



## City of Santa Barbara Police Fiscal Year 2018 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							
	Lori Pedersen	Support Services (3413)	10	10	8	8	80%/80%
	Ed Olsen	Investigative Division (3431)	4	4	3	3	75%/75%
	John Froelicher	Crime Lab (3432)	4	4	4	4	100%/100%
	Dennis Diaz	Information Technology/Crime Analysis	11	11	11	11	100%/100%
	Jessica Ullemeyer	Property Room (3423)	6	6	3	3	50%/50%
	Ed Olsen	Records Bureau (3414)	8	8	7	7	88%/88%
<b>Police-Investigative/Internal Operations Division Division</b>			<b>43</b>	<b>43</b>	<b>36</b>	<b>36</b>	<b>84%/84%</b>
Alex Altavilla							
	Kenny Kushner	Field Operations Division (3441)	5	5	2	2	40%/40%
	Dan Tagles	Traffic (3442)	6	6	6	6	100%/100%
	Juanita Smith	Parking Enforcement (3449)	1	1	1	1	100%/100%
<b>Police-Field Operations Division Division Totals</b>			<b>12</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>75%/75%</b>
Todd Stoney							
	Marylinda Arroyo	Community/Support Services (3421)	6	6	4	4	67%/67%
	Eric Beecher	Community and Media Relations (3427)	6	6	6	6	100%/100%
	Jeff DeForest	Special Events (3443)	3	3	3	3	100%/100%
	Jeff DeForest	Animal Control (3461)	2	2	0	0	0%/0%
	Mike Brown	Training and Recruitment (3424)	4	4	4	4	100%/100%
	Mike Brown	Range and Equipment (3425)	6	6	6	6	100%/100%
	James Ella	Street Crimes Unit (3444)	4	4	4	4	100%/100%



**City of Santa Barbara  
Police**

**Fiscal Year 2018 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
Todd Stoney							
	Andre Feller	Special Enforcement Team (3446)	5	5	3	3	60%/60%
<b>Police-Community/Support Services Division Totals</b>			<b>36</b>	<b>36</b>	<b>30</b>	<b>30</b>	<b>83%/83%</b>
Lori Luhnaw							
	Joshua Morton	Chief's Staff (3411)	7	7	5	5	71%/71%
<b>Police-Chief's Staff Division Totals</b>			<b>7</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>71%/71%</b>
<b>DEPARTMENT TOTALS</b>			<b>98</b>	<b>98</b>	<b>80</b>	<b>80</b>	<b>82%/82%</b>
<b>GRAND TOTALS</b>			<b>98</b>	<b>98</b>	<b>80</b>	<b>80</b>	<b>82%/82%</b>



# City of Santa Barbara

## Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

**Department:** Police **8/10, 80% Objectives Achieved**  
**Division:** Police-Investigative/Internal Operations Division  
**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.
5. Conduct Dance Permit Application and Renewal Application investigations and prepare staff reports for the Fire and Police Commission.
6. Conduct taxi, pedicab, and massage technician permit application and renewal application investigations.

✓ Status	Project Objectives						
<input checked="" type="checkbox"/> Complete	1. Develop an annual budget within target and administer within fiscal constraints and policies.						
<b>Comments:</b>	Mid-Yr: <input type="text"/>	Yr-End: <input type="text"/>					
<input type="checkbox"/> Not Completed	2. Develop a trainer/refresher course for newly promoted supervisors on purchasing and payroll procedures.						
<b>Comments:</b>	Mid-Yr: Due to a staffing shortage this training has been delayed and will be developed in the second part of the year.	Yr-End: This class was not held due to the staffing changes in the Business Office. We intend to hold a training in FY 19 when the AS position is filled.					
Status	Measurable Objectives	Metric					
Behind Target 99.% of Target	1. Achieve a 99% accuracy rate in processing employee timesheets.	Percent of timesheets processed error free					
----- <b>FY2018</b> -----							
✓ UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input type="checkbox"/>	99%	98%	98%	98%	96%	98%	98%
----- <b>Previous FY2017</b> -----							
	99%	99%	99%	99%	99%	99%	99%
<b>Comments:</b>	Mid-Yr: Currently at 98%. Accuracy has dropped due to the Admin. Specialist being out on injury and other staff filling in. The position has been filled but there will be a learning curve.	Yr-End: While we did not achieve our target of 99% accuracy we were within 1% even with with new staff processing timesheets.					

Status	Measurable Objectives	Metric														
Ahead of Target 102.5% of Target	2. Achieve a clearance rate of 80% for parking citations for the prior fiscal year.	Percent of parking citations paid														
FY2018																
✓	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>81%</td> <td>86%</td> <td>83%</td> <td>80%</td> <td>81%</td> <td>82%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	80%	81%	86%	83%	80%	81%	82%
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Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																

Status	Measurable Objectives	Metric														
On Target 100.% of Target	3. Notify 100% of interested parties of vehicles towed for unlicensed driver within 1 business day.	Percent of interested parties notified within 1 business day														
FY2018																
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Comments: Mid-Yr: All parties were notified as required by law. Yr-End: <input type="text"/>																

Status	Measurable Objectives	Metric														
On Target . % of Target	4. 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 at least 8 days prior to the corresponding Police & Fire Commission meetings.														
FY2018																
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Comments: Mid-Yr: No applications have needed to go to the Fire & Police Commission. Yr-End: No applications have needed to go to the Fire & Police Commission.																

Status	Measurable Objectives	Metric														
Ahead of Target 103.1% of Target	5. Process 97% of completed Dance Permit Renewal Applications within three weeks.	Percent of completed Dance Permit Renewal Applications within three weeks.														
FY2018																
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Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																

Status	Measurable Objectives	Metric														
Ahead of Target 105.3% of Target	6. 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 within three weeks of receipt of Live Scan results.														
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Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																

Status	Measurable Objectives	Metric														
Ahead of Target 108.7% of Target	7. Process 92% of permit renewal investigations (excluding Dance Permits) within three weeks of application.	Percent of permit renewal investigations (excluding Dance Permits) within three weeks of application.														
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Previous FY2017																
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																

Status	Measurable Objectives	Metric														
On Target 100.% of Target	8. Achieve a 99% accuracy rate in preparing and submitting Treasury Receipts	Accuracy rate in preparing and submitting Treasury Receipts														
FY2018																
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			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 97.3% of Target	1. Timesheets processed		6,700	1,678	1,458	3,136	1,682	1,701	6,519
			Previous FY2017						
			6,700	1,691	1,524	3,215	1,760	1,516	6,491
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 238.8% of Target	2. Errors reported by Payroll on timesheets		67	37	26	63	66	31	160
			Previous FY2017						
			67	20	13	33	20	20	73
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 117.2% of Target	3. Purchasing transactions processed		900	206	260	466	327	262	1,055
			Previous FY2017						
			950	246	175	421	244	216	881
			FY2018						
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	4. Accounts Payable transactions processed		1,900	389	538	927	464	553	1,944
			Previous FY2017						
			1,900	487	435	922	482	464	1,868
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 93.5% of Target	5. Parking citations issued		92,000	23,905	19,428	43,333	20,541	22,102	85,976
			Previous FY2017						
			92,000	21,014	20,882	41,896	18,374	20,164	80,434
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 93.1% of Target	6. Current fiscal year parking citation payments		75,000	19,266	16,745	36,011	16,479	17,362	69,852
			Previous FY2017						
			75,000	18,702	17,606	36,308	16,732	17,221	70,261
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 88.1% of Target	7. Parking citations paid online		40,000	10,029	8,492	18,521	7,862	8,872	35,255
			Previous FY2017						
			30,000	11,167	9,673	20,840	8,157	8,806	37,803

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target . % of Target	8. Dance Permit Application Staff Reports completed		2	0	0	0	0	0	0
			<i>Previous FY2017</i>						
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 130.% of Target	9. Dance Permit Renewal Applications processed		10	5	4	9	1	3	13
			<i>Previous FY2017</i>						
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 103.7% of Target	10. Security Alarm actions performed		22,745	4715	5246	9961	7236	6396	23593
			<i>Previous FY2017</i>						
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 99.1% of Target	11. Treasury Receipts prepared		700	180	154	334	184	176	694
			<i>Previous FY2017</i>						
<b>Comments:</b>									
5. Mid-Yr: Citations may not reach target due to Thomas Fire and flood. Citation issuance for Street Sweeping was suspended for 2 weeks.									
6. Mid-Yr: Payments made may be reduced with fewer citations written for street sweeping in December due to the Thomas Fire.									
7. Mid-Yr: May come in a little under target with reduced number of citations written in December because of Thomas Fire.									
8. Mid-Yr: No applications submitted.									



# City of Santa Barbara

## Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

<b>Department:</b>	Police	<b>3/4, 75% Objectives Achieved</b>
<b>Division:</b>	Police-Investigative/Internal Operations Division	
<b>Program Name and Number:</b>	Investigative Division (3431)	
<b>Program Owner:</b>	Ed Olsen	
<b>Program Mission:</b>	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	Project Objectives															
✓ Complete	1. Develop and implement plan to address need for computer and phone forensic evidence retrieval.															
<b>Comments: Mid-Yr:</b>	Purchased Investigative software designed to conduct analysis of electronic devices.															
<b>Yr-End:</b>	The agency purchased CellHawk which has since been implemented and has proven to be extremely efficient and cost effective in analyzing cell phone data.															
Status	Measurable Objectives	Metric														
Ahead of Target 132.1% of Target	1. Achieve a 28% 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														
----- FY2018 -----																
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Status	Measurable Objectives	Metric														
Behind Target 84.9% of Target	<b>2.</b> Complete 93% 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>FY2018</b>																
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Comments: Mid-Yr: <input type="text"/>		Yr-End: Long term injuries increased the number of investigations assigned to fewer number of detectives which negatively affected our overall efficiency.														
Status	Measurable Objectives	Metric														
Ahead of Target 102.1% of Target	<b>3.</b> Complete 96% of District Attorney follow-up requests assigned to the Investigative Division by due date.	Percent of District Attorney requests completed by due date														
<b>FY2018</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>96%</td> <td>98%</td> <td>100%</td> <td>99%</td> <td>98%</td> <td>96%</td> <td>98%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	96%	98%	100%	99%	98%	96%	98%
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96%	98%	100%	99%	98%	96%	98%										
<b>Previous FY2017</b>																
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90%	99%	99%	99%	98%	99%	99%										
Comments: Mid-Yr: <input type="text"/>		Yr-End: <input type="text"/>														

			FY2018						
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	1. Cases closed by arrest, warrant, or District Attorney complaint		665	161	153	314	142	195	651
			Previous FY2017						
			554	251	215	466	143	123	732
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 75.8% of Target	2. Total cases closed		2,339	433	424	857	420	497	1,774
			Previous FY2017						
			2,268	612	534	1,146	444	375	1,965
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 60.8% of Target	3. Narcotic investigations completed		1,723	294	229	523	289	236	1,048
			Previous FY2017						
			1,683	499	460	959	243	323	1,525
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 110.% of Target	4. Narcotic forfeiture investigations completed		10	3	2	5	3	3	11
			Previous FY2017						
			22	2	2	4	3	1	8
			FY2018						
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	5. Arrests by Investigative Division personnel		777	134	103	237	94	124	455
			Previous FY2017						
			732	301	229	530	186	143	859
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 90.% of Target	6. Sex registrants registered		590	139	156	295	117	119	531
			Previous FY2017						
			581	165	121	286	129	119	534
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
92.6% of Target	7. Completed requests for District Attorney's Office follow-up by Investigative Division		1,499	441	339	780	281	327	1,388
			Previous FY2017						
			1,100	614	510	1,124	493	427	2,044
<b>Comments:</b>									
1. Yr-End: Long term injuries increased the number of investigations assigned to fewer number of detectives which negatively affected our overall efficiency.									
2. Yr-End: Long term injuries increased the number of investigations assigned to fewer number of detectives which negatively affected our overall efficiency.									

