynthia Freeman	Combined Communications Center (3451)	7	7	6	6	86%/86%
	Todd Johnson	Nightlife Enforcement Team (NET) (3448)	3	0	0	0	
<b>Police-Field Operations Division Division Totals</b>			<b>24</b>	<b>20</b>	<b>13</b>	<b>13</b>	<b>65%/65%</b>
Todd Stoney							
	Aaron Baker	Community/Support Services (3421)	3	3	2	2	67%/67%
	Eric Beecher	Community and Media Relations (3427)	7	7	6	6	86%/86%
	Joshua Morton	Special Events (3443)	7	7	5	5	71%/71%
	Mike Brown	Training and Recruitment (3424)	4	4	3	3	75%/75%
	Mike Brown	Range and Equipment (3425)	6	6	5	5	83%/83%



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# City of Santa Barbara

## Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

**Department:** Police **2/3, 67%**  
**Division:** Police-Investigative/Internal Operations Division **Objectives**  
**Program Name and Number:** Investigative Division (3431) **Achieved**  
**Program Owner:** Ed Olsen  
**Program Mission:** Investigate or resolve all active assigned criminal cases, including high tech crimes, to a successful conclusion or until all leads are exhausted.

**Program Activities:**

1. Investigate active, unsolved criminal cases.
2. Serve as a liaison with the District Attorney to ensure successful prosecution of criminal offenders.
3. Serve as a liaison with community-based organizations and outside law enforcement agencies.
4. Proactively investigate narcotic violations.
5. Extradite fugitives and transport wanted subjects back to Santa Barbara County for prosecution.

Status	Measurable Objectives	Metric
Ahead of Target 160.9% of Target	<b>1.</b> Achieve a 23% clearance rate by arrest, warrant or District Attorney's Office complaint for all assigned cases.	Percent of cases closed by arrest, warrant or District Attorney complaint
<b>FY2017</b>		
<input checked="" type="checkbox"/>	<b>UM</b>	<b>Year-to-Date</b>
	<b>Target</b>	<b>Actual</b>
	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>
	<b>Qtr3 Actual</b>	<b>Qtr4 Actual</b>
	<b>Mid-Year Actual</b>	<b>Year-to-Date</b>
	23%	41%
	40%	40%
	32%	33%
	37%	37%
<b>Previous FY2016</b>		
	23%	31%
	26%	29%
	28%	25%
	25%	25%
<b>Comments:</b>	<b>Mid-Yr:</b> <input type="text"/>	<b>Yr-End:</b> <input type="text"/>

Status	Measurable Objectives	Metric
Behind Target 98.9% of Target	<b>2.</b> Complete 92% of cases within 90 days following the date assigned to the investigator.	Percent of cases completed within 90 days following the date assigned to investigator
<b>FY2017</b>		
<input checked="" type="checkbox"/>	<b>UM</b>	<b>Year-to-Date</b>
	<b>Target</b>	<b>Actual</b>
	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>
	<b>Qtr3 Actual</b>	<b>Qtr4 Actual</b>
	<b>Mid-Year Actual</b>	<b>Year-to-Date</b>
	92%	93%
	98%	96%
	86%	87%
	91%	91%
<b>Previous FY2016</b>		
	92%	93%
	91%	92%
	89%	80%
	88%	88%
<b>Comments:</b>	<b>Mid-Yr:</b> <input type="text"/>	<b>Yr-End:</b> Due to caseload fluctuations, new detectives assigned to division during the last six months, and several large scale investigations, we were unable to to meet the 92% goal.

Status	Measurable Objectives	Metric														
Ahead of Target 110.% of Target	3. Complete 90% of District Attorney follow-up requests assigned to the Investigative Division by due date.	Percent of District Attorney requests completed by due date														
<b>FY2017</b>																
✓	UM	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">90%</td> <td style="text-align: center;">99%</td> <td style="text-align: center;">99%</td> <td style="text-align: center;">99%</td> <td style="text-align: center;">98%</td> <td style="text-align: center;">99%</td> <td style="text-align: center;">99%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	90%	99%	99%	99%	98%	99%	99%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
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<b>Previous FY2016</b>																
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90%	99%	99%	99%	99%	100%	99%										
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 132.1% of Target	1. Cases closed by arrest, warrant, or District Attorney complaint		554	251	215	466	143	123	732
			Previous FY2016						
			565	198	131	329	161	158	648
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 86.6% of Target	2. Total cases closed		2,268	612	534	1,146	444	375	1,965
			Previous FY2016						
			2,301	641	508	1,149	565	635	2,349
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 90.6% of Target	3. Narcotic investigations completed		1,683	499	460	959	243	323	1,525
			Previous FY2016						
			1,612	553	519	1,072	435	380	1,887
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 36.4% of Target	4. Narcotic forfeiture investigations completed		22	2	2	4	3	1	8
			Previous FY2016						
			22	10	1	11	2	1	14
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 117.3% of Target	5. Arrests by Investigative Division personnel		732	301	229	530	186	143	859
			Previous FY2016						
			734	171	123	294	161	189	644
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 91.9% of Target	6. Sex registrants registered		581	165	121	286	129	119	534
			Previous FY2016						
			596	159	131	290	140	128	558
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 185.8% of Target	7. Completed requests for District Attorney's Office follow-up by Investigative Division		1,100	614	510	1,124	493	427	2,044
			Previous FY2016						
			929	397	321	718	363	508	1,589



# City of Santa Barbara

## Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

**Department:** Police  
**Division:** Police-Investigative/Internal Operations Division  
**Program Name and Number:** Crime Lab (3432)  
**Program Owner:** John Froelicher  
**Program Mission:** Collect and process forensic evidence to assist in criminal investigations.

4/4, 100%  
Objectives  
Achieved

**Program Activities:**

1. Respond to crime scenes to identify, document, collect, and preserve physical evidence for future examinations.
2. Examine and analyze evidence in the laboratory, including the identification of suspected controlled, trace evidence (i.e. hairs, fibers, physiological fluids), and the evaluation of various types of physical evidence.
3. Conduct Hi-Tech crime analysis including the forensic examination of electronic evidence (i.e. computers and hand-held devices).
4. Perform various photographic assignments, including maintaining the digital image archive of crime scene photos, and perform departmental photographic work, including developing and printing a variety of films used for evidence and court displays.
5. Process evidence for latent fingerprints, examine latent fingerprints and conduct fingerprint comparisons.
6. Attend autopsies in criminal cases for evidence collection, documentation and evaluation.
7. Examine evidence to determine if further forensic analysis is required by forensic scientists at the Department of Justice (DOJ) or Federal Bureau of Investigations (FBI). These include: serology, DNA, hair and fiber comparisons, footwear and tire track exams, ballistics, and document examinations.
8. Prepare reports that document crime scenes and results of evidence examinations.
9. Provide expert testimony in court regarding the examinations and evaluations performed.

Status	Measurable Objectives	Metric
Ahead of Target 104.2% of Target	1. Process 95% of photographic evidence submitted by Crime Scene Investigators and Detectives within 4 working days.	Percent of photographic evidence processed within 4 working days
<b>FY2017</b>		
✓	<b>UM</b>	<b>Target</b>
✓		<b>Qtr1 Actual</b>
		<b>Qtr2 Actual</b>
		<b>Mid-Year Actual</b>
		<b>Qtr3 Actual</b>
		<b>Qtr4 Actual</b>
		<b>Year-to-Date</b>
	95%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
<b>Previous FY2016</b>		
	95%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
<b>Comments:</b> Mid-Yr: QTR 1: 30550; QRT 2: 27864 Yr-End: QTR 3: 23,216 QTR 4: 45054		

Status	Measurable Objectives	Metric
Ahead of Target 105.3% of Target	<b>2.</b> Submit 95% of all CAL-ID quality latent fingerprints to Department of Justice within 4 working days.	Percent of CAL-ID latents submitted to DOJ within 4 working days
<b>FY2017</b>		
✓	<b>UM</b>	
	<b>Target</b>	<b>Qtr1 Actual</b> <b>Qtr2 Actual</b> <b>Mid-Year Actual</b> <b>Qtr3 Actual</b> <b>Qtr4 Actual</b> <b>Year-to-Date</b>
✓	95%	100%   100%   100%   100%   100%   100%
<b>Previous FY2016</b>		
	95%	100%   0%   50%   100%   100%   75%
<b>Comments:</b>	<b>Mid-Yr:</b> QRT 1: 17 OF 118; QRT 2: 41 OF 104;	<b>Yr-End:</b> QRT 3: 21 of 106; QRT 4: 33 of 152

Status	Measurable Objectives	Metric
Ahead of Target 105.3% of Target	<b>3.</b> Ensure 95% of evidence processing requests by investigators and District Attorney's Office be completed within 4 working days.	Percent of evidence processing requests completed within 4 working days
<b>FY2017</b>		
✓	<b>UM</b>	
	<b>Target</b>	<b>Qtr1 Actual</b> <b>Qtr2 Actual</b> <b>Mid-Year Actual</b> <b>Qtr3 Actual</b> <b>Qtr4 Actual</b> <b>Year-to-Date</b>
✓	95%	100%   100%   100%   100%   100%   100%
<b>Previous FY2016</b>		
	95%	100%   100%   100%   100%   100%   100%
<b>Comments:</b>	<b>Mid-Yr:</b> QRT 1: 16 OF 16; QRT 2: 15 OF 15;	<b>Yr-End:</b> QRT 3: 29; QRT 4: 10

Status	Measurable Objectives	Metric
Ahead of Target 105.3% of Target	<b>4.</b> Ensure that 95% of computer forensic exams are completed within 60 days following the date assigned to examiner.	Percent of computer exams completed within 60 days
<b>FY2017</b>		
✓	<b>UM</b>	
	<b>Target</b>	<b>Qtr1 Actual</b> <b>Qtr2 Actual</b> <b>Mid-Year Actual</b> <b>Qtr3 Actual</b> <b>Qtr4 Actual</b> <b>Year-to-Date</b>
✓	95%	100%   100%   100%   100%   100%   100%
<b>Previous FY2016</b>		
	95%	100%   100%   100%   100%   100%   100%
<b>Comments:</b>	<b>Mid-Yr:</b> Q1: 2 of 2; Q2: 1 of 1;	<b>Yr-End:</b> Q3: 1of 1; Q4: 1of1

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 69.5% of Target	1. Physical evidence cases processed by lab		82	16	15	31	10	16	57
			Previous FY2016						
			100	15	5	20	5	18	43
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 38.2% of Target	2. Electronic evidence cases processed by lab (ie. computers, cell phones)		165	16	18	34	13	16	63
			Previous FY2016						
			225	36	17	53	7	27	87
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 44.8% of Target	3. Crime scene responses by lab		29	1	2	3	4	6	13
			Previous FY2016						
			40	7	0	7	0	4	11
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 49.2% of Target	4. Follow-up reports submitted by lab		500	59	77	136	63	47	246
			Previous FY2016						
			550	199	55	254	54	93	401
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 240.% of Target	5. Latent prints submitted to CAL-ID		200	118	104	222	106	152	480
			Previous FY2016						
			225	95	6	101	26	26	153
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 110.2% of Target	6. Total number of images processed and archived		115,000	30,550	27,864	58,414	23,216	45,054	126,684
			Previous FY2016						
			115,000	33,787	23,928	57,715	28,361	24,879	110,955
<b>Comments:</b>	<p>2. Mid-Yr: Due to change in laws pertaining to cell phone searches, the amount of electronic evidence cases have been reduced by half.</p> <p>3. Mid-Yr: There have only been three major cases that required a crime lab response. Because of this, the FY2017 projection has been adjusted downward.</p> <p>4. Mid-Yr: Crime lab follow-ups are behind target due to the lower amount of cell phone / computer searches and the low amount of call outs. The FY2017 projection has been adjusted downward.</p>								



## City of Santa Barbara Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

<b>Department:</b>	Police	<b>8/10, 80% Objectives Achieved</b>
<b>Division:</b>	Police-Investigative/Internal Operations Division	
<b>Program Name and Number:</b>	Information Technology/Crime Analysis (3428)	
<b>Program Owner:</b>	Dennis Diaz	
<b>Program Mission:</b>	Design, create, implement, and maintain automated systems, analyze crime data to identify crime series, patterns, trends, and criminal offenders to assist in criminal investigations and Citywide reports, and provide 24-hour technical support to system users, in order to enhance public safety.	

**Program Activities:**

1. Provide infrastructure support and network security for the 911 Combined Communications Center and all Police Department systems.
2. Provide all mobile device support for the Fire Department and all systems that are connected to the 911 Combined Communication Center servers.
3. Design and implement automated systems to enhance public safety, user workflow, and provide critically needed public safety information in a timely manner.
4. Administer the Joint Powers Agreement (JPA) network and the Santa Barbara County Information Sharing System, providing law enforcement agencies in Santa Barbara and San Luis Obispo counties with access to local, state, national and international databases.
5. Maintain the Santa Barbara Police Department web page, provide user training, maintain all PCs and mobile computers and related software, and provide 24-hour user support for law enforcement systems.
6. Provide timely and pertinent information relative to crime and arrest data to Police Department personnel, other City departments, outside law enforcement agencies, and the general public for resource allocation, budgeting activities, and community policing.

✓ Status	Project Objectives
✓ Complete	<b>1.</b> Update all Police Department patrol vehicle Mobile Data Terminal and Mobile Reporting software. <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <b>Comments: Mid-Yr:</b> In Q2, we began the application testing process.         </div> <div style="width: 45%;"> <b>Yr-End:</b> In Q4 all mobile data terminals were updated with new versions of the data terminal and mobile entry software.         </div> </div>
✓ Complete	<b>2.</b> Replace all Fire Department mobile computers. <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <b>Comments: Mid-Yr:</b> In Q2, we completed the 2yr project to evaluate, test and deploy replacement Mobile Data Terminals (MDT's) for all front line vehicles. This project included retrofitting new mobile network devices that allow any mobile device to access the internet.         </div> <div style="width: 45%; border: 1px solid black; height: 40px;"></div> </div>
☐ Not Reportable	<b>3.</b> Implement Asset Management module within the records management system (Versadex software). <div style="display: flex; justify-content: space-between;"> <div style="width: 45%; border: 1px solid black; height: 20px;"></div> <div style="width: 45%;"> <b>Yr-End:</b> After further review of the assest management module it was concluded that it was very simple, but ultimately did not meet the needs for all the areas of the department that record inventory.         </div> </div>

<input type="checkbox"/> Not Completed	<b>4.</b> Implement Training and Recruitment module within the records management system (Versadex software).	<b>Comments: Mid-Yr:</b> System access has been provided to training and recruitment, but they have been too busy to test and determine if the module meets their needs.	<b>Yr-End:</b> Due staff turn over this project was not completed.
<input checked="" type="checkbox"/> Complete	<b>5.</b> Begin hardware analysis to replace all of the Police Department vehicle Mobile Data Terminals and networking devices.	<b>Comments: Mid-Yr:</b> Q1-Q2 Equipment has been procured to outfit one patrol vehicle with a ruggedized removeable notebook.It is our hopes that patrol would provide feedback that indicates that removable devices in the patrol vehicles would better suit their needs.	<b>Yr-End:</b> Analysis completed. In Q3 it was determined that due to the budget we would not be refreshing our mobile equipment in FY18.
<input checked="" type="checkbox"/> Complete	<b>6.</b> Replace all 911 Communication Center workstations.	<b>Comments: Mid-Yr:</b> Q1- (8) custom workstations were delivered and configured. Q2- We tested Windows 10 and we are continuing to test all of our critical 911 software.	<b>Yr-End:</b> In Q4, all workstations were upgraded.
<input type="checkbox"/> Not Completed	<b>7.</b> Replace tape backup system and Data Protection Manager (DPM) server.	<b>Comments: Mid-Yr:</b> Q2-Tape backup system has been delivered and is currently in production. Data Protection Manager is scheduled to be procured in Q4.	<b>Yr-End:</b> In Q3 we installed a new tape backup system. However, our data protection manager was not procured due to funding.

