

**ST. PETERSBURG POLICE DEPARTMENT  
INTER-OFFICE MEMORANDUM**

**DATE:** November 15, 2018  
**TO:** Michael Kovacsev, Assistant Chief, Administrative Services Bureau  
**FROM:** Richard J. Ferner, Jr., DBA, Senior Operations Analyst  
**SUBJECT:** October 2018 Performance Measures Monthly Status Report

The attached report is organized under the six leading performance indicators, which are directly associated with the Department's attainment of its organizational goals and objectives. The bullets listed below provide a general summary of the key factors impacting the overall performance of the Police Department:

- **UCR Part I Index Crime throughout the City (16)**, year-to-date, has decreased from 11,239 in 2017 to 8,811 in 2018 (-21.6%). In 2018, Citywide UCR Part I Index Crime is down -30.0% over the 5-year average.
- **Traffic Crashes (22)**, year-to-date, have decreased from 7,702 in 2017 to 7,556 in 2018 (-1.9%).
- **Traffic Citations (24)**, year-to-date, have decreased from 23,662 in 2017 to 21,636 in 2018 (-8.6%). Enforcement is intended to reduce traffic accidents involving vehicles and pedestrians, traffic fatalities and encourage compliance with traffic laws.

Please direct any questions regarding this report to Dr. Richard Ferner at 551-3231. Thank you.

RJF:rjf

Attachment: October 2018 Performance Measures Monthly Status Report

cc: Anthony Holloway, Chief of Police  
Antonio Gilliam, Assistant Chief of Police, Investigative Services Bureau  
Joseph Dente, Assistant Chief of Police, Uniform Services Bureau  
Michael McDonald, Assistant Director, Administrative Services Bureau  
Jacquelyn Yeager, Manager, Emergency Communications Division  
Pamela West, Manager, Fiscal Services Division  
Yolanda Fernandez, Manager, Community Awareness Division  
Gary Dukeman, Lieutenant, Training Division  
Accreditation