3. Yr-End: The homicide investigation in January dominated much of the narcotic details time thereby taking them off task.
5. Yr-End: Long term injuries increased the number of investigations assigned to fewer number of detectives which negatively affected our overall efficiency.
6. Yr-End: New laws for 2018 have allowed some sexual registrants to petition the courts absolving their need to continue registering. It is too early in this calendar year to suggest this is the reason for the drop in the number of registrations.
7. Yr-End: There were fewer requests in Q3 than anticipated.



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>FY2018</b>																							
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<i>Previous FY2017</i>																							
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95%	100%	100%	100%	100%	100%	100%																	
<b>Comments:</b>	<b>Mid-Yr:</b> Q1 Submitted 134; Hits 34 Q2 Submitted 138; Hits 50	<b>Yr-End:</b> Q3 Total 77 Q4 Total 74																					
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>FY2018</b>																							
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95%	100%	100%	100%	100%	100%	100%																	
<b>Comments:</b>	<b>Mid-Yr:</b> Q1 Total 7 Q2 Total 13	<b>Yr-End:</b> Q3 Total 6 Q4 Total 12																					
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>FY2018</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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<i>Previous FY2017</i>																							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
95%	100%	100%	100%	100%	100%	100%																	
<b>Comments:</b>	<b>Mid-Yr:</b> Due to the Crime Technician not being certified to examine computers that work is being done by other individuals and agencies. Below are the totals for cell phones examined. The Crime Tech is qualified for this portion of the objective. Q1 Total 26 Q2 Total 29	<b>Yr-End:</b> Q3 Total 34 Q4 Total 29																					

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 59.1% of Target	1. Physical evidence cases processed by lab		66	8	13	21	6	12	39
			<i>Previous FY2017</i>						
			82	16	15	31	10	16	57
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 96.7% of Target	2. Electronic evidence cases processed by lab (ie. computers, cell phones)		122	26	29	55	34	29	118
			<i>Previous FY2017</i>						
			165	16	18	34	13	16	63
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 33.3% of Target	3. Crime scene responses by lab		21	2	3	5	1	1	7
			<i>Previous FY2017</i>						
			29	1	2	3	4	6	13
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 94.9% of Target	4. Follow-up reports submitted by lab		276	76	109	185	33	44	262
			<i>Previous FY2017</i>						
			500	59	77	136	63	47	246
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 170.6% of Target	5. Latent prints submitted to CAL-ID		248	134	138	272	77	74	423
			<i>Previous FY2017</i>						
			200	118	104	222	106	152	480
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 117.5% of Target	6. Total number of images processed and archived		109,288	28,328	32,175	60,503	34,985	32,887	128,375
			<i>Previous FY2017</i>						
			115,000	30,550	27,864	58,414	23,216	45,054	126,684



# City of Santa Barbara

## Fiscal Year 2018 Performance Measure Results

**Reporting Period: From 7/1/2017 to 6/30/2018**

<b>Department:</b>	Police	<b>11/11, 100%</b>
<b>Division:</b>	Police-Investigative/Internal Operations Division	<b>Objectives</b>
<b>Program Name and Number:</b>	Information Technology/Crime Analysis (3428)	<b>Achieved</b>
<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	1. Implement CrimeView crime analysis dashboard software for the Police Department.	<b>Comments: Mid-Yr:</b> In Q1, we implemented CrimeView and began building dashboard reports for the investigative bureau.	<b>Yr-End:</b> In Q4, we trained all supervisors/managers who have an operational need for real time crimes mapping that the CrimeView provides.
✓ Complete	2. Plan the implementation of Proximity Dispatching and coordinate with the 911 Combined Communication Center and the Fire Department to construct a project timeline.	<b>Comments: Mid-Yr:</b> In Q2, it was determined that this project would extended into Q2 of FY19 due to lack of staffing in Dispatch to support the implementation.	<b>Yr-End:</b> In Q4, we launched a soft start, but concluded that GPS data was non consistent enough to use at this. Fire Department has requested moving to Automatic Vehicle Routing Recommendation (AVRR)
✓ Complete	3. Continue cost benefit and business impact analysis for hosting a Computer Aided Dispatch & Records Management systems to public safety agencies within Santa Barbara County and immediate surrounding counties.	<b>Comments: Mid-Yr:</b> In Q1, we presented a business impact analysis that supported data sharing and the economies of scale if the Police Department were to host a Multi-Jurisdictional Computer Aided Dispatch/Records Management System (CAD/RMS).	<b>Yr-End:</b> In Q3, we gained the final approval to move forward to host Ventura PD on our CAD/RMS system as our first multi-jurisdictional CAD/RMS customer. Phase 1 go-live date to implement Ventura on our CAD/MDT system is scheduled for October 2018.

<input checked="" type="checkbox"/> Complete	<b>4.</b> Implement Microsoft Windows 10 operating system and Microsoft Office 2016 for all desktop workstations at the Police Department.
<b>Comments: Mid-Yr:</b>	As of Q2 we have converted 75% of the workstations throughout the department with Windows 10 operating system.
<b>Yr-End:</b>	No major issues rolling Windows 10 to all workstations since operating system has been on the market for three years.
<input checked="" type="checkbox"/> Complete	<b>5.</b> Assist in upgrading the Public Safety Answering Point (PSAP) for the 911 Combined Communications Center utilizing funds from the California Emergency Services (CAL OES).
<b>Comments: Mid-Yr:</b>	In Q1, I.T. and 911 Communications staff met with the (2) 911 service providers who demonstrated their solutions. Dispatch has not made a decision on which products and services they would like implemented.
<b>Yr-End:</b>	In Q3/Q4, I.T. took on a more active co-management role for this project to assist the Comm Center Manager who needed a leave of absence. Project is scheduled to complete in October 2018.
<input checked="" type="checkbox"/> Complete	<b>6.</b> Continue to develop the iOS Vmobile application to better support operational efficiencies for both Fire and Police Department first responding units.
<b>Comments: Mid-Yr:</b>	PD I.T. continues to work with our vendor to improve the Vmobile product (handheld software). At this year's Versaterm conference SBPD I.T. presented our agency's business use case for the Vmobile product.
<b>Yr-End:</b>	PD I.T. has worked with Versaterm to improve the functionality of the mobile application. In Q4, a pilot group began testing voice recognition for to be used for recording officer narratives thereby reducing the time to author reports.
<input checked="" type="checkbox"/> Complete	<b>7.</b> Implement dockable laptops for the entire investigative bureau.
<b>Comments: Mid-Yr:</b>	As of Q2, we have converted half of Investigations a dockable laptop workstation configuration.
<b>Yr-End:</b>	This project was completed in Q3. This workstation provides the flexibility to work remotely and reduces licensing costs to the department.

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
-------------------------------------	--	--------------------------------

		FY2018						
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input checked="" type="checkbox"/>	Minutes	99.00%	99.82%	99.77%	99.80%	99.95%	99.98%	99.88%
		Previous FY2017						
		99.00%	99.81%	99.90%	99.86%	99.94%	99.96%	99.90%

<b>Comments: Mid-Yr:</b>	In Q2, we experienced issues with our generator located at 215 E Figueroa. This occurred at the beginning of the Thomas Fire that affected the DOJ CLETS line for a period of 4hrs.
<b>Yr-End:</b>	Network resiliency and security is our top priority which is amplified by the responsibilities we have for the county JPA systems as well as the multi-jurisdictional CAD/RMS system with the City of Ventura.

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>FY2018</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 FY2017</b>		
		90%
		100%
		100%
		100%
		100%
		100%
<b>Comments: Mid-Yr:</b>	PD I.T. processed 364 requests for system access and/or workstation configuration assistance.	<b>Yr-End:</b> PD I.T. processed 314 requests for system access and/or workstation configuration assistance.

Status	Measurable Objectives	Metric
Ahead of Target 111.1% of Target	<b>3.</b> Respond to 90% of all Police Department vehicle mobile data computer (MDC) and/or Mobile Audio Video (MAV) equipment within ten (10) business days.	Percent completed
<b>FY2018</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 FY2017</b>		
		90%
		100%
		100%
		100%
		100%
		100%
<b>Comments: Mid-Yr:</b>	PD I.T. completed a total of 115 MDC/MAV repairs (PD 109, Fire 6)	<b>Yr-End:</b> PD I.T. completed a total of 146 MDC/MAV repairs (PD 143, Fire 3)

Status	Measurable Objectives	Metric
On Target 105.3% of Target	<b>4.</b> Respond to 95% of all Fire Department vMobile tablet data terminals with five (5) business days.	Percent completed
<b>FY2018</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 FY2017</b>		
<b>Comments: Mid-Yr:</b>	It was decided after the FY18 Budget Submittal that Vmobile application support would transition to City I.T. However, we still support the Vmobile application since it connects to our secured 911 Computer Aided Dispatch software.	<b>Yr-End:</b> PD I.T. still continues to support the Fire Department with reporting and any system that connects to the Computer Aided Dispatch system e.g. Fire House, Image Trends, Pro QA etc.

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 112.1% of Target	1. Help requests completed		5,250	1,389	1,212	2,601	1,665	1,620	5,886
			Previous FY2017						
			5,750	1,465	1,387	2,852	1,168	1,068	5,088
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 104.4% of Target	2. PC Workstations maintained		180	180	190	185	190	190	188
			Previous FY2017						
			170	170	170	170	180	195	179
			FY2018						
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	3. Mobile Data Computers (MDCs) maintained		77	77	77	77	77	77	77
			Previous FY2017						
			71	77	77	77	32	32	54
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 475.% of Target	4. RMS help requests completed		200	142	172	314	332	304	950
			Previous FY2017						
			280	51	71	122	48	73	243
			FY2018						
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	5. JPA workstations maintained		548	548	548	548	548	548	548
			Previous FY2017						
			548	548	548	548	615	615	582
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 120.% of Target	6. Wireless Access Points Maintained		15	18	18	18	18	18	18
			Previous FY2017						
			11	15	15	15	15	15	15
			FY2018						
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	7. Servers Maintained (Police Servers = 65, Fire Servers = 2, Joint Powers Agreement JPA = 8)		75	99	99	99	99	99	99
			Previous FY2017						
			75	75	75	75	75	75	75
<b>Comments:</b>	6. Mid-Yr: In Q1 we added 3 additional Wifi access points to the 3rd floor of the main PD building.								
	7. Mid-Yr: After consolidating our JPA rack and building new servers to support the Multi-Jurisdictional project we have grown to 99 total servers that include physical and virtualized servers.								