Status	Measurable Objectives	Metric
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Ahead of Target 100.9% of Target	<b>1.</b> Provide system availability for critical systems at a rate exceeding 99% uptime.	Rate of critical system uptime
-------------------------------------	--------------------------------------------------------------------------------------------	--------------------------------

		FY2017						
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input checked="" type="checkbox"/>	≥	99.0%	99.8%	99.9%	99.9%	99.9%	100.0%	99.9%
		Previous FY2016						
		99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<b>Comments: Mid-Yr:</b> Q1 We had 243 minutes of downtime on our General Utility Switch which serves our JPA customers. Q2 We had 92 minutes of downtime due to power failure in secondary data room located in the PD's main building. A new UPS was nstalled and we are working towards retiring our old Toshiba UPS.	<b>Yr-End:</b> Q3-Q4 We had a total of 120mins of total down time. 47mins were due to moving equipment in the data center.
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Status	Measurable Objectives	Metric
Ahead of Target 111.1% of Target	<b>2.</b> Complete 90% of Joint Powers Agreement (JPA) user requests for system access and workstation configurations within 5 working days.	Percent completed
<b>FY2017</b>		
✓	<b>UM</b>	<b>Target</b>
		<b>Qtr1 Actual</b>
		<b>Qtr2 Actual</b>
		<b>Mid-Year Actual</b>
		<b>Qtr3 Actual</b>
		<b>Qtr4 Actual</b>
		<b>Year-to-Date</b>
✓		90%
		100%
		100%
		100%
		100%
		100%
		100%
<b>Previous FY2016</b>		
		90%
		100%
		100%
		100%
		100%
		100%
<b>Comments: Mid-Yr:</b>	Q1-Q2- We responded to 128 JPA user requests and 99% of them were handled on the same day.	<b>Yr-End:</b> Q3-Q4- We responded to 117 JPA user requests and 99% of them were handled on the same day.

Status	Measurable Objectives	Metric
Ahead of Target 111.1% of Target	<b>3.</b> Respond to 90% of vehicle mobile data computer (MDC) repair requests within ten (10) business days.	Percent completed
<b>FY2017</b>		
✓	<b>UM</b>	<b>Target</b>
		<b>Qtr1 Actual</b>
		<b>Qtr2 Actual</b>
		<b>Mid-Year Actual</b>
		<b>Qtr3 Actual</b>
		<b>Qtr4 Actual</b>
		<b>Year-to-Date</b>
✓		90%
		100%
		100%
		100%
		100%
		100%
		100%
<b>Previous FY2016</b>		
		90%
		100%
		100%
		100%
		100%
		100%
<b>Comments: Mid-Yr:</b>	Q1-Q2 We responded to 110 total MDC repairs (100 Police, 10 Fire) All were responded to on the same day.	<b>Yr-End:</b> Q3-Q4 We responded to 95 total MDC repairs (100 Police, 5 Fire) All were responded to on the same day.

Status	Measurable Objectives	Metric
Ahead of Target 100.% of Target	<b>4.</b> Publish Compstat reports 100% of the time 2-days prior to CompStat meeting for Staff review.	Percent completed
<b>FY2017</b>		
✓	<b>UM</b>	<b>Target</b>
		<b>Qtr1 Actual</b>
		<b>Qtr2 Actual</b>
		<b>Mid-Year Actual</b>
		<b>Qtr3 Actual</b>
		<b>Qtr4 Actual</b>
		<b>Year-to-Date</b>
✓		100%
		100%
		100%
		100%
		100%
		100%
		100%
<b>Previous FY2016</b>		
		92%
		100%
		100%
		100%
		100%
		100%
<b>Comments: Mid-Yr:</b>	Q1-Q2 - There has been no scheduled Compstat meetings in the last two quarters, but I.T. has provided Compstat data to management.	<b>Yr-End:</b>

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 88.5% of Target	1. Help requests completed		5,750	1,465	1,387	2,852	1,168	1,068	5,088
			Previous FY2016						
			5,750	1,455	962	2,417	1,177	1,298	4,892
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 105.3% of Target	2. PC Workstations maintained		170	170	170	170	180	195	179
			Previous FY2016						
			163	163	163	163	163	163	163
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 76.1% of Target	3. Mobile Data Computers (MDCs) maintained		71	77	77	77	32	32	54
			Previous FY2016						
			61	61	61	61	61	70	70
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 86.8% of Target	4. RMS help requests completed		280	51	71	122	48	73	243
			Previous FY2016						
			260	56	87	143	120	73	336
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 106.2% of Target	5. JPA workstations maintained		548	548	548	548	615	615	582
			Previous FY2016						
			525	525	548	548	548	548	548
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 136.4% of Target	6. Wireless Access Points Maintained		11	15	15	15	15	15	15
			Previous FY2016						
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 100.% of Target	7. Servers Maintained (Police Servers = 65, Fire Servers = 2, Joint Powers Agreement JPA = 8)		75	75	75	75	75	75	75
			Previous FY2016						
<b>Comments:</b>	<p>2. Yr-End: In Q3/Q4 we significant grew our desktop and laptop inventory by 14% The increase was mostly due to the need for more laptops.</p> <p>3. Mid-Yr: (22) MDT's were deployed in QTR 2 using iPad devices. We are also maintaining 22 additional Windows tablets for the electronic patient care reporting requirements for the Fire Department. (35-Police</p>								

MDT's, 42-Fire Department mobile devices)

Yr-End: In Q3 when SBPD I.T.was under staffed due vacancies, so it was decided that the Fire Department would transition their MDC help requests to City I.T.



# City of Santa Barbara

## Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

**Department:** Police **3/4, 75% Objectives Achieved**  
**Division:** Police-Investigative/Internal Operations Division  
**Program Name and Number:** Property Room (3423)  
**Program Owner:** Jessica Ullemeyer  
**Program Mission:** Process and track all incoming and outgoing property received by the property room, and return found property to its rightful owner.

**Program Activities:**

1. Catalog and store all items of evidence.
2. Identify and dispose of evidence associated with closed cases.
3. Provide legal access to items of evidence for Santa Barbara Police Department employees and officers of the courts.
4. Notify the public how and when their property is available for retrieval from the property room.
5. Catalog, track, and ensure the disposal of all weapons and drugs in a timely manner.
6. Facilitate the delivery and retrieval of evidence pursuant to Discovery Requests and Court purposes.
7. Facilitate the delivery and retrieval of evidence for analysis with the State Crime Lab.
8. Prepare and catalog all items to be disposed by way of auction.

Status	Measurable Objectives	Metric					
Behind Target 72.2% of Target	1. Dispose of a number of items equivalent to 90% of the items received.	Percent of items disposed					
<input checked="" type="checkbox"/>	<b>UM</b>						
	<b>Target</b>	<b>Year-to-Date</b>					
	90%	65%					
	41%	65%					
	77%	65%					
	59%	65%					
	81%	65%					
	64%	65%					
	<b>Previous FY2016</b>						
	90%	55%					
	38%	55%					
	57%	55%					
	48%	55%					
	58%	55%					
	66%	55%					
<b>Comments:</b>	<b>Mid-Yr:</b> <input type="text"/>	<b>Yr-End:</b> We have kept the goal for this objective at 90%, but realize that we cannot achieve this percentage with the staffing we have. The 3-year average for this objective is 67%.					
Status	Measurable Objectives	Metric					
Ahead of Target 102.2% of Target	2. Dispose of a number equivalent to 90% of cash items received in accordance with state law.	Percentage of cash items disposed					
<input checked="" type="checkbox"/>	<b>UM</b>						
	<b>Target</b>	<b>Year-to-Date</b>					
	90%	92%					
	108%	92%					
	48%	92%					
	81%	92%					
	184%	92%					
	40%	92%					
	<b>Previous FY2016</b>						
	90%	122%					
	119%	122%					
	104%	122%					
	111%	122%					
	103%	122%					
	179%	122%					
<b>Comments:</b>	<b>Mid-Yr:</b> <input type="text"/>	<b>Yr-End:</b> <input type="text"/>					

Status	Measurable Objectives	Metric						
On Target 100.% of Target	3. Conduct quarterly audits to ensure accountability.	Property audits						
----- FY2017 -----								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑		4	1	1	2	1	1	4
----- Previous FY2016 -----								
		4	1	1	2	1	1	4
Comments: Mid-Yr:					Yr-End:			

Status	Measurable Objectives	Metric						
On Target 100.% of Target	4. Conduct annual destruction of drugs and weapons approved by court order.	Drug and weapon destruction						
----- FY2017 -----								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑		1	0	0	0	1	0	1
----- Previous FY2016 -----								
		1	0	0	0	0	0	0
Comments: Mid-Yr:					Yr-End: Drug & Weapon destruction day was February 7, 2017			

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 95.8% of Target	1. Safekeeping items received and stored		1,730	420	371	791	434	432	1,657
			Previous FY2016						
			1,500	421	389	810	362	433	1,605
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 65.4% of Target	2. Safekeeping items released to owner or owner representative		1,230	214	186	400	222	182	804
			Previous FY2016						
			850	211	208	419	191	307	917
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 60.2% of Target	3. Safekeeping items destroyed		1,000	108	173	281	148	173	602
			Previous FY2016						
			550	114	86	200	60	231	491
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 84.1% of Target	4. Discovery requests processed		440	133	78	211	79	80	370
			Previous FY2016						
			700	115	84	199	115	112	426
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 96.6% of Target	5. Total items received annually		18,435	4,899	4,628	9,527	4,351	3,928	17,806
			Previous FY2016						
			18,000	4,935	4,557	9,492	4,590	4,356	0
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 128.8% of Target	6. Total items disposed annually		9,022	2,007	3,570	5,577	3,546	2,497	11,620
			Previous FY2016						
			12,000	1,910	2,653	4,563	1,572	2,890	9,025
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 100.% of Target	7. Total transactions to receive, transfer, or dispose		57,000	14,801	15,502	30,303	14,801	11,920	57,024
			Previous FY2016						
			80,000	14,540	14,803	29,343	12,912	14,379	56,634

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 96.2% of Target	8. Total in-car mobile video requests		1,670	441	400	841	364	401	1,606
			<i>Previous FY2016</i>						
			700	332	351	683	247	419	1,349
<b>Comments:</b>	<p>3. Yr-End: Bikes are not "destroyed" they are "auctioned" and money is not "destroyed" it is deposited into the general fund. These items are not being accurately accounted for by only using the "destroyed" language.</p> <p>4. Yr-End: There is currently no procedure in place to accurately track the number of discovery requests processed quarterly.</p>								



# City of Santa Barbara

## Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

**Department:** Police **8/8, 100% Objectives Achieved**  
**Division:** Police-Investigative/Internal Operations Division  
**Program Name and Number:** Records Bureau (3414)  
**Program Owner:** Ed Olsen  
**Program Mission:** Provide necessary support to the police department and allied law enforcement agencies as it relates to police records as well as excellent customer service to our community in compliance with federal, state and municipal laws.

**Program Activities:**

1. Process, maintain, and track all police crime reports, arrest reports, traffic accident reports, and traffic citations.
2. Provide the timely processing of subpoenas for officer and civilian personnel, declarations, and requests for records.
3. Assist the general public and police officers by taking and completing counter reports.
4. Process and maintain the monthly Uniform Crime Reporting statistics for the Department of Justice.
5. Fingerprint using Live Scan or rolling prints for the Police Department, City employees, bookings, registrants, City permits and public.
6. Transcribe police reports as needed.