**ST. PETERSBURG POLICE DEPARTMENT**  
**Performance Measures Monthly Status Report**

**OCTOBER 2018**  
**November 15, 2018**

CAT	SEQ #	COMPONENT	YEAR	JAN**	FEB**	MAR**	APR**	MAY**	JUN**	JUL**	AUG**	SEP**	OCT**	NOV	DEC	TOTAL	YTD**	YTD AVG**	YR/YR	% YTD+***	
STAFFING	1	Officer Employment Applications Submitted	2018	33	25	34	26	27	24	33	14	23	28				267	267	27	2018/2017	-6.0%
			2017	39	27	36	39	38	1	0	79	10	15	10	33	327	284	28	2017/2016	-20.0%	
			2016	26	31	45	29	33	26	33	49	53	30	27	21	403	355	36	2016/2015	-15.3%	
			2015	14	42	62	74	48	45	50	32	14	38	10	39	468	419	42	2015/2014	-19.6%	
			2014	37	80	51	59	43	34	39	89	57	32	44	25	590	521	52			
			COMMENTS:																		
	2	Minority Officer Employment Applications Submitted	2018	11	7	9	12	13	3	11	6	8	15				95	95	10	2018/2017	15.9%
			2017	10	6	11	12	14	0	0	21	0	8	5	13	100	82	8	2017/2016	-40.1%	
			2016	7	13	20	9	11	7	15	15	26	14	14	8	159	137	14	2016/2015	-3.5%	
			2015	8	15	19	30	12	13	13	12	7	13	2	12	156	142	14	2015/2014	-32.1%	
			2014	14	31	19	27	17	13	14	37	25	12	19	10	238	209	21			
			COMMENTS:																		
	3	Officer New Hires	2018	9	0	8	1	0	8	0	10	0	5				41	41	4	2018/2017	-10.9%
			2017	11	4	0	9	0	4	12	2	4	0	0	0	46	46	5	2017/2016	-37.0%	
			2016	20	0	12	17	0	4	0	4	16	0	0	5	78	73	7	2016/2015	58.7%	
2015			12	0	0	9	0	10	4	1	9	1	6	3	55	46	5	2015/2014	15.0%		
2014			21	0	0	0	0	8	0	11	0	0	0	1	41	40	4				
		COMMENTS:																			
4	Minority Officer New Hires	2018	4	0	3	0	0	3	0	5	0	1				16	16	2	2018/2017	-5.9%	
		2017	4	2	0	4	0	1	4	1	1	0	0	0	17	17	2	2017/2016	-37.0%		
		2016	10	0	5	7	0	1	0	1	3	0	0	3	30	27	3	2016/2015	107.7%		
		2015	3	0	0	5	0	2	1	0	2	0	0	1	14	13	1	2015/2014	0.0%		
		2014	2	0	0	0	0	5	0	5	0	6	0	0	0	13	13	1			
		COMMENTS:	Includes all racial categories except Caucasians and excludes gender data.																		
5	Diversity Recruiting Initiatives	2018	1	4	0	4	1	3	1	4	5	6				29	29	3	2018/2017	-34.1%	
		2017	5	8	6	9	4	3	3	2	1	3	4	0	48	44	4	2017/2016	-48.8%		
		2016	5	14	6	15	14	4	4	6	11	7	4	2	92	86	9	2016/2015	45.8%		
		2015	2	5	5	8	12	5	2	4	6	10	10	2	71	59	6	2015/2014	78.8%		
		2014	2	7	4	4	3	2	3	3	3	2	2	2	37	33	3				
		COMMENTS:																			
6	Certified Officer Attrition (Consists of Resignations, Retirements, and Terminations)	2018	6	2	1	6	3	8	3	4	2	3				38	38	4	2018/2017	52.0%	
		2017	2	4	1	2	1	2	4	5	2	2	4	2	31	25	3	2017/2016	-45.7%		
		2016	2	7	3	3	3	4	6	8	5	5	3	2	51	46	5	2016/2015	15.0%		
		2015	9	1	4	4	3	2	7	2	5	3	4	5	49	40	4	2015/2014	42.9%		
		2014	2	4	2	1	4	5	5	2	1	2	8	3	39	28	3				
		COMMENTS:																			
7	Citizen Calls for Service	2018	10,052	9,626	10,757	10,472	11,140	10,611	10,550	10,804	10,367	10,558				104,937	104,937	10,494	2018/2017	-5.4%	
		2017	11,502	10,357	11,259	11,456	11,882	10,825	11,149	11,051	10,938	10,530	10,339	10,846	132,134	110,949	11,095	2017/2016	0.8%		
		2016	10,549	10,124	11,581	11,087	11,387	10,941	11,343	11,176	10,963	10,922	10,712	11,940	132,725	110,073	11,007	2016/2015	1.3%		
		2015	10,544	9,462	11,567	11,232	11,793	11,051	11,263	10,651	10,215	10,885	10,036	11,091	129,790	108,663	10,866	2015/2014	0.4%		