# City of Santa Barbara

## Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

**Department:** Police **3/6, 50% 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	Project Objectives
<input checked="" type="checkbox"/> Complete	<b>1.</b> Create and implement a new policy and procedure that enables officers to discard syringes in criminal cases rather than book them into the property room as evidence. Ensure that the new policy and procedure meets evidentiary standards for the District Attorney's Office.
<b>Comments: Mid-Yr:</b>	<div style="border: 1px solid black; padding: 2px;">A new department policy was implemented where officers can now photograph syringes and discard them in a sharps container without having to physically book and store them in the property room.</div>
<b>Yr-End:</b>	<div style="border: 1px solid black; padding: 2px;">Objective was achieved during the first half of the year.</div>
<input type="checkbox"/> Delayed	<b>2.</b> Create and implement a new policy and procedure that enables Mobile Audio Video evidence to be stored in a "cloud based" environment that District Attorney's Office can access.
<b>Comments: Mid-Yr:</b>	<div style="border: 1px solid black; padding: 2px;">No update on the cloud based sharing medium at this time.</div>
<b>Yr-End:</b>	<div style="border: 1px solid black; padding: 2px;">Status has not changed since the first half of the year. No update at this time. This objective has been carried over to FY2019.</div>

Status	Measurable Objectives	Metric
On Target 101.6% of Target	<b>1.</b> Dispose of a number of items equivalent to 62% of the items received.	Percent of items disposed
----- <b>FY2018</b> -----		
✓ <b>UM</b>	<b>Target</b>	<b>Qtr1 Actual    Qtr2 Actual    Mid-Year Actual    Qtr3 Actual    Qtr4 Actual    Year-to-Date</b>
✓	62%	49%    99%    74%    54%    52%    63%
----- <b>Previous FY2017</b> -----		
	90%	41%    77%    59%    81%    64%    65%
<b>Comments: Mid-Yr:</b>	<div style="border: 1px solid black; padding: 2px;">Priority this fiscal year is to spend more time researching and purging old cases and we have been able to make great progress in doing so.</div>	
<b>Yr-End:</b>	<div style="border: 1px solid black; padding: 2px;">Steady purging throughout the year, keeping on target with our goal.</div>	

Status	Measurable Objectives	Metric														
On Target 101.1% of Target	2. Dispose of a number equivalent to 90% of cash items received in accordance with state law.	Percentage of cash items disposed														
----- <b>FY2018</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>90%</td> <td>121%</td> <td>127%</td> <td>124%</td> <td>39%</td> <td>67%</td> <td>91%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	90%	121%	127%	124%	39%	67%	91%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
90%	121%	127%	124%	39%	67%	91%										
----- <b>Previous FY2017</b> -----																
<table border="1"> <tbody> <tr> <td>90%</td> <td>108%</td> <td>48%</td> <td>81%</td> <td>184%</td> <td>40%</td> <td>92%</td> </tr> </tbody> </table>			90%	108%	48%	81%	184%	40%	92%							
90%	108%	48%	81%	184%	40%	92%										
<b>Comments: Mid-Yr:</b>	By working diligently to send out letters and notify the property owners once their money is available to return we have been able to remain ahead of target returning cash to victims and owners.	<b>Yr-End:</b> Almost all cash collected has either been returned to the owner or deposited in the General Fund account.														
Status	Measurable Objectives	Metric														
Behind Target 75.% of Target	3. Conduct quarterly audits to ensure accountability.	Property audits														
----- <b>FY2018</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>4</td> <td>1</td> <td>0</td> <td>1</td> <td>1</td> <td>1</td> <td>3</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	4	1	0	1	1	1	3
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
4	1	0	1	1	1	3										
----- <b>Previous FY2017</b> -----																
<table border="1"> <tbody> <tr> <td>4</td> <td>1</td> <td>1</td> <td>2</td> <td>1</td> <td>1</td> <td>4</td> </tr> </tbody> </table>			4	1	1	2	1	1	4							
4	1	1	2	1	1	4										
<b>Comments: Mid-Yr:</b>	Due to the Thomas Fire staffing and the end of the year holidays, there was no audit conducted in the 2nd quarter.	<b>Yr-End:</b> We maintained our goal of scheduling and completing one audit every quarter the second half of the year.														
Status	Measurable Objectives	Metric														
Behind Target . % of Target	4. Conduct annual destruction of drugs and weapons approved by court order.	Drug and weapon destruction														
----- <b>FY2018</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>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										
----- <b>Previous FY2017</b> -----																
<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										
<b>Comments: Mid-Yr:</b>	The projected date for the annual drug and weapon destruction day is at the end of calendar year 2018. No destruction was needed for this fiscal year.	<b>Yr-End:</b> The projected date for the Drug and weapon destruction day is August 2018.														

				FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	
Ahead of Target 104.3% of Target	1. Safekeeping items received and stored		1,523	448	365	813	333	443	1,589	
				Previous FY2017						
			1,730	420	371	791	434	432	1,657	
				FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	
Behind Target 98.6% of Target	2. Safekeeping items released to owner or owner representative		857	269	178	447	184	214	845	
				Previous FY2017						
			1,230	214	186	400	222	182	804	
				FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	
Ahead of Target 125.7% of Target	3. Safekeeping items destroyed		506	190	162	352	145	139	636	
				Previous FY2017						
			1,000	108	173	281	148	173	602	
				FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	
Ahead of Target 209.9% of Target	4. Discovery requests processed		423	231	261	492	164	232	888	
				Previous FY2017						
			440	133	78	211	79	80	370	
				FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	
Behind Target 89.9% of Target	5. Total items received annually		17,953	3,992	3,850	7,842	3,974	4,331	16,147	
				Previous FY2017						
			18,435	4,899	4,628	9,527	4,351	3,928	17,806	
				FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	
Behind Target 95.4% of Target	6. Total items disposed annually		10,626	1,967	3,793	5,760	2,128	2,252	10,140	
				Previous FY2017						
			9,022	2,007	3,570	5,577	3,546	2,497	11,620	
				FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	
Behind Target 75.3% of Target	7. Total transactions to receive, transfer, or dispose		67,012	11,841	13,364	25,205	12,489	12,790	50,484	
				Previous FY2017						
			57,000	14,801	15,502	30,303	14,801	11,920	57,024	

Status	Other Program Measures	UM	FY2018						
			Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 175.3% of Target	8. Total in-car mobile video requests		1,700	500	500	1,000	820	1,160	2,980
			<i>Previous FY2017</i>						
			1,670	441	400	841	364	401	1,606



# City of Santa Barbara

## Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

**Department:** Police **7/8, 88% 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.	Yr-End: All employees are in compliance with CLETS training.
<b>Comments: Mid-Yr:</b> One employee past due for training but will receive training by the end of the year.		
✓ 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.	Yr-End: No backlog at this tiime.
<b>Comments: Mid-Yr:</b> No backlog at this time.		
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>FY2018</b>		
✓	<b>UM</b>	<b>Year-to-Date</b>
	<b>Target</b>	<b>Actual</b>
✓	97%	98%
	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>
	99%	95%
	<b>Qtr3 Actual</b>	<b>Qtr4 Actual</b>
	99%	99%
<b>Previous FY2017</b>		
	97%	98%
	95%	96%
	99%	99%
<b>Comments: Mid-Yr:</b> Ahead of target		
<b>Yr-End:</b>		

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>FY2018</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>
	92%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
<b>Previous FY2017</b>		
	92%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
<b>Comments:</b>	<b>Mid-Yr:</b> Ahead of target	<b>Yr-End:</b>

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>FY2018</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>
	92%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
<b>Previous FY2017</b>		
	92%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
<b>Comments:</b>	<b>Mid-Yr:</b> Ahead of target	<b>Yr-End:</b>

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>FY2018</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>
	92%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
<b>Previous FY2017</b>		
	92%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
<b>Comments:</b>	<b>Mid-Yr:</b> Ahead of target	<b>Yr-End:</b>

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>FY2018</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>
	95%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
<b>Previous FY2017</b>		
	95%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
	100%	100%
<b>Comments:</b>	<b>Mid-Yr:</b> Ahead of target	<b>Yr-End:</b>

Status	Measurable Objectives	Metric														
Behind Target 93.6% of Target	6. Ensure 94% 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>FY2018</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>94%</td> <td>92%</td> <td>78%</td> <td>85%</td> <td>84%</td> <td>93%</td> <td>88%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	94%	92%	78%	85%	84%	93%	88%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
94%	92%	78%	85%	84%	93%	88%										
<b>Previous FY2017</b>																
<input type="checkbox"/>		<table border="1"> <tbody> <tr> <td>90%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>90%</td> <td>87%</td> <td>96%</td> </tr> </tbody> </table>	90%	100%	100%	100%	90%	87%	96%							
90%	100%	100%	100%	90%	87%	96%										
<b>Comments:</b>	<b>Mid-Yr:</b> Due to staffing shortages in Records, we were not able to meet the goal for Q2.	<b>Yr-End:</b> We have made staffing changes and trained more people to complete this task for next fiscal year.														

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 82.2% of Target	1. Officer Reports Processed		19,589	4,619	3,857	8,476	3,642	3,975	16,093
			Previous FY2017						
			20,300	4,484	3,823	8,307	4,364	4,183	16,854
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 98.2% of Target	2. Street Checks/Field Interviews Processed		4,682	1,298	1,087	2,385	931	1,284	4,600
			Previous FY2017						
			4,700	1,247	1,016	2,263	1,132	1,163	4,558
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 102.8% of Target	3. Officer Appearance Subpoenas Processed		2,308	682	563	1,245	499	628	2,372
			Previous FY2017						
			2,300	571	616	1,187	533	655	2,375
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 83.2% of Target	4. Fingerprint Services Rendered		2,992	764	511	1,275	513	700	2,488
			Previous FY2017						
			3,000	789	628	1,417	307	635	2,359
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 41.2% of Target	5. Dictated Reports Typed		2,171	225	270	495	209	191	895
			Previous FY2017						
			2,500	515	370	885	237	250	1,372
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 86.4% of Target	6. Towed Vehicle Reports Processed		2,235	517	461	978	465	488	1,931
			Previous FY2017						
			2,600	525	444	969	504	445	1,918
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 183.1% of Target	7. Restraining Orders Processed		543	197	166	363	241	390	994
			Previous FY2017						
			525	150	133	283	139	147	569

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 133.2% of Target	8. District Attorney Rejections Processed		1,069	471	311	782	302	340	1,424
			Previous FY2017						
			1,200	22	4	26	380	297	703
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 25.% of Target	9. Quarterly Records Meetings		4	1	0	1	0	0	1
			Previous FY2017						
			4	1	1	2	0	1	3
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 127.6% of Target	10. Counter Reports Completed		3,248	957	973	1,930	1,068	1,146	4,144
			Previous FY2017						
			2,500	1,161	963	2,124	1,053	1,056	4,233
			FY2018						
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	11. Civil Subpoenas Processed		88	51	39	90	20	39	149
			Previous FY2017						
			150	29	13	42	31	25	98
<b>Comments:</b>	5. Yr-End: Fewer officers are dictating reports. We are testing new voice recognition software that transcribes for officers.								



## City of Santa Barbara Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

<b>Department:</b>	Police	<b>2/5, 40% Objectives Achieved</b>
<b>Division:</b>	Police-Field Operations Division	
<b>Program Name and Number:</b>	Field Operations Division (3441)	
<b>Program Owner:</b>	Kenny Kushner	
<b>Program Mission:</b>	Respond to community needs through the enforcement of public safety laws and provide expedient responses to calls for service.	

**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 94.3% 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>FY2018</b> -----		
✓	<b>UM</b>	<b>Target</b>
✓	Minutes	7.0
		<b>Qtr1 Actual</b>
		6.3
		<b>Qtr2 Actual</b>
		6.7
		<b>Mid-Year Actual</b>
		6.5
		<b>Qtr3 Actual</b>
		6.6
		<b>Qtr4 Actual</b>
		6.8
		<b>Year-to-Date</b>
		6.6
----- <b>Previous FY2017</b> -----		
		7.0
		6.0
		5.8
		5.9
		6.0
		5.8
		5.9
<b>Comments: Mid-Yr:</b>		<b>Yr-End:</b> Priority one calls for service (Calls that could result in death and/or injury) remain a top priority for all personnel resources in the field.