✓ Status	Project Objectives	
✓ Complete	1. Ensure California Law Enforcement Telecommunication System (CLETS) training to Records Bureau Team Members is in compliance with Department of Justice regulations.	
<b>Comments: Mid-Yr:</b>	<input type="text"/>	
<b>Yr-End:</b>	All Records Bureau employees are in compliance with CLETS DOJ regulations.	
✓ Complete	2. Ensure that all data entry backlog (Juvenile Record Sealing, Court Dispositions, Traffic Citations, and Report Verification) is completed and current by assigning additional resources.	
<b>Comments: Mid-Yr:</b>	<input type="text"/>	
<b>Yr-End:</b>	All data entry is up to date by fiscal year end.	
Status	Measurable Objectives	Metric
Ahead of Target 101.% of Target	1. Audit and ensure 97% of all in-custody adult and juvenile arrest reports are processed and distributed prior to 10:00 a.m. the following court day.	Percent of in-custody reports processed by 10:00 a.m. the following court day
<b>FY2017</b>		
✓	<b>UM</b>	<b>Target</b>
		<b>Qtr1 Actual</b>
		<b>Qtr2 Actual</b>
		<b>Mid-Year Actual</b>
		<b>Qtr3 Actual</b>
		<b>Qtr4 Actual</b>
		<b>Year-to-Date</b>
✓		97%
		95%
		98%
		96%
		99%
		99%
		98%
<b>Previous FY2016</b>		
		97%
		94%
		97%
		96%
		99%
		99%
		98%
<b>Comments: Mid-Yr:</b>	<input type="text"/>	
<b>Yr-End:</b>	<input type="text"/>	

Status	Measurable Objectives	Metric
Ahead of Target 108.7% of Target	<b>2.</b> Ensure 92% of Uniform Crime Report reportable crime reports are entered into Versadex by the 5th day of the following month.	Percent of UCR reportable reports processed by the 5th of the month
<b>FY2017</b>		
✓	<b>UM</b>	
	<b>Target</b>	<b>Year-to-Date</b>
✓	92%	100%
	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>
	100%	100%
	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>
	100%	100%
	<b>Qtr4 Actual</b>	
	100%	
<b>Previous FY2016</b>		
	92%	100%
	100%	100%
	100%	100%
	100%	100%
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>		

Status	Measurable Objectives	Metric
Ahead of Target 108.7% of Target	<b>3.</b> Ensure 92% of Uniform Crime Report reports are submitted to the Department of Justice by the 10th of day of the following month.	Percent of UCR reports submitted by the 10th of the following month
<b>FY2017</b>		
✓	<b>UM</b>	
	<b>Target</b>	<b>Year-to-Date</b>
✓	92%	100%
	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>
	100%	100%
	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>
	100%	100%
	<b>Qtr4 Actual</b>	
	100%	
<b>Previous FY2016</b>		
	92%	100%
	100%	100%
	100%	100%
	100%	100%
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>		

Status	Measurable Objectives	Metric
Ahead of Target 108.7% of Target	<b>4.</b> Ensure 92% of juvenile detention information is transmitted to the Department of Corrections by the 10th day of the following month.	Percent of juvenile detention information transmitted to the DOC by the 10th of the month
<b>FY2017</b>		
✓	<b>UM</b>	
	<b>Target</b>	<b>Year-to-Date</b>
✓	92%	100%
	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>
	100%	100%
	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>
	100%	100%
	<b>Qtr4 Actual</b>	
	100%	
<b>Previous FY2016</b>		
	92%	100%
	100%	100%
	100%	100%
	100%	100%
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>		

Status	Measurable Objectives	Metric
Ahead of Target 105.3% of Target	<b>5.</b> Ensure 95% of public records are responded to within 10 days.	Percent of public records responses completed within 10 days
<b>FY2017</b>		
✓	<b>UM</b>	
	<b>Target</b>	<b>Year-to-Date</b>
✓	95%	100%
	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>
	100%	100%
	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>
	100%	100%
	<b>Qtr4 Actual</b>	
	100%	
<b>Previous FY2016</b>		
	90%	100%
	100%	100%
	100%	100%
	100%	100%
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>		

Status	Measurable Objectives	Metric														
Ahead of Target 106.7% of Target	6. Ensure 90% of records related discovery requests from the District Attorney's Office are fulfilled within three working days.	Percent of discovery requests from the District Attorney's Office fulfilled within three working days														
<b>FY2017</b>																
✓	UM	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">90%</td> <td style="text-align: center;">100%</td> <td style="text-align: center;">100%</td> <td style="text-align: center;">100%</td> <td style="text-align: center;">90%</td> <td style="text-align: center;">87%</td> <td style="text-align: center;">96%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	90%	100%	100%	100%	90%	87%	96%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
90%	100%	100%	100%	90%	87%	96%										
<b>Previous FY2016</b>																
☑		<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="text-align: center;">90%</td> <td style="text-align: center;">92%</td> <td style="text-align: center;">93%</td> <td style="text-align: center;">92%</td> <td style="text-align: center;">97%</td> <td style="text-align: center;">98%</td> <td style="text-align: center;">95%</td> </tr> </tbody> </table>	90%	92%	93%	92%	97%	98%	95%							
90%	92%	93%	92%	97%	98%	95%										
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 83.3% of Target	1. Officer Reports Processed		20,300	4,484	3,823	8,307	4,364	4,183	16,854
			Previous FY2016						
			20,000	5,668	4,704	10,372	4,901	5,207	20,480
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 97.9% of Target	2. Street Checks/Field Interviews Processed		4,700	1,247	1,016	2,263	1,132	1,163	4,558
			Previous FY2016						
			4,500	1,384	1,062	2,446	1,265	1,356	5,067
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 103.3% of Target	3. Officer Appearance Subpoenas Processed		2,300	571	616	1,187	533	655	2,375
			Previous FY2016						
			2,500	671	483	1,154	512	587	2,253
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 78.6% of Target	4. Fingerprint Services Rendered		3,000	789	628	1,417	307	635	2,359
			Previous FY2016						
			3,000	820	620	1,440	717	853	3,010
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 54.9% of Target	5. Dictated Reports Typed		2,500	515	370	885	237	250	1,372
			Previous FY2016						
			2,500	618	319	937	459	474	1,870
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 73.8% of Target	6. Towed Vehicle Reports Processed		2,600	525	444	969	504	445	1,918
			Previous FY2016						
			2,700	533	448	981	471	461	1,913
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 108.4% of Target	7. Restraining Orders Processed		525	150	133	283	139	147	569
			Previous FY2016						
			475	151	173	324	165	124	613

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 58.6% of Target	8. District Attorney Rejections Processed		1,200	22	4	26	380	297	703
			<i>Previous FY2016</i>						
			1,500	208	137	345	175	135	655
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 75.% of Target	9. Quarterly Records Meetings		4	1	1	2	0	1	3
			<i>Previous FY2016</i>						
			4	1	1	2	1	0	3
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 169.3% of Target	10. Counter Reports Completed		2,500	1,161	963	2,124	1,053	1,056	4,233
			<i>Previous FY2016</i>						
			3,400	482	450	932	624	492	2,048
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 65.3% of Target	11. Civil Subpoenas Processed		150	29	13	42	31	25	98
			<i>Previous FY2016</i>						
			150	48	33	81	18	20	119
<b>Comments:</b>	8. Mid-Yr: After a recent court case against the CHP, we determined that we were not in 100% compliance with requirements of processing DA rejections. We have worked with the City Attorney's Office to ensure we are properly entering them now. We are resuming the correct process in January, 2017.								



## City of Santa Barbara

### Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

**Department:** Police **0/1, 0% Objectives Achieved**  
**Division:** Police-Investigative/Internal Operations Division  
**Program Name and Number:** Parking Enforcement (3449)  
**Program Owner:** Juanita Smith  
**Program Mission:** Enforce parking regulations in the City of Santa Barbara to ensure availability of limited parking resources.

**Program Activities:**

1. Enforce time zone restrictions, residential parking regulations and other Municipal Code and California Vehicle Code Regulations.
2. Issue warnings and tow vehicles stored on City streets and other City maintained or owned property.
3. Locate and impound vehicles owned or operated by habitual parking offenders that have 5 or more outstanding parking violations.

Status	Measurable Objectives	Metric
Behind Target 94.2% of Target	<b>1.</b> Locate vehicles that have five (5) or more unpaid parking citations known as Habitual Offender Parking Enforcement (H.O.P.E.) vehicles.	H.O.P.E. vehicles located
<b>FY2017</b>		
✓	<b>UM</b>	<b>Target</b>
☐	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>
	<b>Qtr3 Actual</b>	<b>Qtr4 Actual</b>
	<b>Year-to-Date</b>	
240	55	54
	109	72
	45	226
<b>Previous FY2016</b>		
383	19	48
	67	60
	51	178
<b>Comments:</b> Mid-Yr: <input style="width: 200px;" type="text"/>		
<b>Yr-End:</b> These results are highly dependent on staffing in the Parking Enforcement program. We have had reduced staffing in this unit for the majority of this year.		

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 116.8% of Target	1. Parking citations issued by the Parking Enforcement Unit		51,000	15,436	15,346	30,782	14,289	14,509	59,580
			Previous FY2016						
			49,000	12,703	12,103	24,806	15,242	15,668	55,716
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 95.2% of Target	2. Street sweeping citations issued by the Parking Enforcement Unit		28,400	7,277	7,221	14,498	5,755	6,779	27,032
			Previous FY2016						
			26,660	7,157	7,975	15,132	6,531	7,368	29,031
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 120.8% of Target	3. Street storage requests investigated by the Parking Enforcement Unit		4,811	1,643	1,298	2,941	1,344	1,529	5,814
			Previous FY2016						
			4,442	1,448	1,132	2,580	1,111	1,490	5,181
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 122.7% of Target	4. Street storage requests found "gone on arrival" (GOA) on initial contact by a Parking Enforcement Officer		1,224	405	341	746	342	414	1,502
			Previous FY2016						
			1,171	354	288	642	279	345	1,266
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 122.3% of Target	5. Street storage vehicles moved after being warned or tagged by a Parking Enforcement Officer		2,485	857	667	1,524	703	812	3,039
			Previous FY2016						
			2,271	718	606	1,324	627	817	2,768
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 120.9% of Target	6. Street storage vehicles cited after being warned or tagged by a Parking Enforcement Officer		134	43	42	85	34	43	162
			Previous FY2016						
			134	43	27	70	24	38	132
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 114.% of Target	7. Street storage vehicles towed after being warned or tagged by a Parking Enforcement Officer		393	140	87	227	103	118	448
			Previous FY2016						
			334	136	91	227	82	102	411



# City of Santa Barbara

## Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

<b>Department:</b>	Police	<b>0/2, 0% Objectives Achieved</b>
<b>Division:</b>	Police-Field Operations Division	
<b>Program Name and Number:</b>	Animal Control (3461)	
<b>Program Owner:</b>	Lorenzo Duarte	
<b>Program Mission:</b>	Provide law enforcement and respond to calls for service for neighborhood and health concerns related to domestic and wild animals.	

**Program Activities:**

1. Investigate reports of possible rabies exposure from animal bites to humans and wildlife bites to domestic owned animals.
2. Quarantine animals as required or submit specimen for lab testing.
3. Enforce State Humane Laws under the Penal Code, California Code of Regulations, Civil Code, Fish and Game Code, Food and Agriculture Code, Health and Safety Code, Government Code, and Title 6 of the Santa Barbara Municipal Code.
4. Impound stray, abused, neglected, injured, sick, abandoned, dead, or aggressive animals.
5. Deal patiently and effectively with frightened, fractious, and injured animals with the ability to humanely capture, control, carry, or subdue.
6. Respond to calls for service regarding animal complaints seven days a week and provide standby service for emergencies after regular work hours.
7. Promote good public relations by educating pet owners on laws pertaining to the care and control of animals, spaying, neutering, vaccinating, and licensing of pets.

Status	Measurable Objectives	Metric
Behind Target 99.% of Target	1. Respond to 99% of Animal Control calls for service within 24 hours.	Percent of animal control calls receiving a response within 24 hours
----- <b>FY2017</b> -----		
✓	<b>UM</b>	<b>Target</b>
<input type="checkbox"/>	<b>Target</b>	<b>Actual</b>
	<b>Qtr1</b>	<b>Qtr2</b>
	<b>Actual</b>	<b>Actual</b>
	<b>Mid-Year</b>	<b>Qtr3</b>
	<b>Actual</b>	<b>Actual</b>
	<b>Qtr4</b>	<b>Year-to-Date</b>
	<b>Actual</b>	
	99%	99%
	99%	98%
	99%	99%
	99%	98%
	98%	98%
	99%	99%
	98%	98%
	98%	98%
	99%	99%
	98%	98%
----- <b>Previous FY2016</b> -----		
	98%	99%
	99%	99%
	99%	99%
	99%	99%
	98%	98%
	98%	98%
	99%	99%
	98%	98%

<b>Comments:</b>	<b>Mid-Yr:</b> The objective is on target due to the hard work of only two Animal Control Officers while recruitment is going on to find a third.	<b>Yr-End:</b> Animal Control continues to operate with two Animal control Officers and part time help from a Parking "Enforcement Officer. The department hired a third Animal Control officer in June 2017. This should positively affect Animal Control's response.
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Status	Measurable Objectives	Metric														
Behind Target 98.5% of Target	2. Quarantine 68% of identifiable animals involved in bites to humans within 24 hours of notification.	Percent of animals involved in bites to humans quarantined in 24 hours														
<b>FY2017</b>																
<input checked="" type="checkbox"/>	<b>UM</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">68%</td> <td style="text-align: center;">68%</td> <td style="text-align: center;">68%</td> <td style="text-align: center;">68%</td> <td style="text-align: center;">67%</td> <td style="text-align: center;">67%</td> <td style="text-align: center;">67%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	68%	68%	68%	68%	67%	67%	67%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
68%	68%	68%	68%	67%	67%	67%										
<b>Previous FY2016</b>																
<input type="checkbox"/>		<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="text-align: center;">80%</td> <td style="text-align: center;">100%</td> </tr> </tbody> </table>	80%	100%	100%	100%	100%	100%	100%							
80%	100%	100%	100%	100%	100%	100%										
<b>Comments:</b>	<b>Mid-Yr:</b> This objective is just on target and a constant challenges due to current staffing.	<b>Yr-End:</b> Animal Control continues to operate with two Animal control Officers and part time help from a Parking "Enforcement Officer. The department hired a third Animal Control officer in June 2017. This should positively affect Animal Control's response.														

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 73.2% of Target	1. Calls for service		3,100	811	526	1,337	493	438	2,268
			Previous FY2016						
			3,100	811	609	1,420	531	640	2,591
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 70.7% of Target	2. Animals involved in bite incidents with humans		188	31	34	65	36	32	133
			Previous FY2016						
			155	31	42	73	31	35	139
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 83.3% of Target	3. Animals impounded live, injured or dead		800	166	185	351	203	112	666
			Previous FY2016						
			996	166	162	328	125	640	1,093
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 77.5% of Target	4. Violations cited		275	61	43	104	52	57	213
			Previous FY2016						
			276	61	32	93	45	41	179
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 111.% of Target	5. Animals quarantined		100	21	28	49	30	32	111
			Previous FY2016						
			121	21	24	45	18	35	98
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target . % of Target	6. Educational presentations		4	0	0	0	0	0	0
			Previous FY2016						
			4	0	0	0	5		5
<b>Comments:</b>	1. Mid-Yr: Working with only two of the three Animal Control Officers positions filled.								



# City of Santa Barbara

## Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

**Department:** Police

**Division:** Police-Field Operations Division

**Program Name and Number:** Field Operations Division (3441)

**Program Owner:** Lorenzo Duarte

**Program Mission:** Respond to community needs through the enforcement of public safety laws and provide expedient responses to calls for service.

2/5, 40%  
Objectives  
Achieved

**Program Activities:**

1. Provide uniform patrol 24 hours a day, 7 days a week to prevent and deter crime.
2. Respond to all felony calls, crimes in progress, and selected misdemeanors.
3. Conduct initial investigations and complete crime reports.
4. Enforce State and Local statutes and traffic regulations.
5. Facilitate the safe and efficient movement of motor vehicles, bicyclists, and pedestrians on City streets and thoroughfares.
6. Develop and implement community policing strategies to reduce crime and enhance quality of life within our community.