		2014	9,946	9,828	11,276	11,216	11,694	11,348	10,882	10,945	10,232	10,835	9,990	10,838	129,030	108,202	10,820				
		COMMENTS:																			
OFFICE OF PROFESSIONAL STANDARDS	8	Pursuits	2018	0	1	0	0	0	0	0	0	0	2			3	3	0	2018/2017	200.0%	
			2017	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	2017/2016	-66.7%	
			2016	0	0	1	1	0	0	1	0	0	0	0	0	3	3	0	2016/2015	-66.7%	
			2015	1	1	1	2	1	1	1	0	0	1	1	5	15	9	1	2015/2014	-10.0%	
			2014	3	1	0	1	0	1	1	2	0	1	2	1	13	10	1			
			COMMENTS:																		
	9	Citizen-Initiated Bureau Investigations (B.I.s)	2018	1	1	0	0	0	0	0	0	0	0				2	2	0	2018/2017	-50.0%
			2017	0	2	0	0	0	0	1	1	0	0	2	0	6	4	0	2017/2016	-42.9%	
			2016	0	0	0	0	0	5	1	0	0	1	1	9	7	1	2016/2015	-22.2%		
			2015	0	1	1	0	4	2	1	0	0	0	0	9	9	1	2015/2014	-40.0%		
			2014	0	3	4	2	0	3	1	1	1	1	0	1	16	15	2			
			COMMENTS:																		
	10	Closed Citizen-Initiated B.I.s Average Investigative Days	2018	1.0	4.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0				0.6	N/A	0.6	2018/2017	0.0%
			2017	0.0	2.0	0.0	0.0	0.0	0.0	1.0	3.0	0.0	0.0	0.0	0.0	0.5	N/A	0.6	2017/2016	100.0%	
			2016	0.0	0.0	0.0	0.0	0.0	2.0	0.0	0.0	0.0	1.0	4.0	1.0	0.7	N/A	0.3	2016/2015	-98.5%	
2015			0.0	12.0	22.0	0.0	56.0	49.0	60.0	0.0	0.0	0.0	0.0	0.0	16.6	N/A	19.9	2015/2014	-35.5%		
2014			0.0	38.0	27.0	0.0	55.0	51.0	46.5	65.0	0.0	26.0	0.0	0.0	25.7	N/A	30.9				
		COMMENTS:	Represents the average of all B.I.s closed by OPS each month.																		
11	OPS Investigations	2018	2	0	0	0	0	0	3	2	0	1				8	8	1	2018/2017	-69.2%	
		2017	2	2	2	3	2	5	2	3	3	2	0	1	27	26	3	2017/2016	100.0%		
		2016	1	1	1	0	2	4	1	1	1	1	0	1	14	13	1	2016/2015	-7.1%		
		2015	2	0	3	3	2	0	1	3	0	0	1	0	15	14	1	2015/2014	-22.2%		
		2014	4	1	2	2	4	1	1	2	0	1	1	1	20	18	2				
		COMMENTS:																			
12	Commendations	2018	22	32	37	43	29	20	51	31	19	43				327	327	33	2018/2017	0.6%	
		2017	43	32	26	21	29	30	56	38	20	30	22	15	362	325	33	2017/2016	16.9%		
		2016	22	33	22	30	30	23	33	31	22	32	34	25	337	278	28	2016/2015	-27.6%		
		2015	21	19	50	25	37	35	55	45	65	32	35	22	441	384	38	2015/2014	62.0%		
		2014	20	13	33	25	21	13	25	11	41	35	14	23	274	237	24				
		COMMENTS:																			
VICE AND NARCOTICS	13	Marijuana (.lbs)	2018	31.1	112.8	76.3	25.9	108.6	49.0	40.7	79.2	30.1				593.8	593.8	59.4	2018/2017	-30.4%	
			2017	38.1	77.5	59.1	79.1	158.2	106.2	64.9	159.7	35.1	75.2	110.2	2.1	965.4	853.1	85.3	2017/2016	-1.1%	
			2016	15.2	24.1	32.1	69.1	33.2	33.2	6.4	627.1	3.1	19.1	1.3	131.4	995.3	862.6	86.3	2016/2015	166.3%	
			2015	47.5	6.4	58.1	4.8	42.2	67.9	14.4	26.1	7.4	49.2	2.3	15.6	341.8	323.9	32.4	2015/2014	17.8%	
			2014	18.6	82.3	9.4	35.7	3.3	16.6	20.1	34.0	26.9	27.9	2.3	26.8	304.1	274.9	27.5			
			COMMENTS:																		
	14	Cocaine/Crack Cocaine (.oz)	2018	5.0	5.6	15.3	23.3	14.4	3.3	44.9	14.5	2.8	5.3				134.5	134.5	13.4	2018/2017	-28.1%
			2017	5.4	11.1	67.6	5.8	4.9	6.0	4.7	48.6	14.9	18.1	6.7	7.3	201.0	187.0	18.7	2017/2016	49.7%	
			2016	3.2	9.0	4.9	43.1	4.9	4.9	8.5	32.1	12.0	2.5	7.0	7.8	139.8	125.0	12.5	2016/2015	-24.2%	
			2015	6.4	5.9	10.2	16.2	43.4	8.1	7.8	8.6	15.1	43.0	5.2	8.1	178.0	16				