Status	Measurable Objectives	Metric
Behind Target 140.% 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>FY2018</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
		19.7
		18.6
		19.2
		20.1
		22.7
		20.3
<b>Previous FY2017</b>		
		14.5
		17.3
		16.4
		16.8
		15.5
		17.0
		16.6
<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 Q1 and Q2, patrol team strength was negatively impacted by significant injuries to Officers as shown in Other Program Measure #4. This temporarily reduced the number of beat officers down to critical levels resulting in mandatory overtime to meet a minimum staffing to ensure the safety of the community and officers alike. In addition, the Thomas Fire in late Q2 resulted in a significant amount of resources dedicated to mutual aid.	<b>Yr-End:</b> Authorized staffing levels have improved; however, functional staffing levels continue to lag and as a result response times for priority two calls for service have increased.

Status	Measurable Objectives	Metric
Behind Target 142.% 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>FY2018</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
		41.5
		40.7
		41.1
		41.2
		46.8
		42.6
<b>Previous FY2017</b>		
		30.0
		37.2
		36.3
		36.8
		34.4
		42.5
		37.6
<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 Q1 and Q2, patrol team strength was negatively impacted by significant injuries to Officers as shown in Other Program Measure #4. This temporarily reduced the number of beat officers down to critical levels resulting in mandatory overtime to meet a minimum staffing to ensure the safety of the community and officers alike. In addition, the Thomas Fire in late Q2 resulted in a significant amount of resources dedicated to mutual aid.	<b>Yr-End:</b> Authorized staffing levels have improved; however, functional staffing levels continue to lag and as a result response times for priority three calls for service have increased.

Status	Measurable Objectives	Metric
Behind Target 117.2% 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>FY2018</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      55.1      54.5      54.8      53.5      71.4      58.6
----- <b>Previous FY2017</b> -----		
		50.0      57.4      50.9      54.2      49.6      57.6      53.9
<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 Q1 and Q2, patrol team strength was negatively impacted by significant injuries to Officers as shown in Other Program Measure #4. This temporarily reduced the number of beat officers down to critical levels resulting in mandatory overtime to meet a minimum staffing to ensure the safety of the community and officers alike. In addition, the Thomas Fire in late Q2 resulted in a significant amount of resources dedicated to mutual aid.	<b>Yr-End:</b> Authorized staffing levels have improved; however, functional staffing levels continue to lag and as a result response times for priority four calls for service have increased.

Status	Measurable Objectives	Metric
On Target 100.% of Target	5. Conduct a minimum of 24 SWAT training days annually.	SWAT Training Days conducted
----- <b>FY2018</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	24      6      6      12      6      6      24
----- <b>Previous FY2017</b> -----		
		11      6      6      12      6      7      25
<b>Comments: Mid-Yr:</b>		<b>Yr-End:</b>

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 108.1% of Target	1. Federal Bureau of Investigation (FBI) Uniform Crime Reporting Part One arrests		850	212	209	421	238	260	919
			Previous FY2017						
			831	217	203	420	176	168	764
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 85.6% of Target	2. FBI Uniform Crime Reporting Part Two arrests		8,445	2,046	1,540	3,586	1,637	2,007	7,230
			Previous FY2017						
			9,674	2,020	1,526	3,546	1,646	1,474	6,666
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 47.% of Target	3. Municipal Code citations written		4,346	664	324	988	463	590	2,041
			Previous FY2017						
			5,171	846	585	1,431	629	585	2,645
			FY2018						
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	4. Hours lost due to injuries on the job	Hours	9,438	857	1,787	2,644	1,967	1,548	6,159
			Previous FY2017						
			11,148	1,501	495	1,995	639	274	2,908
			FY2018						
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	5. Premise checks conducted of private and public properties		4,354	1,055	752	1,807	948	1,023	3,778
			Previous FY2017						
			4,168	1,239	1,251	2,490	945	1,096	4,531
<b>Comments:</b>	3. Mid-Yr: The Street Crimes Unit has been re-assigned to other duties intermittently during Quarters 1 and 2 which has led to a decrease in Municipal Code citations issued. Yr-End: Functional staffing levels continue to lag so the Street Crimes Unit continues to be deployed to maintain Field Operations targeted staffing levels for calls for service.								



# City of Santa Barbara

## Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

**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.

**6/6, 100%  
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.

<input checked="" type="checkbox"/>	Status	Project Objectives
<input checked="" type="checkbox"/>	Complete	1. Apply for a minimum of one grant funded special enforcement traffic program.
<b>Comments: Mid-Yr:</b>		An OTS grant was applied for and awarded to the Department in the amount of \$260,000.
<b>Yr-End:</b>		

Status	Measurable Objectives	Metric
Ahead of Target 79.4% of Target	1. Maintain the total number of DUI traffic collisions at or below 110% of the most recent three-year average.	DUI traffic collisions
----- FY2018 -----		
<input checked="" type="checkbox"/>	<b>UM</b>	<b>Target</b>
<input checked="" type="checkbox"/>		<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>
	180	38
	39	77
	38	28
	143	
----- Previous FY2017 -----		
	155	49
	36	85
	41	20
	146	

<b>Comments: Mid-Yr:</b>		<b>Yr-End:</b>	
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Status	Measurable Objectives	Metric
Ahead of Target 80.8% 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
----- FY2018 -----		
<input checked="" type="checkbox"/>	<b>UM</b>	<b>Target</b>
<input checked="" type="checkbox"/>		<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>
	625	128
	126	254
	144	107
	505	
----- Previous FY2017 -----		
	625	143
	122	265
	113	109
	487	

<b>Comments: Mid-Yr:</b>		<b>Yr-End:</b>	
--------------------------	--	----------------	--

Status	Measurable Objectives	Metric														
Ahead of Target 64.2% of Target	3. Maintain the total number of traffic collisions at or below 110% of the most recent three-year average.	Traffic collisions														
<b>FY2018</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>1,987</td> <td>258</td> <td>370</td> <td>628</td> <td>379</td> <td>268</td> <td>1,275</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	1,987	258	370	628	379	268	1,275
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
1,987	258	370	628	379	268	1,275										
<b>Previous FY2017</b>																
		<table border="1"> <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> </tbody> </table>	1,987	460	372	832	381	163	1,376							
1,987	460	372	832	381	163	1,376										
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																

Status	Measurable Objectives	Metric														
Ahead of Target 105.% of Target	4. Achieve an 80% clearance rate by arrest/warrant/civil or referral for all assigned cases.	Percent of cases cleared														
<b>FY2018</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>80%</td> <td>63%</td> <td>91%</td> <td>79%</td> <td>71%</td> <td>97%</td> <td>84%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	80%	63%	91%	79%	71%	97%	84%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
80%	63%	91%	79%	71%	97%	84%										
<b>Previous FY2017</b>																
		<table border="1"> <tbody> <tr> <td>80%</td> <td>76%</td> <td>78%</td> <td>77%</td> <td>75%</td> <td>61%</td> <td>72%</td> </tr> </tbody> </table>	80%	76%	78%	77%	75%	61%	72%							
80%	76%	78%	77%	75%	61%	72%										
Comments: Mid-Yr: Slightly behind target at the mid-year. Yr-End: <input type="text"/>																

Status	Measurable Objectives	Metric														
On Target 100.% of Target	5. Apply for a minimum of one grant-funded special enforcement traffic program.	Active grants for special traffic enforcement programs														
<b>FY2018</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>1</td> <td>0</td> <td>1</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	1	0	1	1	0	0	1
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
1	0	1	1	0	0	1										
<b>Previous FY2017</b>																
		<table border="1"> <tbody> <tr> <td>1</td> <td>1</td> <td>1</td> <td>1</td> <td>1</td> <td>1</td> <td>1</td> </tr> </tbody> </table>	1	1	1	1	1	1	1							
1	1	1	1	1	1	1										
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 86.1% of Target	2. Total traffic citations issued by department		5,500	1,588	869	2,457	1,018	1,263	4,738
			<i>Previous FY2017</i>						
			5,500	1,296	917	2,213	1,098	1,120	4,431
			FY2018						
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	3. Pedestrian involved traffic collisions		81	20	11	31	26	19	76
			<i>Previous FY2017</i>						
			81	15	22	37	24	17	78
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 65.2% of Target	4. Bicycle involved traffic accidents		132	23	22	45	21	20	86
			<i>Previous FY2017</i>						
			132	39	19	58	21	27	106



# City of Santa Barbara

## Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

**Department:** Police **4/6, 67% Objectives Achieved**  
**Division:** Police-Field Operations Division  
**Program Name and Number:** Combined Communications Center (3451)  
**Program Owner:**  
**Program Mission:** 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						
<input checked="" type="checkbox"/> Complete  <input type="checkbox"/> Deferred	<b>1.</b> Coordinate with City Human Resources and Training/Recruitment to recruit dispatch candidates and complete a minimum of three open-entry dispatch recruitments per year until fully staffed.  <b>2.</b> Complete 911 Phone System upgrade utilizing State 911 funding.  <b>3.</b> Sustain Emergency Medical Dispatching, training and quality assurance through software and hardware enhancements from previous years upgrade.						
<b>Comments:</b>	<table style="width: 100%; border: none;"> <tr> <td style="border: 1px solid black; padding: 2px;"><b>Mid-Yr:</b> The Center is fully staffed</td> <td style="border: 1px solid black; padding: 2px;"><b>Yr-End:</b> The Center was fully staffed for the majority of this fiscal year. 6 candidates were hired and trained. A recent resignation resulted in the Center being fully staffed, with the exception of one position.</td> </tr> <tr> <td style="border: 1px solid black; padding: 2px;"><b>Mid-Yr:</b> We are awaiting funding authorization from the State</td> <td style="border: 1px solid black; padding: 2px;"><b>Yr-End:</b> Funding was secured from the State during this fiscal year. The hardware and software upgrades are underway. The phone system upgrade is scheduled to be complete in September.</td> </tr> <tr> <td style="border: 1px solid black; padding: 2px;"><b>Mid-Yr:</b> All full time Dispatchers are EMD certified</td> <td style="border: 1px solid black; padding: 2px;"><b>Yr-End:</b> All full time Dispatchers are EMD certified. In addition, the trainees received EMD certification.</td> </tr> </table>	<b>Mid-Yr:</b> The Center is fully staffed	<b>Yr-End:</b> The Center was fully staffed for the majority of this fiscal year. 6 candidates were hired and trained. A recent resignation resulted in the Center being fully staffed, with the exception of one position.	<b>Mid-Yr:</b> We are awaiting funding authorization from the State	<b>Yr-End:</b> Funding was secured from the State during this fiscal year. The hardware and software upgrades are underway. The phone system upgrade is scheduled to be complete in September.	<b>Mid-Yr:</b> All full time Dispatchers are EMD certified	<b>Yr-End:</b> All full time Dispatchers are EMD certified. In addition, the trainees received EMD certification.
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<b>Mid-Yr:</b> We are awaiting funding authorization from the State	<b>Yr-End:</b> Funding was secured from the State during this fiscal year. The hardware and software upgrades are underway. The phone system upgrade is scheduled to be complete in September.						
<b>Mid-Yr:</b> All full time Dispatchers are EMD certified	<b>Yr-End:</b> All full time Dispatchers are EMD certified. In addition, the trainees received EMD certification.						