Status	Measurable Objectives	Metric
Ahead of Target 84.3% of Target	1. Maintain an average response time at or below 7.0 minutes to all Priority One Emergency calls for service from the time the call is received to the time of arrival.	Average response time to all Priority One Emergency calls for service
----- <b>FY2017</b> -----		
✓	<b>UM</b>	<b>Target</b>
✓	Minutes	7.0
	<b>Qtr1 Actual</b>	6.0
	<b>Qtr2 Actual</b>	5.8
	<b>Mid-Year Actual</b>	5.9
	<b>Qtr3 Actual</b>	6.0
	<b>Qtr4 Actual</b>	5.8
	<b>Year-to-Date</b>	5.9
----- <b>Previous FY2016</b> -----		
	7.0	6.9
	6.6	6.8
	6.3	6.1
	6.5	
<b>Comments:</b> Mid-Yr: <input style="width: 300px;" type="text"/> Yr-End: <input style="width: 300px;" type="text"/>		

Status	Measurable Objectives	Metric
Behind Target 114.5% of Target	<b>2.</b> Maintain an average response time at or below 14.5 minutes to all Priority Two Emergency calls for service from the time the call is received to the time of arrival.	Average response time to all Priority Two Emergency calls for service
<b>FY2017</b>		
<input checked="" type="checkbox"/>	<b>UM</b>	<b>Target</b>
		<b>Qtr1 Actual</b>
		<b>Qtr2 Actual</b>
		<b>Mid-Year Actual</b>
		<b>Qtr3 Actual</b>
		<b>Qtr4 Actual</b>
		<b>Year-to-Date</b>
<input type="checkbox"/>	Minutes	14.5
		17.3
		16.4
		16.8
		15.5
		17.0
		16.6
<b>Previous FY2016</b>		
		14.5
		17.0
		19.3
		18.2
		16.1
		16.6
		17.2
<b>Comments: Mid-Yr:</b>	Priority Two Emergency calls remained in Queue status for longer periods of time. A probable reason for this is that for quarter 1 and quarter 2, patrol team strength fluctuated from 49-54 officers. When fully staffed, patrol team strength is at 58 officers. During quarter 1 and quarter 2, patrol division specialty teams had 10 - 13 vacant officer positions. In addition, calls for service during quarter 1 and quarter 2 were higher in comparison to the same period in Fiscal year 2016.	<b>Yr-End:</b> Priority Two Emergency calls remained in Queue status for longer periods of time. Team strength remained below full staffing levels while Field Training Officers (FTO's) methodically trained new Officers in the field.

Status	Measurable Objectives	Metric
Behind Target 125.3% of Target	<b>3.</b> Maintain an average response time at or below 30.0 minutes to all Priority Three Non-Emergency calls for service from the time the call is received to the time of arrival.	Average response time to all Priority Three Non-Emergency calls for service
<b>FY2017</b>		
<input checked="" type="checkbox"/>	<b>UM</b>	<b>Target</b>
		<b>Qtr1 Actual</b>
		<b>Qtr2 Actual</b>
		<b>Mid-Year Actual</b>
		<b>Qtr3 Actual</b>
		<b>Qtr4 Actual</b>
		<b>Year-to-Date</b>
<input type="checkbox"/>	Minutes	30.0
		37.2
		36.3
		36.8
		34.4
		42.5
		37.6
<b>Previous FY2016</b>		
		30.0
		43.5
		43.9
		43.7
		37.9
		34.0
		39.8
<b>Comments: Mid-Yr:</b>	Priority Three Emergency calls remained in Queue status for longer periods of time. A probable reason for this is that for quarter 1 and quarter 2, patrol team strength fluctuated from 49-54 officers. When fully staffed, patrol team strength is at 58 officers. During quarter 1 and quarter 2, patrol division specialty teams had 10 - 13 vacant officer positions. In addition, calls for service during quarter 1 and quarter 2 were higher in comparison to the same period in Fiscal year 2016.	<b>Yr-End:</b> Priority three Emergency calls remained in Queue status for longer periods of time. Team strength remained below full staffing levels while Field Training Officers (FTO's) methodically trained new Officers in the field.

Status	Measurable Objectives	Metric
Behind Target 107.8% of Target	4. Maintain an average response time at or below 50.0 minutes to all Priority Four Routine calls for service from the time the call is received to the time of arrival.	Average response time to all Priority Four Routine calls for service
<b>FY2017</b>		
<input checked="" type="checkbox"/>	<b>UM</b>	<b>Target</b>
		<b>Qtr1 Actual</b>
		<b>Qtr2 Actual</b>
		<b>Mid-Year Actual</b>
		<b>Qtr3 Actual</b>
		<b>Qtr4 Actual</b>
		<b>Year-to-Date</b>
<input type="checkbox"/>	Minutes	50.0
		57.4
		50.9
		54.2
		49.6
		57.6
		53.9
<b>Previous FY2016</b>		
		50.0
		61.1
		70.1
		65.6
		51.4
		50.4
		58.2
<b>Comments: Mid-Yr:</b>	Priority Four Emergency calls remained in Queue status for longer periods of time. A probable reason for this is that for quarter 1 and quarter 2, patrol team strength fluctuated from 49-54 officers. When fully staffed, patrol team strength is at 58 officers. During quarter 1 and quarter 2, patrol division specialty teams had 10 - 13 vacant officer positions. In addition, calls for service during quarter 1 and quarter 2 were higher in comparison to the same period in Fiscal year 2016.	<b>Yr-End:</b> Priority four Emergency calls remained in Queue status for longer periods of time. Team strength remained below full staffing levels while Field Training Officers (FTO's) methodically trained new Officers in the field.

Status	Measurable Objectives	Metric
Ahead of Target 227.3% of Target	5. Conduct a minimum of 11 SWAT training days annually.	SWAT Training Days conducted
<b>FY2017</b>		
<input checked="" type="checkbox"/>	<b>UM</b>	<b>Target</b>
		<b>Qtr1 Actual</b>
		<b>Qtr2 Actual</b>
		<b>Mid-Year Actual</b>
		<b>Qtr3 Actual</b>
		<b>Qtr4 Actual</b>
		<b>Year-to-Date</b>
<input checked="" type="checkbox"/>	Days	11
		6
		6
		12
		6
		7
		25
<b>Previous FY2016</b>		
		11
		3
		3
		6
		6
		6
		18
<b>Comments: Mid-Yr:</b>		<b>Yr-End:</b>

Status	Measurable Objectives	Metric
Not Reportable . % of Target	6. In alignment with their mission, the Criminal Interdiction Team will conduct a minimum of 700 attempts to locate known offenders annually.	Attempts to Locate Known Offenders
<b>FY2017</b>		
<input checked="" type="checkbox"/>	<b>UM</b>	<b>Target</b>
		<b>Qtr1 Actual</b>
		<b>Qtr2 Actual</b>
		<b>Mid-Year Actual</b>
		<b>Qtr3 Actual</b>
		<b>Qtr4 Actual</b>
		<b>Year-to-Date</b>
<input type="checkbox"/>		700
		0
		0
		0
		0
		0
		0
<b>Previous FY2016</b>		
		700
		0
		0
		0
		0
		0
		0
<b>Comments: Mid-Yr:</b>	The CIT was suspended the last fiscal year and this fiscal year no longer exists.	<b>Yr-End:</b> CIT was suspended the last fiscal year and this fiscal year no longer exists.

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 91.9% of Target	1. Federal Bureau of Investigation (FBI) Uniform Crime Reporting Part One arrests		831	217	203	420	176	168	764
			Previous FY2016						
			871	224	246	470	211	260	941
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 68.9% of Target	2. FBI Uniform Crime Reporting Part Two arrests		9,674	2,020	1,526	3,546	1,646	1,474	6,666
			Previous FY2016						
			10,458	2,238	2,403	4,641	1,792	2,059	8,492
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 51.2% of Target	3. Municipal Code citations written		5,171	846	585	1,431	629	585	2,645
			Previous FY2016						
			4,402	1,434	1,032	2,466	1,095	1,271	4,832
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 26.1% of Target	4. Hours lost due to injuries on the job	Hours	11,148	1,501	495	1,995	639	274	2,908
			Previous FY2016						
			4,275	2,370	4,810	7,180	2,643	3,144	12,967
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 108.7% of Target	5. Premise checks conducted of private and public properties		4,168	1,239	1,251	2,490	945	1,096	4,531
			Previous FY2016						
			5,080	870	766	1,636	904	1,066	3,606
<b>Comments:</b>	<p>3. Mid-Yr: The Department's Tactical Patrol Force operated during this rating period with 1-2 vacancies. This is a probable cause municipal code citation coming in under projections at this point.</p> <p>4. Mid-Yr: During this rating period the department had several individuals who were on long term injuries return to work. In addition, the department continues to embrace the city's Modified Work Program whenever applicable.</p>								



# City of Santa Barbara

## Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

**Department:** Police

**Division:** Police-Field Operations Division

**Program Name and Number:** Traffic (3442)

**Program Owner:** Dan Tagles

**Program Mission:** Reduce traffic collisions and facilitate the safe and orderly flow of traffic through education and enforcement.

5/6, 83%  
Objectives  
Achieved

**Program Activities:**

1. Enforce traffic laws for motorists, pedestrians, and bicyclists.
2. Investigate traffic collisions.
3. Provide public education about traffic issues.
4. Conduct Driving Under the Influence (DUI) and Seatbelt Checkpoints to promote motorist safety and reduce collisions.
5. Administer Office of Traffic Safety grants to improve traffic safety.
6. Manage the Crossing Guard Program for 19 current locations.

✓ Status	Project Objectives	
<input checked="" type="checkbox"/> Complete	<b>1.</b> Apply for and receive a minimum of one grant funded special enforcement traffic programs.	<b>Yr-End:</b> Received new OTS grant in the amount of \$260,000
<b>Comments: Mid-Yr:</b> Received OTS grant in the amount of \$260,000		
<input checked="" type="checkbox"/> Complete	<b>2.</b> Administer the Crossing Guard program and collaborate with local School Districts.	<b>Yr-End:</b> Crossing Guard Program has been moved to Community Services
<b>Comments: Mid-Yr:</b> Crossing Guard Program has been moved to Community Services.		
Status	Measurable Objectives	Metric
Ahead of Target 94.2% of Target	<b>1.</b> Maintain the total number of DUI traffic collisions at or below 110% of the most recent three-year average.	DUI traffic collisions
----- <b>FY2017</b> -----		
✓	UM	Target
✓		Qtr1 Actual
		Qtr2 Actual
		Mid-Year Actual
		Qtr3 Actual
		Qtr4 Actual
		Year-to-Date
	155	49
	36	85
	41	20
	146	
----- <b>Previous FY2016</b> -----		
	113	43
	33	76
	41	38
	155	
<b>Comments: Mid-Yr:</b> Mid year numbers are behind target. The FY2017 Projection has been updated to reflect this.		
<b>Yr-End:</b> End of year, numbers are ahead of target.		

Status	Measurable Objectives	Metric																												
Ahead of Target 77.9% of Target	2. Maintain the total number of injury traffic collisions at or below 110% of the most recent three-year average.	Injury traffic collisions																												
FY2017																														
<input checked="" type="checkbox"/>	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>625</td> <td>143</td> <td>122</td> <td>265</td> <td>113</td> <td>109</td> <td>487</td> </tr> <tr> <td colspan="7" style="text-align: center;">Previous FY2016</td> </tr> <tr> <td>559</td> <td>155</td> <td>135</td> <td>290</td> <td>117</td> <td>144</td> <td>551</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	625	143	122	265	113	109	487	Previous FY2016							559	155	135	290	117	144	551
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																								
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<b>Comments:</b>	<b>Mid-Yr:</b> Mid year numbers are ahead of target.	<b>Yr-End:</b> End of year numbers are ahead of target.																												
Status	Measurable Objectives	Metric																												
Ahead of Target 69.3% of Target	3. Maintain the total number of traffic collisions at or below 110% of the most recent three-year average.	Traffic collisions																												
FY2017																														
<input checked="" type="checkbox"/>	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>1,987</td> <td>460</td> <td>372</td> <td>832</td> <td>381</td> <td>163</td> <td>1,376</td> </tr> <tr> <td colspan="7" style="text-align: center;">Previous FY2016</td> </tr> <tr> <td>1,809</td> <td>516</td> <td>505</td> <td>1,021</td> <td>466</td> <td>407</td> <td>1,894</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	1,987	460	372	832	381	163	1,376	Previous FY2016							1,809	516	505	1,021	466	407	1,894
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Status	Measurable Objectives	Metric																												
Behind Target 90.% of Target	4. Achieve an 80% clearance rate by arrest/warrant/civil or referral for all assigned cases.	Percent of cases cleared																												
FY2017																														
<input type="checkbox"/>	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>80%</td> <td>76%</td> <td>78%</td> <td>77%</td> <td>75%</td> <td>61%</td> <td>72%</td> </tr> <tr> <td colspan="7" style="text-align: center;">Previous FY2016</td> </tr> <tr> <td>80%</td> <td>77%</td> <td>78%</td> <td>78%</td> <td>63%</td> <td>81%</td> <td>75%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	80%	76%	78%	77%	75%	61%	72%	Previous FY2016							80%	77%	78%	78%	63%	81%	75%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																								
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80%	77%	78%	78%	63%	81%	75%																								
<b>Comments:</b>	<b>Mid-Yr:</b> Mid-Year Actual is slightly behind target.	<b>Yr-End:</b> Our full-time Traffic Investigator was reassigned temporarily to another section to fill in for a department need. Traffic accident investigation was being completed as a collateral assignment by other Motor Officers.																												

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 100.% of Target	1. Active grants for special traffic enforcement programs		1	1	1	1	1	1	1
			Previous FY2016						
			2	2	2	2	2	2	2
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 80.6% of Target	2. Total traffic citations issued by department		5,500	1,296	917	2,213	1,098	1,120	4,431
			Previous FY2016						
			8,900	1,453	967	2,420	1,176	1,517	5,113
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 96.3% of Target	3. Pedestrian involved traffic collisions		81	15	22	37	24	17	78
			Previous FY2016						
			90	22	21	43	18	21	82
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 80.3% of Target	4. Bicycle involved traffic accidents		132	39	19	58	21	27	106
			Previous FY2016						
			125	40	25	65	22	24	111
<b>Comments:</b>	<p>1. Mid-Yr: Current OTS grant. Yr-End: Current OTS grant.</p> <p>2. Mid-Yr: Mid-Year citations are slightly behind target. FY2017 Projection has been adjusted to reflect this. The Traffic Unit continues to be staffed with only 2 officers and 1 sergeant. The Traffic Unit when fully staffed consists of 6 officers and 1 sergeant. Yr-End: End of year numbers are behind target.</p> <p>3. Mid-Yr: Mid-Year Actual is slightly ahead of target. Yr-End: End of year numbers are behind target.</p> <p>4. Mid-Yr: Mid-Year Actuals are ahead of target. Yr-End: End of year numbers are behind target.</p>								



# City of Santa Barbara

## Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

<b>Department:</b>	Police	<b>6/7, 86%</b>
<b>Division:</b>	Police-Field Operations Division	<b>Objectives</b>
<b>Program Name and Number:</b>	Combined Communications Center (3451)	<b>Achieved</b>
<b>Program Owner:</b>	Cynthia Freeman	
<b>Program Mission:</b>	Receive all calls for service and dispatch public safety resources in an expedient manner.	