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CRIME	16	UCR Part I Crimes (City)* <sup>1</sup>	2018	942	787	832	771	905	891	917	906	903	957				8,811	8,811	881	2018/2017	-21.6%		
			2017	1,535	1,115	1,026	1,197	1,186	1,104	1,059	1,071	963	983	1,029	973	13,241	11,239	1,124					
			2016	1,201	1,054	1,151	969	1,119	1,009	1,305	1,179	1,159	1,270	1,380	1,771	14,567	11,416	1,142				2017/2016	-1.6%
			2015	1,463	1,104	1,255	1,347	1,503	1,459	1,512	1,440	1,262	1,359	1,300	1,278	16,282	13,704	1,370				2016/2015	-16.7%
			2014	1,233	1,205	1,275	1,378	1,413	1,411	1,515	1,469	1,330	1,340	1,290	1,460	16,319	12,229	1,359				2015/2014	12.1%
			COMMENTS:																				
	17	Crime Prevention Activities	2018	67	65	55	57	74	41	59	25	13	0				456	456	46	2018/2017	-30.1%		
			2017	50	65	64	74	81	42	113	82	35	46	68	52	772	652	65					
			2016	33	32	38	46	51	52	37	64	98	80	84	45	660	531	53				2017/2016	22.8%
			2015	49	56	49	55	34	37	60	49	62	32	34	36	553	483	48				2016/2015	9.9%
			2014	49	61	57	47	32	46	51	52	58	75	57	60	645	528	53				2015/2014	-8.5%
			COMMENTS:																				
	18	Directed Patrols	2018	3,214	3,136	3,613	3,206	3,484	3,629	3,239	3,649	3,415	3,595				34,180	34,180	3,418	2018/2017	9.1%		
			2017	3,557	3,322	3,618	2,962	3,094	3,328	3,077	3,317	2,168	2,898	2,896	2,993	37,230	31,341	3,134					
			2016	2,019	2,763	2,968	2,778	2,436	2,286	2,751	3,025	2,745	2,985	3,128	3,237	33,121	26,756	2,676				2017/2016	17.1%
			2015	2,604	2,354	2,576	2,728	2,454	2,514	2,829	2,837	2,646	2,714	2,167	2,147	30,570	26,256	2,626				2016/2015	1.9%
			2014	964	1,008	950	984	884	795	947	1,067	1,323	2,803	2,668	2,500	16,893	11,725	1,173				2015/2014	123.9%
			COMMENTS:																				
	19	Field Interview Reports	2018	178	220	245	240	240	205	234	266	241	281				2,350	2,350	235	2018/2017	-7.3%		
			2017	257	265	277	282	250	275	257	260	220	193	170	174	2,880	2,536	254					
2016			281	285	306	292	286	224	224	307	260	219	198	226	3,112	2,688	269				2017/2016	-5.7%	
2015			708	636	732	796	610	710	710	736	594	577	407	344	7,560	6,809	681				2016/2015	-60.5%	
2014			572	540	463	387	429	306	438	735	1,320	1,261	807	733	7,991	6,451	645				2015/2014	5.5%	
		COMMENTS:																					
20	All Tips	2018	190	291	230	235	194	187	165	218	208	208				2,126	2,126	213	2018/2017	-16.0%			
		2017	239	231	274	244	285	296	268	247	200	247	223	175	2,929	2,531	253						
		2016	261	194	213	210	203	185	227	223	218	222	224	226	2,606	2,156	216				2017/2016	17.4%	
		2015	116	109	106	108	127	138	160	156	153	203	234	252	1,862	1,376	138				2016/2015	56.7%	
		2014	28	26	25	21	59	64	60	63	56	100	94	118	714	502	50				2015/2014	174.1%	
		COMMENTS:																					
21	Traffic Stops	2018	2,048	1,901	1,912	1,972	1,848	1,614	1,599	2,057	1,553	1,678				18,182	18,182	1,818	2018/2017	-11.4%			
		2017	2,151	1,806	2,218	2,055	2,355	2,087	2,146	2,413	1,268	2,030	2,013	1,713	24,255	20,529	2,053						
		2016	1,272	1,491	1,940	1,366	1,327	1,061	1,050	1,561	1,911	1,931	1,442	1,630	17,982	14,910	1,491				2017/2016	37.7%	
		2015	1,992	2,035	2,090	2,024	1,839	1,703	1,684	1,954	1,749	1,560	1,157	1,159	20,946	18,630	1,863				2016/2015	-20.0%	