Status	Measurable Objectives	Metric							
On Target 99.6% of Target	<b>1.</b> Answer all 911 calls within an average of five seconds or less (State 911 Office and National Fire Protection Association minimum guidelines are to answer 95% of 911 calls within 15 seconds)	Average ring time in seconds							
----- <b>FY2018</b> -----									
<input checked="" type="checkbox"/> <b>UM</b>	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center;"><b>Target</b></td> <td style="text-align: center;"><b>Qtr1 Actual</b></td> <td style="text-align: center;"><b>Qtr2 Actual</b></td> <td style="text-align: center;"><b>Mid-Year Actual</b></td> <td style="text-align: center;"><b>Qtr3 Actual</b></td> <td style="text-align: center;"><b>Qtr4 Actual</b></td> <td style="text-align: center;"><b>Year-to-Date</b></td> </tr> </table>	<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>	
<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"/>	Seconds	5.00	4.99	5.10	5.04	5.08	4.77	4.98
<b>Previous FY2017</b>								
		5.00	4.09	4.22	4.15	4.29	4.79	4.35
<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 far exceed the national standard.				<b>Yr-End:</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 far exceed the national standard.				
<b>Status</b>		<b>Measurable Objectives</b>				<b>Metric</b>		
Behind Target 88.9% of Target		<b>2.</b> 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		
<b>FY2018</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"/>		90%	72%	65%	68%	94%	88%	80%
<b>Previous FY2017</b>								
		90%	75%	67%	71%	55%	61%	64%
<b>Comments: Mid-Yr:</b> We are not meeting this performance measure due to staffing levels of fully trained public safety dispatchers. We are currently training several new dispatchers. Training will continue through the end of FY18.				<b>Yr-End:</b> We are not meeting this performance measure due to staffing levels of fully trained public safety dispatchers. We are currently training several new dispatchers. Training will continue through the end for the fiscal year and into FY19.				
<b>Status</b>		<b>Measurable Objectives</b>				<b>Metric</b>		
On Target 100.% of Target		<b>3.</b> Ensure 100% of all non-trainee dispatchers are current with their Emergency Medical Dispatching certification.				Percent of non-trainee dispatchers with current EMD certification		
<b>FY2018</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%
<b>Previous FY2017</b>								
		90%	100%	100%	100%	100%	100%	100%
<b>Comments: Mid-Yr:</b>				<b>Yr-End:</b>				

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 94.8% of Target	1. 911 Calls for service received		61,500	15,394	14,924	30,318	13,441	14,567	58,326
			Previous FY2017						
			57,000	13,199	11,819	25,018	13,897	14,553	53,468
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 114.8% of Target	2. Emergency Medical Dispatch instructions provided		5,000	1,323	1,588	2,911	1,338	1,492	5,741
			Previous FY2017						
			5,000	1,242	1,184	2,426	1,412	1,434	5,272
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 102.4% of Target	3. Priority 1 service calls		875	232	213	445	234	217	896
			Previous FY2017						
			760	224	191	415	127	217	759
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 100.2% of Target	4. Priority 2 service calls		21,000	5,528	5,382	10,910	4,775	5,355	21,040
			Previous FY2017						
			17,000	5,823	5,132	10,955	5,005	5,274	21,234
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 89.3% of Target	5. Priority 3 service calls		9,300	2,323	1,972	4,295	1,957	2,053	8,305
			Previous FY2017						
			8,000	2,327	2,110	4,437	2,028	2,211	8,676
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 82.6% of Target	6. Phone calls from outside lines		90,000	19,676	18,970	38,646	17,210	18,439	74,295
			Previous FY2017						
			90,000	20,030	18,259	38,289	18,102	18,702	75,093
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 111.8% of Target	7. Recordings provided to the Court Discovery		500	135	124	259	124	176	559
			Previous FY2017						
			300	112	122	234	99	129	462



## City of Santa Barbara Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

<b>Department:</b>	Police	<b>1/1, 100% Objectives Achieved</b>
<b>Division:</b>	Police-Field Operations Division	
<b>Program Name and Number:</b>	Parking Enforcement (3449)	
<b>Program Owner:</b>	Juanita Smith	
<b>Program Mission:</b>	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
Ahead of Target 121.6% of Target	1. 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>FY2018</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>
	204	56
	53	109
	71	68
	248	
----- <b>Previous FY2017</b> -----		
	240	55
	54	109
	72	45
	226	
<b>Comments:</b>	<b>Mid-Yr:</b> On track to meet projection.	<b>Yr-End:</b>

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 112.5% of Target	1. Parking citations issued by the Parking Enforcement Unit		53,000	16,520	13,721	30,241	14,194	15,178	59,613
			Previous FY2017						
			51,000	15,436	15,346	30,782	14,289	14,509	59,580
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 94.1% of Target	2. Street sweeping citations issued by the Parking Enforcement Unit		28,000	7,384	5,714	13,098	6,329	6,922	26,349
			Previous FY2017						
			28,400	7,277	7,221	14,498	5,755	6,779	27,032
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 106.3% of Target	3. Street storage requests investigated by the Parking Enforcement Unit		4,423	1,575	1,076	2,651	787	1,262	4,700
			Previous FY2017						
			4,811	1,643	1,298	2,941	1,344	1,529	5,814
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 105.6% of Target	4. Street storage requests found "gone on arrival" (GOA) on initial contact by a Parking Enforcement Officer		1,128	405	270	675	193	323	1,191
			Previous FY2017						
			1,224	405	341	746	342	414	1,502
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 109.6% of Target	5. Street storage vehicles moved after being warned or tagged by a Parking Enforcement Officer		2,302	851	573	1,424	415	683	2,522
			Previous FY2017						
			2,485	857	667	1,524	703	812	3,039
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 98.4% of Target	6. Street storage vehicles cited after being warned or tagged by a Parking Enforcement Officer		125	47	26	73	18	32	123
			Previous FY2017						
			134	43	42	85	34	43	162
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 125.9% of Target	7. Street storage vehicles towed after being warned or tagged by a Parking Enforcement Officer		343	131	115	246	77	109	432
			Previous FY2017						
			393	140	87	227	103	118	448
<b>Comments:</b>	1. Mid-Yr: Even though the Thomas Fire and the Montecito Mud Slides impacted time zone enforcement, we are still on track with the 2018 projection.								

**2.** Mid-Yr: Due to the Thomas Fire and the Montecito Mud Slides, Street Sweeping enforcement was canceled by Public Works on numerous occasions resulting in reduced citations.  
Yr-End: In January enforcement was suspended a couple of days after the Debris Flow.



# City of Santa Barbara

## Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

<b>Department:</b>	Police	<b>4/6, 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>	Marylinda Arroyo	
<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.
4. Provide information to the public regarding police activities, crime trends, and emergency situations with media releases and interviews.
5. Maintain the Restorative Policing Program.
6. Supervise, coordinate, and direct the activities of the Police Department's Reserve Corps, Volunteer Corps, and Chaplain Program.

✓ Status	Project Objectives
<input checked="" type="checkbox"/>	<p><b>1.</b> Maintain the Restorative Policing Program with a minimum of 35 active cases at all times.</p> <p><b>Comments:</b> <b>Mid-Yr:</b> <input type="text" value="The unit is averaging 50 clients."/> <b>Yr-End:</b> <input type="text" value="Throughout the year, Restorative Policing Program has maintained an average of approximately 50 active clients at all times."/></p>
<input type="checkbox"/>	<p><b>2.</b> Complete annual policy manual update including general orders and approved legal recommendations for command staff approval.</p> <p><b>Comments:</b> <b>Mid-Yr:</b> <input type="text" value="Project was recently assigned to hourly employee who is on contract to complete task in timely manner."/> <b>Yr-End:</b> <input type="text" value="Updated manual scheduled for completion in December of 2018."/></p>
<input checked="" type="checkbox"/>	<p><b>3.</b> Complete annual mileage review of all department vehicles to ensure uniform usage. Re-distribute vehicles as necessary.</p> <p><b>Comments:</b> <b>Mid-Yr:</b> <input type="text" value="This objective was completed in September 2017."/> <b>Yr-End:</b> <input type="text"/></p>

Status	Measurable Objectives	Metric
On Target 100.8% of Target	<b>1.</b> Ensure Administrative Services program owners complete 80% of program objectives.	Percent of program objectives completed
----- <b>FY2018</b> -----		
✓	<b>UM</b>	<b>Target</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>	

<input checked="" type="checkbox"/>	80.0%	0.0%	0.0%	0.0%	0.0%	80.6%	80.6%	
<i>Previous FY2017</i>								
	80.0%	0.0%	0.0%	0.0%	0.0%	0.0%	81.0%	
<b>Comments: Mid-Yr:</b>	This is an end of the year measurement for all end of the year objective within each program. This is not reportable at the mid year point.			<b>Yr-End:</b>	The annual policy manual update was not completed during this fiscal year, but is on target for completion by contracted part time employee by December of 2018.			
<b>Status</b>	<b>Measurable Objectives</b>				<b>Metric</b>			
Ahead of Target 266.9% of Target	<b>2. Ensure Restorative Outreach Specialists conduct regular outreach with homeless persons.</b>				Contacts with homeless persons (duplicative)			
<b>FY2018</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"/>		450	401	256	657	304	240	1,201
<i>Previous FY2017</i>								
<b>Comments: Mid-Yr:</b>				<b>Yr-End:</b>				
<b>Status</b>	<b>Measurable Objectives</b>				<b>Metric</b>			
Behind Target 89.5% of Target	<b>3. Ensure Community Service Liaisons and Community Service Officers conduct a minimum of 5300 contacts with downtown businesses to address concerns regarding nuisance related issues.</b>				Number of contacts with downtown businesses.			
<b>FY2018</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"/>		5,300	761	919	1,680	1,621	1,445	4,746
<i>Previous FY2017</i>								
<b>Comments: Mid-Yr:</b>	Community Service Officer program and the related personnel were moved to downtown parking program on July 1, 2017. The reported number are reflective only of the actives of the Community Services Liaisons.			<b>Yr-End:</b>	Community Service Officer program and the related personnel were moved to downtown parking program on July 1, 2017. The reported number are reflective only of the actives of the Community Services Liaisons.			

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 181.8% of Target	1. Community & Media Notifications		110	41	29	70	63	67	200
			Previous FY2017						
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 141.7% of Target	2. Homeless persons placed in recovery programs		60	23	19	42	29	14	85
			Previous FY2017						
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 345.% of Target	3. Homeless persons reunited with family members		20	16	15	31	20	18	69
			Previous FY2017						
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 199.6% of Target	4. Hours donated by Reserve Corps	Hours	900	493	494	987	363	446	1,796
			Previous FY2017						
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 162.2% of Target	5. Hours donated by Volunteer Corps	Hours	1,600	799	800	1,599	524	472	2,595
			Previous FY2017						
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 1059.% of Target	6. Hours donated by Chaplains	Hours	100	60	60	120	777	162	1,059
			Previous FY2017						
<b>Comments:</b>									
1. Yr-End: Public Engagement Manager facilitates notifications via Facebook, Nixle, Twitter, Nextdoor, Instagram to the community. This measure will continue to increase as our social media presence expands.									
5. Mid-Yr: Several new volunteers have been added as well as supervision of the program. Yr-End: Volunteers In Policing program had its first year anniversary with 11 active police volunteers.									
6. Yr-End: The services of the Police Chaplains were in high demand during the Fire and Flood disasters in Santa Barbara County.									



# City of Santa Barbara

## Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

**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.

6/6, 100%  
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. Oversee the SBPD Explorer Post, preparing youth for careers in law enforcement.
7. Serve as the Police Department's liaison to the Santa Barbara Police Activities League.