**Program Activities:**

1. Provide radio communication for Police, Fire and rescue personnel during emergency, routine, and disaster situations 24 hours a day, seven days a week.
2. Receive calls for service for emergency and non-emergency incidents requiring Police, Fire, and medical personnel; determine the appropriate response and dispatch resources accordingly.
3. Coordinate the public safety response for Santa Barbara Police and Fire, and other City resources, and, as needed, other allied agencies.
4. Provide Emergency Medical Dispatch (EMD) services to the community.
5. Maintain certifications for communications staff in compliance with Peace Officer Standards and Training (POST) and Emergency Medical Dispatching (EMD) standards.
6. Comply with discovery requests from the District Attorney, Public Defender, and court civil process.
7. Provide continuous training and support to develop and retain public safety dispatchers.
8. Receive requests from the FAA Air Traffic Controllers and respond with appropriate emergency equipment to aircraft emergencies at the Santa Barbara Airport.

✓ Status	Project Objectives
✓ Complete	<b>1.</b> Complete a minimum of two open-entry dispatch recruitments per year. <b>Comments: Mid-Yr:</b> <span style="border: 1px solid black; padding: 2px;">During the first half of the year we completed one in December.</span> <b>Yr-End:</b> <span style="border: 1px solid black; padding: 2px;">Since January we have completed two additional dispatch recruitments for a total of three this fiscal year.</span>
✓ Complete	<b>2.</b> Train a minimum of two police officers in dispatch each fiscal year. <b>Comments: Mid-Yr:</b> <span style="border: 1px solid black; padding: 2px;">Training was focused on newly hired dispatchers</span> <b>Yr-End:</b> <span style="border: 1px solid black; padding: 2px;">Two officers were trained in May 2017</span>
✓ Complete	<b>3.</b> Sustain recruitment plan for the Combined Communications Center by supporting a recruitment team focused on advertising through professional organizations, job fairs, military and university outreach. <b>Comments: Mid-Yr:</b> <span style="border: 1px solid black; padding: 2px;">During this fiscal year our agency attended 3 military job fairs and had an ad sent out to all the military branches. Advertised on KEYT as well as the local movie theatres.</span> <b>Yr-End:</b> <span style="border: 1px solid black; padding: 2px;">Met with the recruitment team and Human Resources and developed a comprehensive recruitment plan.</span>
✓ Complete	<b>4.</b> Sustain and expand Emergency Medical Dispatching, training and quality assurance through software and hardware enhancements from previous years upgrade. <b>Comments: Mid-Yr:</b> <span style="border: 1px solid black; padding: 2px;">ProQA has been implemented, quality control staff member has been hired to facilitate the auditing and training.</span> <b>Yr-End:</b> <span style="border: 1px solid black; padding: 2px;">We have utilized the quality control staff member to provide additional ProQA training to all EMD staff. Quality control review process is in place and utilized as per the Academy of Emergency Medical Dispatch requirements.</span>

Status	Measurable Objectives	Metric
Ahead of Target 87.% of Target	<b>1.</b> Answer all 911 calls within an average of five seconds or less.	Average ring time in seconds

		FY2017						
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓	Seconds	5.00	4.09	4.22	4.15	4.29	4.79	4.35
		<i>Previous FY2016</i>						
		5.00	4.87	5.21	5.04	5.31	5.14	5.13
<b>Comments: Mid-Yr:</b>		The California State 911 Office and the National Fire Protection Association's minimum guidelines for answering 911 calls is to answer 95% of 911 calls within 15 seconds. Our public safety dispatchers are far above the national standard.			<b>Yr-End:</b> Our dispatchers are consistently surpassing the State 911 Officer guideline of answering 911 calls within 15 seconds 95% of the time. Our staff answered 911 calls an average of 4.35 seconds 99% of the time.			
<b>Status</b>		<b>Measurable Objectives</b>					<b>Metric</b>	
Behind Target 71.1% of Target		2. Maintain Combined Communications Center daily minimum staffing of 2 dispatchers during non-peak hours and 4 dispatchers during peak hours greater than or equal to 90% of the time.					Maintain minimum staffing	
		<i>FY2017</i>						
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
□		90%	75%	67%	71%	55%	61%	64%
		<i>Previous FY2016</i>						
		90%	76%	75%	76%	58%	57%	67%
<b>Comments: Mid-Yr:</b>		We are not meeting this performance measure due to critical staffing levels. We currently have one dispatcher in training with a projected training completion of September 2017.			<b>Yr-End:</b> FTE staffing is currently at 61%, 11 are full time dispatchers out of 18 positions. This is being supplemented by two full-time officers. The peak periods are being covered by hourly employees and overtime. We currently have 5 applicants in background.			
<b>Status</b>		<b>Measurable Objectives</b>					<b>Metric</b>	
Ahead of Target 111.1% of Target		3. Ensure 90% of all non-trainee dispatchers are current with their Emergency Medical Dispatching certification.					Percent of non-trainee dispatchers with current EMD certification	
		<i>FY2017</i>						
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		90%	100%	100%	100%	100%	100%	100%
		<i>Previous FY2016</i>						
		90%	100%	100%	100%	100%	100%	100%
<b>Comments: Mid-Yr:</b>					<b>Yr-End:</b> All dispatchers are Emergency Medical Dispatch certified.			

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 93.8% of Target	1. 911 Calls for service received		57,000	13,199	11,819	25,018	13,897	14,553	53,468
			Previous FY2016						
			58,500	17,864	16,040	33,904	15,291	15,275	64,470
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 105.4% of Target	2. Emergency Medical Dispatch instructions provided		5,000	1,242	1,184	2,426	1,412	1,434	5,272
			Previous FY2016						
			700	882	674	1,556	1,443	1,230	4,229
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 99.9% of Target	3. Priority 1 service calls		760	224	191	415	127	217	759
			Previous FY2016						
			750	277	204	481	202	203	886
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 124.9% of Target	4. Priority 2 service calls		17,000	5,823	5,132	10,955	5,005	5,274	21,234
			Previous FY2016						
			17,000	5,715	5,171	10,886	4,961	5,258	21,105
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 108.5% of Target	5. Priority 3 service calls		8,000	2,327	2,110	4,437	2,028	2,211	8,676
			Previous FY2016						
			8,000	2,615	2,254	4,869	2,290	2,278	9,437
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 83.4% of Target	6. Phone calls from outside lines		90,000	20,030	18,259	38,289	18,102	18,702	75,093
			Previous FY2016						
			90,000	21,737	20,151	41,888	18,581	18,974	79,443
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 154.% of Target	7. Recordings provided to the Court Discovery		300	112	122	234	99	129	462
			Previous FY2016						
			350	82	63	145	67	102	314

**Comments:**

1. Yr-End: The 911 calls statistics were obtained from ECaTS (Emergency Call Tracking System) for the State 911 Office
2. Yr-End: EMD statistics were obtained from ProQA
7. Yr-End: FY 2016 Year-to-Date was 314, FY 2017 is 462, which is a 22% increase

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# City of Santa Barbara

## Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

**Department:** Police  
**Division:** Police-Field Operations Division  
**Program Name and Number:** Nightlife Enforcement Team (NET) (3448)  
**Program Owner:** Todd Johnson  
**Program Mission:** Ensure public safety on weekend nights in the downtown corridor through enforcement, education, and intervention, with the downtown bar and restaurant owners and the citizens of Santa Barbara.

**Program Activities:**

1. Conduct premise checks on downtown bars and nightclubs.
2. Conduct responsible beverage server training every month to prevent the sale of alcohol to minors and reduce alcohol-related incidents.
3. Assist with Zona Seca classes monthly to provide alcohol awareness training and education to individuals with alcohol-related violations.
4. Provide security training for nightclub and bar staff.
5. Refer all alcohol, bar, and restaurant violations to the California Department of Alcoholic and Beverage Control (ABC).

Status	Measurable Objectives	Metric
Not Reportable .% of Target	1. Conduct premise checks on 45% of downtown bars and restaurants with dance permits Wednesday through Saturday.	Percent of premise checks conducted
<b>FY2017</b>		
✓	<b>UM</b>	<b>Target</b>
<input type="checkbox"/>	<b>Target</b>	<b>Qtr1 Actual</b>
	<b>Qtr2 Actual</b>	<b>Mid-Year Actual</b>
	<b>Qtr3 Actual</b>	<b>Qtr4 Actual</b>
	<b>Year-to-Date</b>	
	45%	0%
	0%	0%
	0%	0%
	0%	0%
	0%	0%
	0%	0%
<b>Previous FY2016</b>		
	90%	75%
	20%	48%
	0%	0%
	0%	24%

**Comments: Mid-Yr:** The Nightlife Enforcement Team was suspended 11/2015 due to staffing shortages on patrol. The department no longer has a specific Nightlife Enforcement Team due to department reorganization. Our new Special Enforcement Team has now taken over responsibilities for nightlife issues.

**Yr-End:** A Special Enforcement Team (SET) program has been established to handle similar duties in fiscal year 2018.

Status	Measurable Objectives	Metric																					
Not Reportable .% of Target	<b>2.</b> Conduct 50% of planned premise checks on ABC licensed establishments outside the downtown corridor 12 times a quarter.	Percent of premise checks conducted																					
----- <b>FY2017</b> -----																							
<input checked="" type="checkbox"/>	<b>UM</b>	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>50%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	50%	0%	0%	0%	0%	0%	0%							
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Previous FY2016																							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
100%	100%	75%	88%	0%	0%	44%																	
<b>Comments: Mid-Yr:</b>	The Nightlife Enforcement Team was suspended 11/2015 due to staffing shortages on patrol. The department no longer has a specific Nightlife Enforcement Team due to department reorganization. Our new Special Enforcement Team has now taken over responsibilities for nightlife issues.	<b>Yr-End:</b> A Special Enforcement Team (SET) program has been established to handle similar duties in fiscal year 2018.																					

Status	Measurable Objectives	Metric																					
Not Reportable 16.7% of Target	<b>3.</b> Conduct regular Responsible Beverage Server Training.	RBS trainings conducted																					
----- <b>FY2017</b> -----																							
<input checked="" type="checkbox"/>	<b>UM</b>	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>6</td> <td>1</td> <td>0</td> <td>1</td> <td>0</td> <td>0</td> <td>1</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	6	1	0	1	0	0	1							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
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Previous FY2016																							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
12	5	3	8	0	4	12																	
<b>Comments: Mid-Yr:</b>	The Nightlife Enforcement Team was suspended 11/2015 due to staffing shortages on patrol. The department no longer has a specific Nightlife Enforcement Team due to department reorganization. Our new Special Enforcement Team has now taken over responsibilities for nightlife issues.  The one training conducted was by a patrol officer. Currently we conduct this training as requested.	<b>Yr-End:</b> A Special Enforcement Team (SET) program has been established to handle similar duties in fiscal year 2018.																					

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Not Reportable .% of Target	1. Premise checks		229	0	0	0	0	0	0
			Previous FY2016						
			1,425	177	52	229	21	33	283
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Not Reportable .% of Target	2. Alcohol related incidents with minors		71	0	0	0	0	0	0
			Previous FY2016						
			91	44	27	71	27	49	147
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Not Reportable .% of Target	3. Incidents of false ID use in bars		59	0	0	0	0	0	0
			Previous FY2016						
			74	36	23	59	14	22	95
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Not Reportable .% of Target	4. Violations referred to ABC		9	0	0	0	0	0	0
			Previous FY2016						
			24	6	3	9			9
<b>Comments:</b>	<p>1. Mid-Yr: The Nightlife Enforcement Team was suspended 11/2015 due to staffing shortages on patrol. The department no longer has a specific Nightlife Enforcement Team due to department reorganization. Our new Special Enforcement Team has now taken over responsibilities for nightlife issues. Yr-End: A Special Enforcement Team (SET) program has been established to handle similar duties in fiscal year 2018.</p> <p>2. Mid-Yr: The Nightlife Enforcement Team was suspended 11/2015 due to staffing shortages on patrol. The department no longer has a specific Nightlife Enforcement Team due to department reorganization. Our new Special Enforcement Team has now taken over responsibilities for nightlife issues. Yr-End: A Special Enforcement Team (SET) program has been established to handle similar duties in fiscal year 2018.</p> <p>3. Mid-Yr: The Nightlife Enforcement Team was suspended 11/2015 due to staffing shortages on patrol. The department no longer has a specific Nightlife Enforcement Team due to department reorganization. Our new Special Enforcement Team has now taken over responsibilities for nightlife issues. Yr-End: A Special Enforcement Team (SET) program has been established to handle similar duties in fiscal year 2018.</p> <p>4. Mid-Yr: The Nightlife Enforcement Team was suspended 11/2015 due to staffing shortages on patrol. The department no longer has a specific Nightlife Enforcement Team due to department reorganization. Our new Special Enforcement Team has now taken over responsibilities for nightlife issues. Yr-End: A Special Enforcement Team (SET) program has been established to handle similar duties in fiscal year 2018.</p>								



## City of Santa Barbara Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

<b>Department:</b>	Police	<b>2/3, 67% Objectives Achieved</b>
<b>Division:</b>	Police-Community/Support Services	
<b>Program Name and Number:</b>	Community/Support Services (3421)	
<b>Program Owner:</b>	Aaron Baker	
<b>Program Mission:</b>	Provide leadership, direction, and administrative guidance for the Administrative Services Division.	

**Program Activities:**

1. Coordinate and oversee the Police Department facilities maintenance needs with the Public Works Department.
2. Work closely with the Business Office to efficiently administer the Administrative Services Division Budget.
3. Continue administration of current and future grant funding programs.

✓ Status	Project Objectives	
<input type="checkbox"/> Not Completed	<b>1.</b> Complete annual policy manual update including general orders and approved legal recommendations for command staff approval. <b>Comments: Mid-Yr:</b> Policy Manual is in the final approval stages - plans to distribute the new manual with associated training in May of 2017 <b>Yr-End:</b> Assigned a supervisor to this project. On going updates will continue	
<input checked="" type="checkbox"/> Complete	<b>2.</b> Complete annual mileage review of all department vehicles to ensure uniform usage. Re-distribute vehicles as necessary. <b>Comments: Mid-Yr:</b> Mileage review to be completed at the end of the fiscal year (quarter #4) <b>Yr-End:</b> Meeting was held with Fleet Management, necessary adjustments were made.	
Status	Measurable Objectives	Metric
Ahead of Target 101.3% of Target	<b>1.</b> Ensure Administrative Services program owners complete 80% of program objectives.	Percent of program objectives completed
----- <b>FY2017</b> -----		
✓ <b>UM</b>	<b>Target</b>	<b>Qtr1 Actual</b>
	<b>Qtr2 Actual</b>	<b>Mid-Year Actual</b>
	<b>Qtr3 Actual</b>	<b>Qtr4 Actual</b>
	<b>Year-to-Date</b>	
<input checked="" type="checkbox"/>	80%	0%
	0%	0%
	0%	0%
	0%	0%
	81%	
----- <b>Previous FY2016</b> -----		
	80%	
		80%
<b>Comments: Mid-Yr:</b>	Scheduled events in upcoming quarter will assist in being closer to obtaining goal, for example, range clean up and Citizen academies are both scheduled for early 2017. Numerous training bulletins being authored for 2017.  This is a year end goal. Q1 10/10 on track Q2 14/18 on track	
<b>Yr-End:</b>	Objectives included in this calculation: Community/Support Services (1/2), Training and Recruitment (3/4), Range and Equipment (5/6), Community/Media Relations (6/7), Special Events (5/7), and Street Crimes Unit (5/5).	