✓ Status	Project Objectives						
<input checked="" type="checkbox"/> On Target  <b>Comments: Mid-Yr:</b>	<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.  <div style="border: 1px solid black; padding: 5px; display: inline-block; width: 45%;">           Beat Coordinators have been promoting watch programs in Citizen's Academy.             Beat Coordinators met with 12 Watch Groups this quarter and participated in annual meeting with Watch Captains in July of 2017.         </div> <div style="border: 1px solid black; padding: 5px; display: inline-block; width: 45%; margin-left: 10px;"> <b>Yr-End:</b> Met with an additional 12 watch groups during the second quarter.         </div>						
<input checked="" type="checkbox"/> Ahead of Target 103.2% of Target  <b>Comments: Mid-Yr:</b>	<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.  <div style="border: 1px solid black; padding: 5px; display: inline-block; width: 45%;">           Explorers attended two competitions during the first two quarters.         </div> <div style="border: 1px solid black; padding: 5px; display: inline-block; width: 45%; margin-left: 10px;"> <b>Yr-End:</b> Explorers attended two competitions during the third quarter.         </div>						
Status	Measurable Objectives	Metric					
Ahead of Target 103.2% of Target	<b>1.</b> Respond to 95% 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					
FY2018							
✓ UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓	95%	97%	93%	95%	100%	100%	98%
Previous FY2017							
	94%	97%	98%	98%	98%	98%	98%
<b>Comments: Mid-Yr:</b>				<b>Yr-End:</b>			

Status	Measurable Objectives	Metric																					
Ahead of Target 101.% of Target	<b>2.</b> Contact 93% 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>FY2018</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>98%</td> <td>98%</td> <td>97%</td> <td>98%</td> <td>100%</td> <td>100%</td> <td>99%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	98%	98%	97%	98%	100%	100%	99%							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
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Previous FY2017																							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
90%	100%	100%	100%	99%	99%	99%																	
<b>Comments: Mid-Yr:</b>		<b>Yr-End:</b> Light duty personnel assigned to detail during Q3 and Q4 to handle administrative duties.																					

Status	Measurable Objectives	Metric																					
On Target 100.% of Target	<b>3.</b> Host 3 Citizen's Academies.	Citizen's Academies completed																					
<b>FY2018</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>3</td> <td>1</td> <td>1</td> <td>2</td> <td>0</td> <td>1</td> <td>3</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	3	1	1	2	0	1	3							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
3	1	1	2	0	1	3																	
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Previous FY2017																							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
2	0	0	0	1	1	2																	
<b>Comments: Mid-Yr:</b> One English and one Spanish speaking Citizen Academy completed in the first two quarters.		<b>Yr-End:</b>																					

Status	Measurable Objectives	Metric																					
On Target 108.3% of Target	<b>4.</b> Provide 12 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>FY2018</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>12</td> <td>3</td> <td>2</td> <td>5</td> <td>4</td> <td>4</td> <td>13</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	12	3	2	5	4	4	13							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
12	3	2	5	4	4	13																	
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Previous FY2017																							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
<b>Comments: Mid-Yr:</b> 1 release for Gun buy Back, 2 releases for Drug Take Back and 2 releases for Citizen's Academy. More events scheduled for the next two quarters.		<b>Yr-End:</b>																					

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 152.3% of Target	1. COPS Projects		350	230	124	354	106	73	533
			<i>Previous FY2017</i>						
			200	61	113	174	112	107	393
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 151.8% of Target	2. Telephone & E-mail Contacts		2,000	1,235	954	2,189	492	354	3,035
			<i>Previous FY2017</i>						
			1,900	454	611	1,065	1,176	1,196	3,437
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 125.8% of Target	3. Public Meetings & Presentations		400	185	153	338	68	97	503
			<i>Previous FY2017</i>						
			200	89	142	231	172	174	577
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 158.3% of Target	4. Neighborhood Improvement Task Force (NITF) Meetings		12	6	5	11	4	4	19
			<i>Previous FY2017</i>						
			12	3	3	6	3	3	12
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 166.% of Target	5. Explorer Post Meetings & Events		50	29	20	49	16	18	83
			<i>Previous FY2017</i>						
			48	13	12	25	18	21	64
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 147.2% of Target	6. Explorer Post Volunteer Community Service Hours		1,800	335	295	630	1,100	920	2,650
			<i>Previous FY2017</i>						
			1,500	812	374	1,186	640	580	2,406
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 149.% of Target	7. PAL Meetings & Events		200	122	100	222	34	42	298
			<i>Previous FY2017</i>						
			150	63	52	115	65	58	238
<b>Comments:</b>	6. Mid-Yr: All December activities were cancelled. We plan to make up some hours in the second half of year. Also in process of recruiting new explorers as some have aged out of program.								



# City of Santa Barbara

## Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

**Department:** Police  
**Division:** Police-Community/Support Services  
**Program Name and Number:** Special Events (3443)  
**Program Owner:** Jeff DeForest  
**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.

**3/3, 100%  
Objectives  
Achieved**

**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
Ahead of Target 108.7% of Target	<b>1.</b> Process 92% of completed Special Events Permit Applications within five working days.	Percent of Special Event Permit Applications processed within five working days
<b>FY2018</b>		
✓	<b>UM</b>	<b>Target</b>
✓	Days	92%
	<b>Qtr1 Actual</b>	100%
	<b>Qtr2 Actual</b>	100%
	<b>Mid-Year Actual</b>	100%
	<b>Qtr3 Actual</b>	100%
	<b>Qtr4 Actual</b>	100%
	<b>Year-to-Date</b>	100%
<b>Previous FY2017</b>		
	92%	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
Ahead of Target 101.% of Target	<b>2.</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>FY2018</b>		
✓	<b>UM</b>	<b>Target</b>
✓	Days	99%
	<b>Qtr1 Actual</b>	100%
	<b>Qtr2 Actual</b>	100%
	<b>Mid-Year Actual</b>	100%
	<b>Qtr3 Actual</b>	100%
	<b>Qtr4 Actual</b>	100%
	<b>Year-to-Date</b>	100%
<b>Previous FY2017</b>		
	99%	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	3. 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>FY2018</b>																							
✓	<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>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%																	
☑	Days	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="7" style="text-align: center;"><i>Previous FY2017</i></th> </tr> <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>	<i>Previous FY2017</i>							Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	100%	100%	100%	100%	100%	100%	100%
<i>Previous FY2017</i>																							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
100%	100%	100%	100%	100%	100%	100%																	
<b>Comments:</b> Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																							

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 92.% of Target	1. Completed Special Events Permit Applications processed		75	16	14	30	20	19	69
			Previous FY2017						
			74	17	14	31	22	14	67
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 107.% of Target	2. Operations Plans drafted		100	47	15	62	18	27	107
			Previous FY2017						
			100	52	15	67	21	33	121
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 103.2% of Target	3. Alcohol Beverage Control Special Event Daily License Applications endorsed		95	30	19	49	14	35	98
			Previous FY2017						
			375	68	53	121	28	37	186
			FY2018						
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	4. Alcohol Beverage Control License Applications processed		45	13	11	24	10	26	60
			Previous FY2017						
			45	14	6	20	18	12	50
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 100.4% of Target	5. Cost of providing Police services for the July 4th Celebration		\$65,000	\$65,228	\$0	\$65,228	\$0	\$0	\$65,228
			Previous FY2017						
			\$65,000	\$64,222	\$0	\$64,222	\$0	\$0	\$64,222
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 108.2% of Target	6. Cost of providing Police services for the Old Spanish Days Celebration		\$355,000	\$384,224	\$0	\$384,224	\$0	\$0	\$384,224
			Previous FY2017						
			\$355,000	\$326,838	\$0	\$326,838	\$0	\$0	\$326,838
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 89.2% of Target	7. Cost of providing Police services for the Solstice Celebration		\$41,000	\$0	\$0	\$0	\$0	\$36,569	\$36,569
			Previous FY2017						
			\$41,000	\$0	\$0	\$0	\$0	\$40,221	\$40,221
<b>Comments:</b>	<p>1. Mid-Yr: Not as many plans drafted over the last two months due to the fire. Many events were cancelled or not held at all. Typically quarters 3 and 4 are higher. Yr-End: Not as many plans drafted over Q3 and Q4 due to the fire/flood events. Many events were cancelled.</p> <p>2. Yr-End: Operational plans were created for a few additional unpermitted events that required police presence.</p>								

6. Mid-Yr: It appears possibly the change in parade route return and staffing level increase due to this change in addition to the holding of personnel for transports and reports increased the cost overall for services. The cost for County SO personnel was down from \$160,000 to \$157,686.

7. Yr-End: Several Reserve Police Officers were used for Solstice as well as some volunteers.



# City of Santa Barbara

## Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

<b>Department:</b>	Police	<b>0/2, 0% Objectives Achieved</b>
<b>Division:</b>	Police-Community/Support Services	
<b>Program Name and Number:</b>	Animal Control (3461)	
<b>Program Owner:</b>	Jeff DeForest	
<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>FY2018</b>		
✓	<b>UM</b>	<b>Year-to-Date</b>
<input type="checkbox"/>	<b>Target</b>	<b>Actual</b>
	99%	98%
	99%	97%
	97%	98%
	98%	97%
	99%	99%
	99%	98%
	98%	98%
<b>Previous FY2017</b>		
	99%	98%
	99%	99%
	98%	98%
	99%	98%

<b>Comments:</b>	<b>Mid-Yr:</b> The mid-year actual is 1% behind target. During Q2, Animal Control was utilized for mutual aid on the Thomas Fire which spread their resources thin. It is anticipated that the target will be met at the end of the fiscal year.	<b>Yr-End:</b> The final year end is just slightly behind target due to significant resources utilized for mutual aid during the fire and floods.
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Status	Measurable Objectives	Metric														
Behind Target 83.3% of Target	2. Quarantine 90% 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>FY2018</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;">68%</td> <td style="text-align: center;">78%</td> <td style="text-align: center;">71%</td> <td style="text-align: center;">78%</td> <td style="text-align: center;">86%</td> <td style="text-align: center;">75%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	90%	68%	78%	71%	78%	86%	75%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
90%	68%	78%	71%	78%	86%	75%										
<b>Previous FY2017</b>																
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68%	68%	68%	68%	67%	67%	67%										
<b>Comments: Mid-Yr:</b>	While the mid-year actual is behind target the FY2018 target, it is ahead of the mid-year actual from the previous fiscal year. A probable reason for being behind target is the increased work load. The work load is well ahead of target at the mid-year point. The increased work load is shown in Other Program Measures #1, #2, #3, and #5. Of particular note is Other Program Measure #5, Animals Quarantined, which is on pace to double the FY2018 Target.	<b>Yr-End:</b> Total workload continued to increase with the need for mutual aid and emergency response.														