# City of Santa Barbara

## Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

**Department:** Police

**Division:** Police-Community/Support Services

**Program Name and Number:** Community and Media Relations (3427)

**Program Owner:** Eric Beecher

**Program Mission:** Utilize community oriented policing programs and partnerships to resolve specific neighborhood problems affecting quality of life issues.

6/7, 86%  
Objectives  
Achieved

**Program Activities:**

1. Coordinate a citywide implementation of the Community Oriented Problem Solving (COPS) philosophy.
2. Utilize problem-solving techniques to resolve specific neighborhood problems.
3. Conduct presentations on crime prevention topics.
4. Provide information to the public on police procedures with English and Spanish language Citizen’s Academies.
5. Provide training to school officials and parents on current issues and counsel school children on personal issues and safety tips.
6. Provide information to the public regarding police activities, crime trends, and emergency situations with media releases and interviews.
7. Oversee the SBPD Explorer Post, preparing youth for careers in law enforcement.
8. Serve as the Police Department’s liaison to the Santa Barbara Police Activities League.
9. Maintain the Restorative Policing Program.

✓ Status	Project Objectives
✓ Complete	<b>1.</b> Further the development of existing Neighborhood Watch groups by providing leadership and training in crime prevention techniques. All Neighborhood Watch groups will be contacted at least once during the year. <b>Comments: Mid-Yr:</b> 13 Neighborhood Watch meetings were attended during QTR 1 & QTR 2. <b>Yr-End:</b> 23 Neighborhood watch meetings were attended during QTR 3 & 4. Increase due to two added BC officers in February
✓ Complete	<b>2.</b> Continue to develop the skills of the SBPD Explorers. Explorers will compete in at least one multi-agency Explorer competition during the year and attend an Explorer Academy. <b>Comments: Mid-Yr:</b> Explorers attended one competition and one national conference. <b>Yr-End:</b> 2 competitions and an explorer retreat (training camp)
✓ Complete	<b>3.</b> Maintain the Restorative Policing Program with a minimum of 35 active cases at all times. <b>Comments: Mid-Yr:</b> The average client caseload during QTR 1 & QTR 2 was 87. <b>Yr-End:</b> The average active caseload was 66 for these two quarters. The average for the year was 76.5.

Status	Measurable Objectives	Metric
Ahead of Target 104.3% of Target	<b>1.</b> Respond to 94% of all requests for attendance at public education presentations within three working days.	Percent of requests for public education presentations responded to within three working days

		FY2017						
	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓								

<input checked="" type="checkbox"/>	94%	97%	98%	98%	98%	98%	98%	
<i>Previous FY2016</i>								
	94%	95%	93%	94%	98%	99%	97%	
<b>Comments:</b>	<b>Mid-Yr:</b> QTR 1 59 of 61, QTR 2 111 of 113.	<b>Yr-End:</b> QTR 3 169 of 172, QTR 4 170 of 174. increase due to 2 more BC positions						
<b>Status</b>	<b>Measurable Objectives</b>					<b>Metric</b>		
Ahead of Target 110.% of Target	2. Contact 90% of complainants within three working days of notification of a community problem or issue.					Percent of requests for assistance responded to within three working days		
<b>FY2017</b>								
<input checked="" type="checkbox"/>	<b>UM</b>	<b>Target</b>	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>	<b>Qtr4 Actual</b>	<b>Year-to-Date</b>
<input checked="" type="checkbox"/>		90%	100%	100%	100%	99%	99%	99%
<i>Previous FY2016</i>								
		87%	94%	96%	95%	98%	97%	96%
<b>Comments:</b>	<b>Mid-Yr:</b> QTR 1 453 of 454, QTR 2 609 of 611.	<b>Yr-End:</b> increase in numbers increased with adding BC position						
<b>Status</b>	<b>Measurable Objectives</b>					<b>Metric</b>		
On Target 100.% of Target	3. Host 2 Citizen's Academies.					Citizen's Academies completed		
<b>FY2017</b>								
<input checked="" type="checkbox"/>	<b>UM</b>	<b>Target</b>	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>	<b>Qtr4 Actual</b>	<b>Year-to-Date</b>
<input checked="" type="checkbox"/>		2	0	0	0	1	1	2
<i>Previous FY2016</i>								
		2	1	0	1	0	1	2
<b>Comments:</b>	<b>Mid-Yr:</b> Citizen's Academies are planned for QTR 3 & QTR 4.	<b>Yr-End:</b> QTR 3 = 1 english citizens academy QTR 4 = 1 Spanish Academy						
<b>Status</b>	<b>Measurable Objectives</b>					<b>Metric</b>		
Behind Target 47.4% of Target	4. Ensure Restorative Outreach Specialists conduct regular outreach with homeless persons.					Contacts with homeless persons (duplicative)		
<b>FY2017</b>								
<input checked="" type="checkbox"/>	<b>UM</b>	<b>Target</b>	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>	<b>Qtr4 Actual</b>	<b>Year-to-Date</b>
<input type="checkbox"/>		1,000	110	101	211	120	143	474
<i>Previous FY2016</i>								
		900	486	636	1,122	522	175	1,819
<b>Comments:</b>	<b>Mid-Yr:</b> Reduced staffing in the Restorative Policing unit has impacted outreach, placement, and reunification efforts.	<b>Yr-End:</b> Reduced staffing in the Restorative Policing unit has impacted outreach, placement, and reunification efforts.						

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target of Target	Homeless persons placed in recovery programs			19	8	27	12	13	52
			Previous FY2016						
			110	12	17	29	25	30	84
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 196.5% of Target	1. COPS Projects		200	61	113	174	112	107	393
			Previous FY2016						
			158	67	51	118	65	61	244
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 180.9% of Target	2. Telephone & E-mail Contacts		1,900	454	611	1,065	1,176	1,196	3,437
			Previous FY2016						
			1,472	475	480	955	550	416	1,921
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 288.5% of Target	3. Public Meetings & Presentations		200	89	142	231	172	174	577
			Previous FY2016						
			132	85	42	127	124	89	340
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 100.0% of Target	4. Neighborhood Improvement Task Force (NITF) Meetings		12	3	3	6	3	3	12
			Previous FY2016						
			12	3	2	5	3	3	11
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 100.0% of Target	5. Community & Media Notifications		100	33	23	56	17	27	100
			Previous FY2016						
			112	18	13	31	10	27	68
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 133.3% of Target	6. Explorer Post Meetings & Events		48	13	12	25	18	21	64
			Previous FY2016						
			48	12	12	24	15	19	58

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 160.4% of Target	7. Explorer Post Volunteer Community Service Hours		1,500	812	374	1,186	640	580	2,406
			Previous FY2016						
			1,906	816	321	1,137	576	533	2,246

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 158.7% of Target	8. PAL Meetings & Events		150	63	52	115	65	58	238
			Previous FY2016						
			130	57	44	101	87	42	230

**Comments:** Mid-Yr: Reduced staffing in the Restorative Policing unit has impacted outreach, placement, and reunification efforts.  
Yr-End: Reduced staffing levels in this unit, until May of 2017 when a 2nd officer was added to the unit.

Mid-Yr: Reduced staffing in the Restorative Policing unit has impacted outreach, placement, and reunification efforts.  
Yr-End: An increased emphasis placed on reunification.

- Mid-Yr: During QTR 2 unit staffing increased by one Beat Coordinator. In QTR 3 an additional Beat Coordinator is scheduled to join the unit. The increase in personnel positively impacted the QTR 2 figure and the FY 2017 projection.  
Yr-End: New Neighborhood Policing unit developed. COPS projects are spread through four units may change projected numbers for fiscal year 18
- Mid-Yr: During QTR 2 unit staffing increased by one Beat Coordinator. In QTR 3 an additional Beat Coordinator is scheduled to join the unit. The increase in personnel positively impacted the QTR 2 figure and the FY 2017 projection.  
Yr-End: The addition of 2 BC's and creation of Neighborhood Policing Units has attributed large increase in email and telephone communication
- Mid-Yr: During QTR 2 unit staffing increased by one Beat Coordinator. In QTR 3 an additional Beat Coordinator is scheduled to join the unit. The increase in personnel positively impacted the QTR 2 figure and the FY 2017 projection.  
Yr-End: The addition of 2 BC's and creation of Neighborhood Policing Units has attributed large increase in meetings and presentations
- Yr-End: Supervisor and 2 or 3 BC's attend this meeting every month
- Yr-End: PAL has added new programs
- Yr-End: Several new events and new programs



# City of Santa Barbara

## Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

**Department:** Police **5/7, 71% Objectives Achieved**  
**Division:** Police-Community/Support Services  
**Program Name and Number:** Special Events (3443)  
**Program Owner:** Joshua Morton  
**Program Mission:** Monitor special events within the City of Santa Barbara to ensure the safety of event organizers, participants, and the general public. Monitor and maintain permits and licensing for various vendors operating within the City.

**Program Activities:**

1. Process all Special Event applications in accordance with rules and regulations outlined in the Municipal Code.
2. Prepare and implement tactical plans for all events likely to require a police presence beyond the scope of day-to-day operations.
3. Provide local law enforcement agency review and endorsement of Alcohol Beverage Control Special Event Daily License Applications.

Status	Measurable Objectives	Metric
On Target 100.0% of Target	1. Complete 100% of Dance Permit Application Staff Reports at least 8 days prior to the corresponding Police & Fire Commission meetings.	Percent of Dance Permit Application Staff Reports completed at least 8 days prior to the corresponding Fire & police Commission meetings
----- FY2017		
✓	UM	Target
✓	Days	100%
	Qtr1 Actual	100%
	Qtr2 Actual	0%
	Mid-Year Actual	100%
	Qtr3 Actual	0%
	Qtr4 Actual	0%
	Year-to-Date	100%
----- Previous FY2016		
	Target	100%
	Qtr1 Actual	0%
	Qtr2 Actual	0%
	Mid-Year Actual	0%
	Qtr3 Actual	0%
	Qtr4 Actual	0%
	Year-to-Date	0%
<b>Comments: Mid-Yr:</b> <input type="text"/> <b>Yr-End:</b> No applications received in second part of the fiscal year.		

Status	Measurable Objectives	Metric
Ahead of Target 108.7% of Target	2. Process 92% of completed Special Events Permit Applications within five working days.	Percent of Special Event Permit Applications processed within five working days
----- FY2017		
✓	UM	Target
✓	Days	92%
	Qtr1 Actual	100%
	Qtr2 Actual	100%
	Mid-Year Actual	100%
	Qtr3 Actual	100%
	Qtr4 Actual	100%
	Year-to-Date	100%
----- Previous FY2016		
	Target	92%
	Qtr1 Actual	100%
	Qtr2 Actual	100%
	Mid-Year Actual	100%
	Qtr3 Actual	100%
	Qtr4 Actual	100%
	Year-to-Date	100%
<b>Comments: Mid-Yr:</b> <input type="text"/> <b>Yr-End:</b> <input type="text"/>		

Status	Measurable Objectives	Metric														
Ahead of Target 101.% of Target	<b>3.</b> Process 99% of completed Alcohol Beverage Control Special Events Daily License Applications within three working days.	Percent of Alcohol Beverage Control Special Events Daily License Applications processed within three working days														
<b>FY2017</b>																
<input checked="" type="checkbox"/>	<b>UM</b>	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>99%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	99%	100%	100%	100%	100%	100%	100%
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99%	100%	100%	100%	100%	100%	100%										
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																

Status	Measurable Objectives	Metric														
Behind Target 84.5% of Target	<b>4.</b> Process 97% of completed Dance Permit Renewal Applications within three weeks.	Percent of Dance Permit Renewal Applications processed within three weeks														
<b>FY2017</b>																
<input checked="" type="checkbox"/>	<b>UM</b>	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>97%</td> <td>100%</td> <td>80%</td> <td>86%</td> <td>50%</td> <td>100%</td> <td>82%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	97%	100%	80%	86%	50%	100%	82%
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97%	0%	0%	0%		100%	100%										
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/> One applicant was in mediation and the application was intentionally held up and the other application was received while Police Technician was out on leave.																

Status	Measurable Objectives	Metric														
Behind Target 88.4% of Target	<b>5.</b> Complete 95% of Taxi Permit, Pedicab Permit, and Massage Technician Permit investigations within three weeks of receipt of Live Scan results.	Percent of Taxi Permit, Pedicab Permit, and Massage Technician Permit investigations completed within three weeks of receipt of Live Scan results														
<b>FY2017</b>																
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96%	57%	100%	71%	0%	70%	71%										
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/> 3 massage permit applications during QTR 4 were NOT routed to the Police Technician after fingerprinting was completed. Copies were retrieved from Finance in order to process which added significant time to the permitting process.																