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 98.% of Target	1. Calls for service		2,700	734	715	1,449	534	664	2,647
			Previous FY2017						
			3,100	811	526	1,337	493	438	2,268
			FY2018						
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	2. Animals involved in bite incidents with humans		130	62	32	94	36	29	159
			Previous FY2017						
			188	31	34	65	36	32	133
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 109.9% of Target	3. Animals impounded live, injured or dead		700	224	251	475	132	162	769
			Previous FY2017						
			800	166	185	351	203	112	666
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 103.5% of Target	4. Violations cited		200	70	33	103	54	50	207
			Previous FY2017						
			275	61	43	104	52	57	213
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 172.% of Target	5. Animals quarantined		100	62	32	94	44	34	172
			Previous FY2017						
			100	21	28	49	30	32	111
			FY2018						
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	6. Educational presentations		2	0	1	1	0	1	2
			Previous FY2017						
			4	0	0	0	0	0	0
<b>Comments:</b>	<p>1. Yr-End: Total tracked calls for service do not included mutual aid individual emergency responses that were dispatched from the Emergency Operations Center during fire and floods.</p> <p>6. Mid-Yr: Presentations are made to all new Police Officers as well as various community groups throughout the year. Outreach has been made to schedule future presentations at community events.</p>								



# City of Santa Barbara

## Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

**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.

4/4, 100%  
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	
✓ Complete	1. 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>	<b>Mid-Yr:</b> California Peace Officers Standards and Training procedures requires a 2 year compliance cycle, which doesn't directly coordinate with fiscal year reporting.	<b>Yr-End:</b> The two year POST Training Cycle ends 12-31-2018. This will be during Q2 of FY19. All officers are on target to complete the required training by the end of two year cycle.
Status	Measurable Objectives	Metric
On Target 101.1% of Target	1. Maintain 95% staffing level of authorized, full-time positions.	Percent maintained of authorized staffing level
----- <b>FY2018</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%	95%
	95%	97%
	95%	96%
	95%	96%
	95%	94%
	95%	96%
----- <b>Previous FY2017</b> -----		
	95%	90%
	95%	93%
	95%	92%
	95%	93%
	95%	92%
	95%	92%
<b>Comments:</b>	<b>Mid-Yr:</b> The Combined Communication Center is fully staffed for the first time in several years.	<b>Yr-End:</b>

Status	Measurable Objectives	Metric																					
Ahead of Target 103.3% of Target	<b>2.</b> 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>FY2018</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>90%</td> <td>93%</td> <td>100%</td> <td>95%</td> <td>82%</td> <td>100%</td> <td>93%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	90%	93%	100%	95%	82%	100%	93%							
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<i>Previous FY2017</i>																							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
90%	89%	91%	90%	95%	100%	94%																	
<b>Comments:</b>	<b>Mid-Yr:</b> This objective is ahead target for FY 2018.	<b>Yr-End:</b> Due to a change in PERS requirements, backgrounds are now being completed by two contract companies. The 60 day requirement is written in the contract.																					

Status	Measurable Objectives	Metric																					
On Target 100.% of Target	<b>3.</b> Distribute twelve training bulletin to employees on various law enforcement topics.	Monthly Training Bulletins																					
<b>FY2018</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>12</td> <td>2</td> <td>4</td> <td>6</td> <td>0</td> <td>6</td> <td>12</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	12	2	4	6	0	6	12							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
12	2	4	6	0	6	12																	
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<i>Previous FY2017</i>																							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
12	2	3	5	6	3	14																	
<b>Comments:</b>	<b>Mid-Yr:</b> One training bulletin was delayed due the transition of personnel in the training coordination position. We will make up the missing bulletin in Q3 or Q4.	<b>Yr-End:</b> Training bulletins were slightly delayed due to rain and fire emergency responses.																					

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 70.% of Target	1. Employees Hired		30	4	10	14	5	2	21
			<i>Previous FY2017</i>						
			30	13	17	30	9	2	41
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 65.% of Target	2. Pre-Employment Background Investigations Completed		100	34	10	44	11	10	65
			<i>Previous FY2017</i>						
			100	18	32	50	36	38	124
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 129.2% of Target	3. Training Days Conducted		24	7	5	12	2	17	31
			<i>Previous FY2017</i>						
			24	9	7	16	3	13	32
<b>Comments:</b>	<p>1. Mid-Yr: This objective is on target for FY 2018. Yr-End: We created a P2 Training / Recruitment Coordinator position to address the hiring needs of the Department with a focus on increased recruitment.</p> <p>2. Mid-Yr: Six backgrounds started in late Q2 and will not be completed until Q3. Police Academy course begin and end in April and October of every year. Yr-End: Background investigations were delayed for a couple of months due to on-going contract approval process.</p> <p>3. Mid-Yr: This objective is on target for FY 2018.</p>								



# City of Santa Barbara

## Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

<b>Department:</b>	Police	<b>6/6, 100% Objectives Achieved</b>
<b>Division:</b>	Police-Community/Support Services	
<b>Program Name and Number:</b>	Range and Equipment (3425)	
<b>Program Owner:</b>	Mike Brown	
<b>Program Mission:</b>	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: Mid-Yr:</b>		Service contract is being reviewed by business office and City Attorney and will be scheduled during Q3 or Q4.
<b>Yr-End:</b>		Completed by contract service on 04-26-2018.
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>FY2018</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%
		99%
		100%
<b>Previous FY2017</b>		
		100%
		100%
		100%
		100%
		100%
		100%
<b>Comments: Mid-Yr:</b>		Only non-active Officers, who are on authorized leave, are excused from qualifications. Those Officers must complete a qualification upon return to active duty.
<b>Yr-End:</b>		One Reserve Officer was unable to qualify during the scheduled deadline. He was scheduled and required to complete training prior to any deployment.

Status	Measurable Objectives	Metric																					
Ahead of Target 101.1% of Target	<b>2.</b> Take corrective action on 90% of vehicle repair requests within three (3) business days.	Percent of vehicle requests responded to within three business days																					
<b>FY2018</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>90%</td> <td>94%</td> <td>90%</td> <td>92%</td> <td>84%</td> <td>96%</td> <td>91%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	90%	94%	90%	92%	84%	96%	91%							
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Previous FY2017																							
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90%	100%	98%	99%	96%	98%	98%																	
<b>Comments:</b>	<b>Mid-Yr:</b> This goal is completed in cooperation with Fleet maintenance.	<b>Yr-End:</b> Q3 was a difficult due to emergency fire and flood responses. All vehicles were being utilized and non-essential repair requests were delayed.																					

Status	Measurable Objectives	Metric																					
On Target 100.% of Target	<b>3.</b> Conduct annual inventory of all department firearms excluding SWAT.	Weapon inventories done																					
<b>FY2018</b>																							
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Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
1	1	0	1	0	0	1																	
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Previous FY2017																							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
1	0	0	0	0	0	0																	
<b>Comments:</b>	<b>Mid-Yr:</b>	<b>Yr-End:</b> Completed during Q1.																					

Status	Measurable Objectives	Metric																					
On Target 100.% of Target	<b>4.</b> Ensure 100% of all department utilized duty weapons are inspected for safety, and maintained as needed each year.	Percent of weapons inspected																					
<b>FY2018</b>																							
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Previous FY2017																							
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100%	100%	100%	100%	100%	100%	100%																	
<b>Comments:</b>	<b>Mid-Yr:</b> Every weapon is safety checked during quarterly qualifications.	<b>Yr-End:</b> Number inspected is slightly more than number qualified due to a few Officers that have two duty firearms.																					

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						
<b>FY2018</b>								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑		100%	0%	100%	100%	0%	0%	100%
<b>Previous FY2017</b>								
		100%	0%	100%	100%	0%	0%	100%
<b>Comments:</b>	<b>Mid-Yr:</b> Weapons were inspected and cleaned during winter rifle qualification.	<b>Yr-End:</b> Completed in Q2.						

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 107.6% of Target	1. Officers qualified with primary weapon		510	136	142	278	137	134	549
			<i>Previous FY2017</i>						
			510	131	137	268	154	151	573
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 92.% of Target	2. Officers demonstrating proficiency with long rifle		150	0	131	131	7	0	138
			<i>Previous FY2017</i>						
			150	131	44	175	12	0	187
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 71.5% of Target	3. Vehicle Repair Request		575	90	88	178	137	96	411
			<i>Previous FY2017</i>						
			550	113	123	236	115	82	433
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 69.% of Target	4. Preventive maintenance vehicle services		300	65	48	113	31	63	207
			<i>Previous FY2017</i>						
			350	74	66	140	75	72	287
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 121.1% of Target	5. Duty pistols inspected		470	147	136	283	145	141	569
			<i>Previous FY2017</i>						
			450	134	141	275	162	157	594
			FY2018						
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	6. Long rifles cleaned		80	0	80	80	0	0	80
			<i>Previous FY2017</i>						
			34	44	26	70	12	0	82
<b>Comments:</b>	<p>2. Yr-End: All current full-duty Officers demonstrated proficiency. The total number for the year is lower due to overall staffing numbers.</p> <p>3. Mid-Yr: There have been fewer vehicle repair requests than anticipated. Less requests have been generated due to newer fleet vehicles. Yr-End: Q3 had a significant raise in the number of repair requests after the fire/floods.</p> <p>4. Mid-Yr: Many of the service appointments have been missed due to unforeseen events such as the Thomas fire. Many of the vehicles in the second quarter missed appointments due to increased use by additional staffing needs. Some have only recently be rescheduled. Yr-End: Many of the service appointments have been missed due to unforeseen events such as the Thomas fire/flood.</p>								



# City of Santa Barbara

## Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

<b>Department:</b>	Police	<b>4/4, 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							
✓ Ahead of Target	<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:</b>	<b>Mid-Yr:</b> We have completed 23 clean-ups between 7/1/17 and 12/31/17. Our target was 16 for the year.	<b>Yr-End:</b> SCU completed 22 camp clean-ups between 01/01/18 thru 06/30/18. Fiscal year total was 45 camp clean-ups, well ahead of our target goal of 16.						
Status	Measurable Objectives	Metric						
On Target .% of Target	<b>1.</b> Attend semi-monthly Path Neighborhood Partnership (PNP) Meetings.	Meetings attended						
----- <b>FY2018</b> -----								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		6	2	1	3	0	1	0
----- <b>Previous FY2017</b> -----								
		6	2	1	3	1	2	6
<b>Comments:</b>	<b>Mid-Yr:</b> SCU has attended the three PATH Meetings this fiscal year.	<b>Yr-End:</b> SCU attended all scheduled PATH meetings. Two were cancelled this year due to the Montecito Flood. We are marking this objective as achieved because we attended ALL of the meetings which were held.						

Status	Measurable Objectives	Metric														
Ahead of Target 281.3% of Target	<b>2.</b> Conduct a minimum of 16 transient camp cleanup details annually.	Clean-ups conducted														
<b>FY2018</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>16</td> <td>15</td> <td>8</td> <td>23</td> <td>12</td> <td>10</td> <td>45</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	16	15	8	23	12	10	45
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
16	15	8	23	12	10	45										
<b>Previous FY2017</b>																
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<b>Comments: Mid-Yr:</b>	We have completed 23 clean-ups between 7/1/17 and 12/31/17. Our target was 16 for the year.															
<b>Yr-End:</b>	SCU completed 22 camp clean-ups between 01/01/18 thru 06/30/18. Fiscal year total was 45 camp clean-ups well ahead of our target goal of 16.															

Status	Measurable Objectives	Metric														
On 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>FY2018</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>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>	Uniformed police officers attended all the city council meetings in Q1 and Q2r.															
<b>Yr-End:</b>	Uniformed police officers have attended all the city council meetings this fiscal year.															