Status	Measurable Objectives	Metric																					
Ahead of Target 108.7% of Target	6. Process 92% of permit renewal investigations (excluding Dance Permits) within three weeks of application.	Percent of permit renewal investigations processed within three weeks																					
<b>FY2017</b>																							
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Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																							

Status	Measurable Objectives	Metric																					
On Target 100.% of Target	7. Provide a written response to 100% of completed Alcohol Beverage Control License Applications within 40 days.	Percent of Alcohol Beverage Control License Applications responded to within 40 days																					
<b>FY2017</b>																							
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			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 90.5% of Target	1. Completed Special Events Permit Applications processed		74	17	14	31	22	14	67
			Previous FY2016						
			74	23	12	35	15	20	70
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 121.% of Target	2. Operations Plans drafted		100	52	15	67	21	33	121
			Previous FY2016						
			95	48	28	76	17	26	119
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 49.6% of Target	3. Alcohol Beverage Control Special Event Daily License Applications endorsed		375	68	53	121	28	37	186
			Previous FY2016						
			365	105	63	168	63	84	315
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 98.8% of Target	5. Cost of providing Police services for the July 4th Celebration		\$65,000	\$64,222	\$0	\$64,222	\$0	\$0	\$64,222
			Previous FY2016						
			\$61,134	\$64,873	\$0	\$64,873			\$64,873
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 92.1% of Target	6. Cost of providing Police services for the Old Spanish Days Celebration		\$355,000	\$326,838	\$0	\$326,838	\$0	\$0	\$326,838
			Previous FY2016						
			\$350,000	\$353,968	\$0	\$353,968			\$353,968
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 98.1% of Target	7. Cost of providing Police services for the Solstice Celebration		\$41,000	\$0	\$0	\$0	\$0	\$40,221	\$40,221
			Previous FY2016						
			\$370,084						
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 155.% of Target	8. Hours donated by the Reserve Corps		900	338	320	658	337	400	1,395
			Previous FY2016						
			1,300	220	160	380			380

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 150.4% of Target	9. Hours donated by the Volunteer Corps		1,600	812	374	1,186	640	580	2,406
			Previous FY2016						
			1,600	880	2	882	120	150	1,152
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 446.% of Target	10. Hours donated by the Chaplains		100	40	36	76	120	250	446
			Previous FY2016						
			155	12	36	48	28	16	92
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 50.% of Target	11. Dance Permit Application Staff Reports completed		2	1	0	1	0	0	1
			Previous FY2016						
			3	0	0	0		0	0
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 100.% of Target	12. Dance Permit Renewal Applications processed		11	2	5	7	2	2	11
			Previous FY2016						
			15	0	0	0		2	2
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 78.5% of Target	13. Permit Applications processed (excluding Dance Permits and Special Events Permits)		200	35	37	72	45	40	157
			Previous FY2016						
			200	40	35	75		46	121
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 66.7% of Target	14. Permit Applications denied		3	0	0	0	0	2	2
			Previous FY2016						
			4	0	0	0		0	0
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 111.1% of Target	15. Alcohol Beverage Control License Applications processed		45	14	6	20	18	12	50
			Previous FY2016						
			45	10	6	16	0	0	16

Status	Other Program Measures	UM	FY2017						
			Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 103.9% of Target	16. Security alarm actions performed		22,745	6,950	5,583	12,533	5,967	5,138	23,638
			<i>Previous FY2016</i>						
			18,392	8,116	5,516	13,632		8,619	13,632

**Comments:**

- 3. Yr-End: We changed the criteria for each event to a match that of ABC which lessens the amount of applications submitted to SBPD. New target for 2018 will be adjusted accordingly.
- 9. Yr-End: Volunteer corp was established beginning of fiscal year 2018. This number captures hours donated by Explorer Post
- 10. Yr-End: With the Retirement of Sgt M. McGrew he donated many more hours to the Chaplain program which is why the 4th quarter is much higher.



# City of Santa Barbara

## Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

**Department:** Police

**Division:** Police-Community/Support Services

**Program Name and Number:** Training and Recruitment (3424)

**Program Owner:** Mike Brown

**Program Mission:** Recruit and hire qualified personnel and provide state-mandated training for all department employees.

3/4, 75%  
Objectives  
Achieved

**Program Activities:**

1. Conduct recruiting activities with Human Resources personnel to recruit a diverse candidate pool.
2. Conduct thorough background investigations on all prospective Police Department employees.
3. Supervise police officer recruits at the Police Academy.
4. Review training records of all employees legally mandated to comply with Peace Officer Standards Training (POST) requirements.
5. Coordinate the department's training in developing a training plan and execute the plan.
6. Conduct department safety training under the City's Injury and Illness Protection Plan.
7. Prepare policy manual recommendations for command staff approval and make regular updates.

✓ Status	Project Objectives	
<input checked="" type="checkbox"/> Complete	<b>1.</b> Ensure 95% of Sworn/Reserve Police Officers (excluding approved leaves) meet POST training requirements by December 31 of each even numbered calendar year. (Biennial POST training cycle).	
<b>Comments:</b> Mid-Yr: 100 % Audit conducted during Quarter 2      Yr-End:		
Status	Measurable Objectives	Metric
Behind Target 96.8% of Target	<b>1.</b> Maintain 95% staffing level of authorized, full-time positions.	
----- <b>FY2017</b> -----		
<input checked="" type="checkbox"/> <b>UM</b>	<b>Target</b>	<b>Qtr1 Actual      Qtr2 Actual      Mid-Year Actual      Qtr3 Actual      Qtr4 Actual      Year-to-Date</b>
<input type="checkbox"/>	95%	90%      93%      92%      93%      92%      92%
----- <b>Previous FY2016</b> -----		
	95%	94%      91%      92%      86%      90%      90%
<b>Comments:</b> Mid-Yr: Additional recruitment efforts implemented to address police officer vacancies. Staffing level projected at 95% by Year-End.      Yr-End: During this year we had unexpected departures in our staffing levels.		

Status	Measurable Objectives	Metric
Ahead of Target 104.% of Target	2. Complete 90% of pre-employment personnel background investigations within 60 days of receiving the Personal History Statement.	Percent of backgrounds completed within 60 days
<b>FY2017</b>		
✓	UM	Target
		Qtr1 Actual
		Qtr2 Actual
		Mid-Year Actual
		Qtr3 Actual
		Qtr4 Actual
		Year-to-Date
✓		90%
		89%
		91%
		90%
		95%
		100%
		94%
<b>Previous FY2016</b>		
		90%
		88%
		92%
		89%
		79%
		76%
		83%
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>		

Status	Measurable Objectives	Metric
Ahead of Target 116.7% of Target	3. Distribute twelve training bulletin to employees on various law enforcement topics.	Monthly Training Bulletins
<b>FY2017</b>		
✓	UM	Target
		Qtr1 Actual
		Qtr2 Actual
		Mid-Year Actual
		Qtr3 Actual
		Qtr4 Actual
		Year-to-Date
✓		12
		2
		3
		5
		6
		3
		14
<b>Previous FY2016</b>		
		12
		3
		1
		4
		3
		3
		10
Comments: Mid-Yr: Emphasis placed on hiring. Projected to meet Performance Measure by Year-End. Yr-End: <input type="text"/>		

		FY2017							
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 136.7% of Target	1. Employees Hired		30	13	17	30	9	2	41
<b>Previous FY2016</b>									
			29	7	9	16	16	7	39

		FY2017							
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 124.% of Target	2. Pre-Employment Background Investigations Completed		100	18	32	50	36	38	124
<b>Previous FY2016</b>									
			95	41	25	66	33	42	141

		FY2017							
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 133.3% of Target	3. Training Days Conducted		24	9	7	16	3	13	32
<b>Previous FY2016</b>									
			24	19	16	35	5	6	46

Comments: 1. Mid-Yr: Large police officer hiring class in Quarter 2.



# City of Santa Barbara

## Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

**Department:** Police **5/6, 83% Objectives Achieved**  
**Division:** Police-Community/Support Services  
**Program Name and Number:** Range and Equipment (3425)  
**Program Owner:** Mike Brown  
**Program Mission:** Provide real world firearms training to insure compliance for all officers and oversee the maintenance and issuance of operative, well-maintained safety equipment and vehicles.

**Program Activities:**

1. Oversee primary weapon qualification for all regular and reserve officers, Harbor Patrol, and Airport Patrol.
2. Operate an indoor firing range in order to provide firearm training and certification in a safe environment.
3. Provide a safety officer at requested SWAT trainings.
4. Maintain condition and inventory control of department weapons, excluding SWAT inventory.
5. Maintain the operation and cleanliness of indoor firing range.
6. Manage all requests for repairs for department fleet vehicles.
7. Monitor all manufacturer recalls on department vehicles and schedule vehicles for routine preventive maintenance.
8. Maintain inventories and issue all safety equipment to newly hired personnel and replace safety equipment for all officers as needed.
9. Oversee day-to-day minor building maintenance requests.

<input checked="" type="checkbox"/> Status	Project Objectives	
<input checked="" type="checkbox"/> Complete	1. Complete yearly range maintenance of backstop/lead-trap.	
<b>Comments:</b>	<b>Mid-Yr:</b> Scheduled to be completed first week of Feb 2017	<b>Yr-End:</b> Completed 3rd quarter of year
Status	Measurable Objectives	Metric
On Target 100.% of Target	1. Ensure 100% active duty officers and reserve officers pass a shooting qualification course each quarter.	Percent of Officers Qualified
<b>FY2017</b>		
<input checked="" type="checkbox"/>	<b>UM</b>	<b>Target</b>
	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>
	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>
	<b>Qtr4 Actual</b>	<b>Year-to-Date</b>
<input checked="" type="checkbox"/>	100%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
<b>Previous FY2016</b>		
	100%	100%
	100%	100%
	100%	100%
	100%	100%
<b>Comments:</b>	<b>Mid-Yr:</b>	<b>Yr-End:</b>

Status	Measurable Objectives	Metric														
On Target 108.9% of Target	2. Take corrective action on 90% of vehicle repair requests within three (3) business days.	Percent of vehicle requests responded to within three business days														
FY2017																
<input checked="" type="checkbox"/>	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>90%</td> <td>100%</td> <td>98%</td> <td>99%</td> <td>96%</td> <td>98%</td> <td>98%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	90%	100%	98%	99%	96%	98%	98%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
90%	100%	98%	99%	96%	98%	98%										
Previous FY2016																
		<table border="1"> <tbody> <tr> <td>90%</td> <td>99%</td> <td>100%</td> <td>99%</td> <td>98%</td> <td>99%</td> <td>99%</td> </tr> </tbody> </table>	90%	99%	100%	99%	98%	99%	99%							
90%	99%	100%	99%	98%	99%	99%										
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																

Status	Measurable Objectives	Metric														
Behind Target . % of Target	3. Conduct annual inventory of all department firearms excluding SWAT.	Weapon inventories done														
FY2017																
<input checked="" type="checkbox"/>	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	1	0	0	0	0	0	0
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
1	0	0	0	0	0	0										
Previous FY2016																
		<table border="1"> <tbody> <tr> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> <td>0</td> <td>1</td> </tr> </tbody> </table>	1	0	0	0	1	0	1							
1	0	0	0	1	0	1										
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/> A complete weapon inventory was not completed this year. Additional unplanned training and a family medical issue contributed to this not being completed.																

Status	Measurable Objectives	Metric														
On Target 100.% of Target	4. Ensure 100% of all department utilized duty weapons are inspected for safety, and maintained as needed.	Percent of weapons inspected														
FY2017																
<input checked="" type="checkbox"/>	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	100%	100%	100%	100%	100%	100%	100%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
100%	100%	100%	100%	100%	100%	100%										
Previous FY2016																
		<table border="1"> <tbody> <tr> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	100%	100%	100%	100%	100%	100%	100%							
100%	100%	100%	100%	100%	100%	100%										
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																

Status	Measurable Objectives	Metric														
On Target 100.% of Target	5. Ensure 100% of long rifles are cleaned and maintained each year (25% each quarter).	Percent of long rifles cleaned and maintained														
FY2017																
<input checked="" type="checkbox"/>	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>100%</td> <td>0%</td> <td>100%</td> <td>100%</td> <td>0%</td> <td>0%</td> <td>100%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	100%	0%	100%	100%	0%	0%	100%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
100%	0%	100%	100%	0%	0%	100%										
Previous FY2016																
		<table border="1"> <tbody> <tr> <td>100%</td> <td>45%</td> <td>73%</td> <td>59%</td> <td>45%</td> <td>45%</td> <td>52%</td> </tr> </tbody> </table>	100%	45%	73%	59%	45%	45%	52%							
100%	45%	73%	59%	45%	45%	52%										
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/> Achieved target number in quarter 2.																

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 112.4% of Target	1. Officers qualified with primary weapon		510	131	137	268	154	151	573
			Previous FY2016						
			510	128	122	250	121	123	494
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 124.7% of Target	2. Officers demonstrating proficiency with long rifle		150	131	44	175	12	0	187
			Previous FY2016						
			290	0	5	5	0	4	9
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 78.7% of Target	3. Vehicle Repair Request		550	113	123	236	115	82	433
			Previous FY2016						
			550	215	122	337	156	137	630
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 82.% of Target	4. Preventive maintenance vehicle services		350	74	66	140	75	72	287
			Previous FY2016						
			325	138	143	281	73	82	436
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 132.% of Target	5. Duty pistols inspected		450	134	141	275	162	157	594
			Previous FY2016						
			400	128	122	250	125	126	501
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 241.2% of Target	6. Long rifles cleaned		34	44	26	70	12	0	82
			Previous FY2016						
			34	5	6	11	5	5	21
<b>Comments:</b>	<p>2. Mid-Yr: Re-qualification required for several officer due to POST regulation change. Yr-End: post academy qualifications</p> <p>3. Yr-End: Repair requests dropped in 4th quarter due to influx of new Explorer patrol vehicles.</p> <p>6. Mid-Yr: Rifles cleaned due to increase in training days</p>								



# City of Santa Barbara

## Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

<b>Department:</b>	Police	<b>5/5, 100% Objectives Achieved</b>
<b>Division:</b>	Police-Community/Support Services	
<b>Program Name and Number:</b>	Street Crimes Unit (3444)	
<b>Program Owner:</b>	James Ella	
<b>Program Mission:</b>	Maintain a proactive police presence in the downtown corridor, Milpas corridor and beachfront areas to reduce street crime through the utilization of unique strategies and partnerships.	

**Program Activities:**

1. Provide uniformed foot and bicycle patrol officers downtown to deter street crime, maintain a highly visible police presence, and encourage interaction with the public.
2. Maintain a daily proactive enforcement effort against alcohol, narcotics, panhandling, loitering, and illegal vending violations in the downtown corridor, Milpas corridor and beachfront areas.
3. Provide security at City Council meetings with a uniformed officer.
4. Provide bicycle patrol training to SBPD officers and outside agencies.
5. Work with representatives of the Downtown Organization, Old Town Merchants, and County Mental Health to solve problems.

✓ Status	Project Objectives	
✓ Complete	<b>1.</b> Manage Neighborhood Improvement Program projects within the city by coordinating transient camp clean-ups and enforcement sweeps each quarter with other agencies and/or city departments.	
<b>Comments: Mid-Yr:</b> We have completed 20 clean-ups between 7/1/16 and 03/31/17. (3rd quarter was 5)		<b>Yr-End:</b> The Street Crimes Unit completed 23 clean-ups coordinating with Caltrans, Union Pacific, and the City. Environmental Services has been tasked with coordinating the clean-ups with the Street Crimes Unit for fiscal year 2018.
Status	Measurable Objectives	Metric
On Target 100.% of Target	<b>1.</b> Attend semi-monthly Milpas Action Task Force Meetings.	Meetings attended
----- <b>FY2017</b> -----		
✓	<b>UM</b>	<b>Target</b>
	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>
	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>
	<b>Qtr4 Actual</b>	<b>Year-to-Date</b>
✓	6	2
	1	3
	1	1
	2	2
	6	6
----- <b>Previous FY2016</b> -----		
	12	2
	1	3
	1	1
	1	5
<b>Comments: Mid-Yr:</b> MATF changed to PATH Neighborhood Partnership PNP. TPF has attended 4 PNP meetings.		<b>Yr-End:</b> The Street Crimes Unit attended all the PATH meetings this fiscal year.

Status	Measurable Objectives	Metric														
Ahead of Target 143.8% of Target	<b>2.</b> Conduct a minimum of 16 transient camp cleanup details annually.	Clean-ups conducted														
<b>FY2017</b>																
✓	<b>UM</b>	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>16</td> <td>14</td> <td>1</td> <td>15</td> <td>5</td> <td>3</td> <td>23</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	16	14	1	15	5	3	23
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
16	14	1	15	5	3	23										
<b>Previous FY2016</b>																
✓		<table border="1"> <tbody> <tr> <td>16</td> <td>4</td> <td>9</td> <td>13</td> <td>3</td> <td>5</td> <td>21</td> </tr> </tbody> </table>	16	4	9	13	3	5	21							
16	4	9	13	3	5	21										
<b>Comments: Mid-Yr:</b>	TPF has cleaned 15 camps from 7/1/2016 to 12/16/2016.	<b>Yr-End:</b> The Street Crimes Unit completed 23 clean-ups coordinating with Caltrans, Union Pacific, and the City. Environmental Services has been tasked with coordinating the clean-ups with the Street Crimes Unit for fiscal year 2018.														
Status	Measurable Objectives	Metric														
Ahead of Target 105.3% of Target	<b>3.</b> Maintain uniformed police presence at 95% of City Council meetings.	Percent of City Council meetings attended														
<b>FY2017</b>																
✓	<b>UM</b>	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>95%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	95%	100%	100%	100%	100%	100%	100%
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95%	100%	100%	100%	100%	100%	100%										
<b>Comments: Mid-Yr:</b>	TPF has attended all City Council meetings.	<b>Yr-End:</b> The Street Crimes Unit attended all of the City Council meetings this fiscal year.														
Status	Measurable Objectives	Metric														
Ahead of Target 111.% of Target	<b>4.</b> Ensure Community Service Liaisons and Community Service Officers make 5290 contacts with downtown businesses to address concerns regarding nuisance related issues.	Contacts with businesses and community organization individuals (duplicative)														
<b>FY2017</b>																
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Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
5,290	1,974	1,684	3,658	1,212	1,000	5,870										
<b>Previous FY2016</b>																
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9,950	1,469	1,176	2,645	943	1,123	4,711										
<b>Comments: Mid-Yr:</b>	As of 10/2016 CSL's are no longer under TPF and the Patrol Division.	<b>Yr-End:</b> Effective 07/01/17 the CSO program transitioned to Downtown Parking.														

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 31.1% of Target	1. Criminal Citations		3,500	335	184	519	277	291	1,087
			Previous FY2016						
			4,000	1,169	884	2,053	767	691	3,511
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 139.2% of Target	2. Felony Arrests		130	62	22	84	55	42	181
			Previous FY2016						
			130	49	38	87	65	63	215
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 134.8% of Target	3. Misdemeanor Arrests		230	78	37	115	94	101	310
			Previous FY2016						
			230	108	85	193	94	77	364
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 41.7% of Target	4. Investigations		3,000	399	262	661	227	364	1,252
			Previous FY2016						
			3,000	1,050	745	1,795	734	647	3,176
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 143.8% of Target	5. Neighborhood Improvement Projects		16	14	1	15	5	3	23
			Previous FY2016						
			16	4	9	13	3	5	21
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 102.3% of Target	6. Calls for service for nuisance related crimes within the downtown corridor		2,600	660	566	1,226	429	1,005	2,660
			Previous FY2016						
			2,326	761	709	1,470	703	589	2,762
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 105.6% of Target	7. Calls for service for nuisance related crimes within the beachfront area		1,000	257	213	470	160	426	1,056
			Previous FY2016						
			902	314	273	587	246	273	1,106

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 128.% of Target	8. Calls for service for nuisance related crimes within the lower Milpas corridor		600	149	150	299	192	277	768
			<i>Previous FY2016</i>						
			438	190	174	364	142	154	660
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 106.% of Target	9. Calls for service for nuisance related crimes within the upper Milpas corridor		580	122	131	253	139	223	615
			<i>Previous FY2016</i>						
			564	163	136	299	115	147	561
<b>Comments:</b>	<p>1. Mid-Yr: TPF staffing down 50%. Yr-End: Street Crimes Unit had reduced staffing and was tasked with patrol coverage.</p> <p>4. Mid-Yr: TPF Staffing was down 50% due to long term injury and reassignments. Yr-End: Street Crimes Unit had reduced coverage and was tasked with patrol coverage.</p> <p>5. Mid-Yr: TPF has completed 15 clean ups by mid-year. Yr-End: Street Crimes Unit completed 23 camp clean ups.</p>								



# City of Santa Barbara

## Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

**Department:** Police  
**Division:** Police-Chief's Staff  
**Program Name and Number:** Chief's Staff (3411)  
**Program Owner:** Shawn Hill  
**Program Mission:**

8/8, 100%  
Objectives  
Achieved

Ensure that the organization is operating in a professional manner at all levels with a solid and consistent focus on community policing through team approaches and employee accountability.

**Program Activities:**

1. Manage, oversee, and monitor the operations of the Santa Barbara Police Department, which includes 3 divisions that provide public safety for the Santa Barbara Community and focus on quality of life issues.
2. Investigate and evaluate all complaints related to the performance and conduct of the members of the Police Department.
3. Assist other City departments in gathering information related to public liability claims and other personnel matters.
4. Investigate special requests from City Hall and respond with information in a timely manner.

✓ Status	Project Objectives	
✓ Complete	1. Complete a cost/benefit analysis of implementing a police integrity software program to consolidate and make consistent data that resides in multiple data sources.	Yr-End: Program deemed beneficial and necessary. Product selected.
Comments: Mid-Yr: <input style="width: 300px;" type="text"/>		
✓ Complete	2. If the analysis demonstrates feasibility, purchase program and develop an implementation plan.	Yr-End: Product purchased (IAPro). Implementation and training scheduled for August 14-16.
Comments: Mid-Yr: <input style="width: 300px;" type="text"/>		
Status	Measurable Objectives	Metric
On Target 101.3% of Target	1. Achieve 80% of the department program objectives.	Percent of performance objectives
----- FY2017 -----		
✓	UM	Target
✓		Qtr1 Actual
		Qtr2 Actual
		Mid-Year Actual
		Qtr3 Actual
		Qtr4 Actual
		Year-to-Date
	80%	81%
----- Previous FY2016 -----		
	80%	71%
Comments: Mid-Yr: <input style="width: 300px;" type="text"/>		
Yr-End: Department wide, there are 93 total objectives reporting (which does not include this objective). Of those 93 objectives, the department met or exceeded 75 of those objectives.		

Status	Measurable Objectives	Metric																					
Ahead of Target 125.% of Target	2. Investigate formal citizen complaints and complete 80% of the complaint investigations within 120 days (not time tolled cases).	Percent of formal citizen's complaint investigations completed in 120 days																					
FY2017																							
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>80%</td> <td>100%</td> <td>0%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	80%	100%	0%	100%	100%	100%	100%							
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Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																							

Status	Measurable Objectives	Metric																					
Ahead of Target 106.7% of Target	3. Investigate informal citizen complaints and respond to 90% of the reporting parties with final action taken within 60 days of complaint.	Percent of informal citizen's complaint investigations completed in 60 days																					
FY2017																							
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>90%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>83%</td> <td>96%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	90%	100%	100%	100%	100%	83%	96%							
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Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																							

Status	Measurable Objectives	Metric																					
Ahead of Target 111.1% of Target	4. Respond to 90% of special requests from City Council members, citizen inquiries and outside agencies within one working day of being assigned.	Percent of requests responded to within one working day																					
FY2017																							
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Status	Measurable Objectives	Metric																					
Ahead of Target 111.1% of Target	5. Respond to 90% of City Attorney and Risk Management requests for investigation within one working day.	Percent of requests responded to within one working day																					
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Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																							

Status	Measurable Objectives	Metric																												
Ahead of Target 231.% of Target	6. Provide 29 media releases focusing on issues of community interest, efforts to engage youth and non-enforcement related activities of the Police Department.	Media releases involving non-enforcement activities																												
<b>FY2017</b>																														
✓	UM	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">29</td> <td style="text-align: center;">12</td> <td style="text-align: center;">13</td> <td style="text-align: center;">25</td> <td style="text-align: center;">20</td> <td style="text-align: center;">22</td> <td style="text-align: center;">67</td> </tr> <tr> <td colspan="7" style="text-align: center;"><b>Previous FY2016</b></td> </tr> <tr> <td style="text-align: center;">12</td> <td style="text-align: center;">6</td> <td style="text-align: center;">5</td> <td style="text-align: center;">11</td> <td style="text-align: center;">3</td> <td style="text-align: center;">11</td> <td style="text-align: center;">25</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	29	12	13	25	20	22	67	<b>Previous FY2016</b>							12	6	5	11	3	11	25
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Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																														

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 40.% of Target	1. Formal citizen complaints		10	1	0	1	1	2	4
			<i>Previous FY2016</i>						
			15	0	1	1	0	4	5
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 204.% of Target	2. Informal citizen complaints		25	4	31	35	4	12	51
			<i>Previous FY2016</i>						
			27	7	11	18	7	13	38
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 37.5% of Target	3. Citizen Pitchess Motions filed		8	0	1	1	0	2	3
			<i>Previous FY2016</i>						
			16	1	1	2	0	1	3
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 42.6% of Target	4. Special requests from City Hall, citizen inquiries, and outside agencies		47	6	9	15	3	2	20
			<i>Previous FY2016</i>						
			56	0	12	12	5	7	24
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 48.3% of Target	5. City Attorney and Risk Management requests		120	18	20	38	9	11	58
			<i>Previous FY2016</i>						
			178	24	19	43	13	8	64
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 40.% of Target	6. Administrative complaints		15	0	2	2	2	2	6
			<i>Previous FY2016</i>						
			17	3	2	5	2	1	8
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 86.3% of Target	7. Media Contacts		649	196	196	392	84	84	560
			<i>Previous FY2016</i>						
			649	0	11	11	3	11	25



# City of Santa Barbara

## Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

**Department:** Police **4/4, 100% Objectives Achieved**  
**Division:** Police-Chief's Staff  
**Program Name and Number:** Support Services (3413)  
**Program Owner:** Lori Pedersen  
**Program Mission:** Perform the administrative and fiscal functions for the Police Department, including purchasing, payroll, and revenue collection while providing fiscal support and oversight to all department divisions.

**Program Activities:**

1. Administer the preparation, implementation, and management of the department's budget.
2. Provide timely management and support on all matters related to personnel and payroll actions.
3. Process all Department purchasing and accounts payable and receivable actions.
4. Manage the Parking Collection Section, including payments, reviews, and tows.

✓ Status	Project Objectives
✓ Complete	1. Develop an annual budget within target and administer within fiscal constraints and policies.
<b>Comments:</b>	<b>Mid-Yr:</b> Effort is in the second half of the year. <b>Yr-End:</b> Submitted budget on time and managing current budget.

Status	Measurable Objectives	Metric
On Target 100.% of Target	1. Achieve a 99% accuracy rate in processing employee timesheets.	Percent of timesheets processed error free
----- <b>FY2017</b> -----		
✓	<b>UM</b>	<b>Target</b>
	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>
	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>
	<b>Qtr4 Actual</b>	<b>Year-to-Date</b>
✓	99%	99%
	99%	99%
	99%	99%
	99%	99%
	99%	99%
	99%	99%
----- <b>Previous FY2016</b> -----		
	99%	99%
	99%	99%
	99%	99%
	99%	99%
	99%	99%
<b>Comments:</b>	<b>Mid-Yr:</b>	<b>Yr-End:</b>

Status	Measurable Objectives	Metric
Ahead of Target 111.3% of Target	2. Achieve a clearance rate of 80% for parking citations for the fiscal year.	Percent of parking citations paid
----- <b>FY2017</b> -----		
✓	<b>UM</b>	<b>Target</b>
	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>
	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>
	<b>Qtr4 Actual</b>	<b>Year-to-Date</b>
✓	80%	93%
	80%	89%
	80%	91%
	80%	88%
	80%	85%
	80%	89%
----- <b>Previous FY2016</b> -----		
	80%	83%
	80%	78%
	80%	80%
	80%	82%
	80%	79%
	80%	80%
<b>Comments:</b>	<b>Mid-Yr:</b>	<b>Yr-End:</b>

Status	Measurable Objectives	Metric														
On Target 100.% of Target	3. Notify all interested parties of vehicles towed for unlicensed driver within 1 business day.	Percent of interested parties notified within 1 business day														
<b>FY2017</b>																
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	100%	100%	100%	100%	100%	100%	100%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
100%	100%	100%	100%	100%	100%	100%										
<b>Previous FY2016</b>																
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100%	100%	100%	100%	100%	100%	100%										
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 96.9% of Target	1. Timesheets processed		6,700	1,691	1,524	3,215	1,760	1,516	6,491
			Previous FY2016						
			6,500	1,701	1,705	3,406	1,438	1,677	6,521
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 109.% of Target	2. Errors reported by Payroll on timesheets		67	20	13	33	20	20	73
			Previous FY2016						
			65	10	13	23	10	24	57
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 92.7% of Target	3. Purchasing transactions processed		950	246	175	421	244	216	881
			Previous FY2016						
			900	286	237	523	194	230	947
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 98.3% of Target	4. Accounts Payable transactions processed		1,900	487	435	922	482	464	1,868
			Previous FY2016						
			1,300	421	496	917	512	489	1,918
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 87.4% of Target	5. Parking citations issued		92,000	21,014	20,882	41,896	18,374	20,164	80,434
			Previous FY2016						
			92,000	21,380	20,595	41,975	22,027	23,387	87,389
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 93.7% of Target	6. Current fiscal year parking citation payments		75,000	18,702	17,606	36,308	16,732	17,221	70,261
			Previous FY2016						
			78,200	11,969	16,092	28,061	18,119	18,496	64,676
			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 126.% of Target	8. Parking citations paid online		30,000	11,167	9,673	20,840	8,157	8,806	37,803
			Previous FY2016						
			33,350	5,082	7,485	12,567	8,361	8,915	29,843

			FY2017						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 54.% of Target	9. Vehicles towed for unlicensed driver		500	93	57	150	75	45	270
			<i>Previous FY2016</i>						
			1,000	140	114	254	78	83	415
<b>Comments:</b>	<p>3. Yr-End: This is an estimated target of work load and fewer purchase requests were made this year.</p> <p>4. Yr-End: This is an estimated target of work load and fewer invoices were submitted for payment.</p> <p>9. Mid-Yr: With the change in state law this target will not be met. Yr-End: Did not meet target as anticipated due to the changes in State law.</p>								