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 26.6% of Target	1. Criminal Citations		3,500	186	187	373	265	294	932
			Previous FY2017						
			3,500	335	184	519	277	291	1,087
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 115.4% of Target	2. Felony Arrests		130	49	34	83	26	41	150
			Previous FY2017						
			130	62	22	84	55	42	181
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 89.1% of Target	3. Misdemeanor Arrests		303	99	50	149	59	62	270
			Previous FY2017						
			230	78	37	115	94	101	310
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 42.9% of Target	4. Investigations		3,000	410	238	648	303	335	1,286
			Previous FY2017						
			3,000	399	262	661	227	364	1,252
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 281.3% of Target	5. Neighborhood Improvement Projects		16	15	8	23	12	10	45
			Previous FY2017						
			16	14	1	15	5	3	23
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 155.8% of Target	8. Calls for service for nuisance related crimes within the downtown corridor		2,770	914	961	1,875	1,059	1,381	4,315
			Previous FY2017						
			2,600	660	566	1,226	429	1,005	2,660
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 197.5% of Target	9. Calls for service for nuisance related crimes within the beachfront area		1,045	453	451	904	542	618	2,064
			Previous FY2017						
			1,000	257	213	470	160	426	1,056

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 165.7% of Target	10. Calls for service for nuisance related crimes within the lower Milpas corridor		601	216	170	386	255	355	996
			Previous FY2017						
			600	149	150	299	192	277	768
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 164.6% of Target	11. Calls for service for nuisance related crimes within the upper Milpas corridor		591	216	232	448	244	281	973
			Previous FY2017						
			580	122	131	253	139	223	615
<b>Comments:</b>	<p>1. Mid-Yr: This fiscal year we worked foot patrol on State Street focusing on transient issues. Worked on clean up Projects and directed patrols. Assisted in covering patrol shifts. December we were assigned to the Thomas Fire. One officer on IOD for two months. Yr-End: The beginning Q3, unit was assigned to the Montecito Flood for extended tours of duty. The unit was also utilized on numerous occasions to fill patrol shifts. Unit worked two officers below full staffing level for the entire fiscal year.</p> <p>3. Yr-End: The beginning of the year we were assigned to the Montecito Flood for extended tours of duty and were assigned to address transient issues downtown. We were also assigned to assist patrol during the fiscal year.</p> <p>4. Mid-Yr: This fiscal year we were assigned to work foot patrol on State Street to handle transient issues and in December we were assigned to the Thomas Fire. Yr-End: The beginning of the year we were assigned to the Montecito Flood for extended tours of duty and were assigned to address transient issues downtown. We were also assigned to assist patrol during the fiscal year. Short two officers all year</p> <p>5. Mid-Yr: This fiscal year SCU has worked with the City's Environmental Services to stream-line the camp clean up process throughout the City. The teamwork has been efficient and allowed for additional clean-ups. Yr-End: SCU completed 22 camp clean-ups between 01/01/18 thru 06/30/18. Fiscal year total was 45 camp clean-ups well ahead of our target goal of 16. Priority was placed on clean ups.</p> <p>8. Mid-Yr: Calls for service are exceeding the target goal for this fiscal year. Yr-End: Calls for service exceeded the target goal for the fiscal year</p> <p>9. Mid-Yr: Calls for service are exceeding the target goal for this fiscal year. Yr-End: Calls for service exceeded the target goal for the fiscal year</p> <p>10. Mid-Yr: Calls for service are exceeding the target goal for this fiscal year. Yr-End: Calls for service exceeded the target goal for the fiscal year</p> <p>11. Mid-Yr: Calls for service are exceeding the target goal for this fiscal year. Yr-End: Calls for service exceeded the target goal for the fiscal year</p>								



# City of Santa Barbara

## Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

<b>Department:</b>	Police	<b>3/5, 60% Objectives Achieved</b>
<b>Division:</b>	Police-Community/Support Services	
<b>Program Name and Number:</b>	Special Enforcement Team (3446)	
<b>Program Owner:</b>	Andre Feller	
<b>Program Mission:</b>	Special Enforcement Team is responsible for the prevention and suppression of gang-related activities, proactive investigations of serious crimes committed by career criminals, and to respond to crime trends requiring special enforcement or investigative techniques within the city.	

**Program Activities:**

1. Participate in field enforcement activities that include gang suppression, criminal investigations, and downtown nightlife issues.
2. Obtain and execute arrest/search warrants, conduct surveillance and plain clothes operations.
3. Work with Parole and Probation in order to identify locations to conduct compliance checks for known offenders in the City of Santa Barbara.
4. Prepare and present public speaking presentations on gangs and crime trends to schools, civic organizations, churches, and businesses.
5. Establish communications with community based organizations, businesses, and school administration in order to continually assess crime trends and problem areas within the city. Re-deploy team resources to those areas to solve crime issues.
6. Monitor downtown nightlife activities.

Status	Measurable Objectives	Metric
Behind Target 20.3% of Target	1. Collaborate with Detectives, Probation, and Parole to locate 350 wanted subjects.	Attempts to locate known offenders
----- <b>FY2018</b> -----		
✓	<b>UM</b>	<b>Target</b>
☐	<b>Actual</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>	
	350	9
	8	17
	24	30
	71	
----- <b>Previous FY2017</b> -----		
<b>Comments:</b>	<b>Mid-Yr:</b> Special Enforcement Team full staffing is 7 officers. First and Second Quarter staffing was 2 officers.	<b>Yr-End:</b> Priority placed on active patrols.

Status	Measurable Objectives	Metric														
On Target 100.% of Target	2. Collaborate with Probation and Parole to conduct two coordinated compliance checks and search for wanted persons.	Coordinated Probation / Parole compliance checks of known gang offenders														
FY2018																
<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>2</td> <td>1</td> <td>0</td> <td>1</td> <td>1</td> <td>0</td> <td>2</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	2	1	0	1	1	0	2
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
2	1	0	1	1	0	2										
Previous FY2017																
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Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
<b>Comments:</b> Mid-Yr: <input type="text"/> Yr-End: 9 People arrested during Q3 compliance check.																
Status	Measurable Objectives	Metric														
Ahead of Target 224.% of Target	3. Conduct 50 premise checks of ABC licensed businesses in the downtown corridor.	Premise checks conducted.														
FY2018																
<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>50</td> <td>75</td> <td>10</td> <td>85</td> <td>19</td> <td>8</td> <td>112</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	50	75	10	85	19	8	112
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
50	75	10	85	19	8	112										
Previous FY2017																
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Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
<b>Comments:</b> Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																
Status	Measurable Objectives	Metric														
On Target 100.% of Target	4. Coordinate with ABC and local businesses in order to conduct two Responsible Beverage Service trainings	Responsible beverage service trainings.														
FY2018																
<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>2</td> <td>1</td> <td>0</td> <td>1</td> <td>1</td> <td>0</td> <td>2</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	2	1	0	1	1	0	2
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Previous FY2017																
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Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
<b>Comments:</b> Mid-Yr: Second class is scheduled for Quarter #3. Yr-End: <input type="text"/>																
Status	Measurable Objectives	Metric														
Behind Target 50.% of Target	5. Conduct quarterly gang awareness Field Operations briefing training	Field Operations briefing trainings														
FY2018																
<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>4</td> <td>1</td> <td>0</td> <td>1</td> <td>0</td> <td>1</td> <td>2</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	4	1	0	1	0	1	2
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
4	1	0	1	0	1	2										
Previous FY2017																
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Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
<b>Comments:</b> Mid-Yr: Special Enforcement Team full staffing is 7 officers. First and Second Quarter staffing was 2 officers. Yr-End: One briefing training conducted in Q4.																

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 142.% of Target	1. Felony arrests		50	12	12	24	18	29	71
			<i>Previous FY2017</i>						
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 112.5% of Target	2. Misdemeanor arrests		200	34	34	68	89	68	225
			<i>Previous FY2017</i>						
<b>Comments:</b>	2. Mid-Yr: Special Enforcement Team full staffing is 7 officers. First and Second Quarter staffing was 2 officers. Yr-End: A third officer was added to the unit in Q3 which increased Q3 and Q4 numbers.								



# City of Santa Barbara

## Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

**Department:** Police **5/7, 71% Objectives Achieved**  
**Division:** Police-Chief's Staff  
**Program Name and Number:** Chief's Staff (3411)  
**Program Owner:** Joshua Morton  
**Program Mission:** 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							
✓	1. Complete IA Pro training for Professional Standards and IT, and implement program use.							
<b>Comments:</b>	<b>Mid-Yr:</b> IAPro is implemeted and in use.	<b>Yr-End:</b> IA supervisor has been to IAPRO update class and learned many of the features we were not using and has implemented them for use.						
✓	2. Develop and implement Citizen's Advisory Board to the Chief (CAB).							
<b>Comments:</b>	<b>Mid-Yr:</b> CAB members selected and implementation in progress.	<b>Yr-End:</b> Lt. S. Hill was able to get the board up and running and it is currently active.						
Status	Measurable Objectives	Metric						
On Target 100.% of Target	1. Achieve 80% of the department program objectives.	Percent of performance objectives						
----- <b>FY2018</b> -----								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		80%	0%	0%	0%	0%	80%	80%
----- <b>Previous FY2017</b> -----								
		80%						81%
<b>Comments:</b>	<b>Mid-Yr:</b> Will be reported at end of year.	<b>Yr-End:</b> 82 out of 103 objectives met for entire department, not counting this objective.						

Status	Measurable Objectives	Metric														
Behind Target 77.5% of Target	<b>2.</b> Investigate administrative complaints and complete 80% of the complaint investigations within 120 days of complaint.	Percent of administrative complaint investigations completed in 120 days														
<b>FY2018</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>80%</td> <td>0%</td> <td>100%</td> <td>67%</td> <td>75%</td> <td>33%</td> <td>62%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	80%	0%	100%	67%	75%	33%	62%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
80%	0%	100%	67%	75%	33%	62%										
<b>Previous FY2017</b>																
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90%	100%	100%	100%	100%	83%	96%										
<b>Comments: Mid-Yr:</b>	There were two administrative complaints which required investigations which exceeded 120 days.	<b>Yr-End:</b> Several of the complaints were held due to the local disasters and the transition between supervisors in the detail. Most of the investigations have recently been completed, but not within the 120 days.														
Status	Measurable Objectives	Metric														
Ahead of Target 108.9% of Target	<b>3.</b> 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														
<b>FY2018</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>90%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>93%</td> <td>100%</td> <td>98%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	90%	100%	100%	100%	93%	100%	98%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
90%	100%	100%	100%	93%	100%	98%										
<b>Previous FY2017</b>																
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90%	100%	100%	100%	100%	100%	100%										
<b>Comments: Mid-Yr:</b>		<b>Yr-End:</b>														
Status	Measurable Objectives	Metric														
Ahead of Target 111.1% of Target	<b>4.</b> 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														
<b>FY2018</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>90%</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	90%	100%	100%	100%	100%	100%	100%
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90%	100%	100%	100%	100%	100%	100%										
<b>Comments: Mid-Yr:</b>		<b>Yr-End:</b>														

Status	Measurable Objectives	Metric														
Behind Target 88.8% of Target	5. Investigate formal citizen's complaints and complete 80% of the complaint investigations within 120 days of complaint.	Percent of formal citizen's complaint investigations completed in 120 days														
<b>FY2018</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;">80%</td> <td style="text-align: center;">50%</td> <td style="text-align: center;">80%</td> <td style="text-align: center;">71%</td> <td style="text-align: center;">75%</td> <td style="text-align: center;">67%</td> <td style="text-align: center;">71%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	80%	50%	80%	71%	75%	67%	71%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
80%	50%	80%	71%	75%	67%	71%										
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Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
<b>Comments: Mid-Yr:</b>	There were two citizen complaints that required investigations which exceeded 120 days.	<b>Yr-End:</b> The Disasters and change over between personnel in the position postponed many of the investigation.														

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 340.% of Target	1. Formal citizen complaints		5	2	5	7	4	6	17
			<i>Previous FY2017</i>						
			10	1	0	1	1	2	4
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 100.% of Target	2. Citizen Pitchess Motions filed		4	1	0	1	2	1	4
			<i>Previous FY2017</i>						
			8	0	1	1	0	2	3
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 214.3% of Target	3. Special requests from City Hall, citizen inquiries, and outside agencies		21	8	13	21	14	10	45
			<i>Previous FY2017</i>						
			47	6	9	15	3	2	20
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 112.9% of Target	4. City Attorney and Risk Management requests		62	19	23	42	17	11	70
			<i>Previous FY2017</i>						
			120	18	20	38	9	11	58
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 162.5% of Target	5. Administrative complaints		8	2	4	6	4	3	13
			<i>Previous FY2017</i>						
			15	0	2	2	2	2	6
<b>Comments:</b>	2. Mid-Yr: Pitchess motions fluctuate and are often unpredictable. A reduction in Pitchess motions might suggest an increase in local police legitimacy.								
	4. Yr-End: Last quarter had limited request from the city Attorney or Risk.								