		2014	1,900	2,063	1,651	1,953	1,801	1,302	1,549	1,835	2,689	2,415	1,851	1,612	22,621	19,158	1,916				2015/2014	-2.8%	
		COMMENTS:																					
22	Traffic Crashes*	2018	790	678	887	746	783	694	702	723	770					7,556	7,556	756	2018/2017	-1.9%			
		2017	772	742	848	819	838	711	736	793	712	731	723	783	9,208	7,702	770						
		2016	745	763	826	797	835	781	803	853	753	791	775	797	9,519	7,947	795				2017/2016	-3.1%	
		2015	653	636	786	794	830	724	671	716	720	818	702	707	8,757	7,348	735				2016/2015	8.2%	
		2014	653	665	725	735	731	682	653	669	651	672	651	738	8,225	6,836	684				2015/2014	7.5%	
		COMMENTS:																					
23	Traffic Crash Citations	2018	787	699	907	766	828	810	711	727	743	803				7,781	7,781	778	2018/2017	0.2%			
		2017	765	746	849	823	853	722	748	819	686	752	742	810	9,315	7,763	776						
		2016	758	780	822	805	842	791	815	856	761	800	771	804	9,605	8,030	803				2017/2016	-3.3%	
		2015	493	522	568	713	727	640	550	561	622	662	603	653	7,314	6,058	606				2016/2015	32.6%	
		2014	536	519	586	588	592	498	453	526	557	540	510	618	6,523	5,395	540				2015/2014	12.3%	
		COMMENTS:	As of March 2015, traffic crash citation statistics are derived from TrACS.																				
24	Traffic Citations*	2018	2,318	2,169	2,285	2,467	2,334	2,102	1,876	2,336	1,835	1,914				21,636	21,636	2,164	2018/2017	-8.6%			
		2017	2,513	2,239	2,591	2,450	2,775	2,432	2,317	2,558	1,522	2,265	2,217	1,915	27,794	23,662	2,366						
		2016	1,575	1,726	1,761	1,800	1,804	1,440	1,448	1,869	2,336	2,439	1,806	1,984	21,988	18,198	1,820				2017/2016	30.0%	
		2015	2,358	2,284	2,251	1,785	1,611	1,351	1,369	1,511	1,493	1,224	1,507	1,598	20,342	17,237	1,724				2016/2015	5.6%	
		2014	2,369	2,737	2,269	2,555	2,442	1,770	1,980	2,217	2,989	3,138	2,350	2,208	29,024	24,466	2,447				2015/2014	-29.5%	
		COMMENTS:	As of March 2015, traffic citation statistics are derived from TrACS.																				
25	Parking Citations	2018	57	81	87	78	55	71	50	71	90	81				721	721	72	2018/2017	4.0%			
		2017	65	72	82	106	88	68	48	69	50	45	46	54	793	693	69						
		2016	120	134	102	146	114	97	66	75	64	64	50	53	1,085	982	98				2017/2016	-29.4%	
		2015	270	277	267	170	180	140	156	154	207	158	117	105	2,201	1,979	198				2016/2015	-50.4%	
		2014	288	282	263	270	276	230	232	249	314	327	316	254	3,301	2,731	273				2015/2014	-27.5%	
		COMMENTS:	As of March 2015, parking citation statistics are derived from TrACS.																				
EFFICIENCY	26	Volunteer Hours	2018	880	1,211	960	847	796	669	760	810	952	721			8,606	8,606	861	2018/2017	-27.7%			
			2017	1,351	1,591	1,244	1,004	1,256	1,415	1,268	1,021	724	1,026	1,100	743	13,743	11,900	1,190					
			2016	1,151	1,137	1,099	1,124	1,037	1,126	1,051	1,147	1,124	1,307	1,427	1,250	13,980	11,303	1,130				2017/2016	5.3%
			2015	1,345	1,225	1,323	1,356	1,206	1,132	1,138	1,391	1,423	1,447	1,315	1,262	15,563	12,986	1,299				2016/2015	-13.0%
			2014	1,456	1,585	1,540	1,574	1,630	1,532	1,467	1,484	1,556	1,605	1,601	1,500	18,530	15,429	1,543				2015/2014	-15.8%
			COMMENTS:																				
	27	Overtime (Hours)	2018	4,833	4,068	4,237	4,360	3,790	2,836	2,774	3,289	3,110	3,391				36,688	36,688	3,669	2018/2017	-9.6%		
			2017	5,771	4,398	3,930	3,944	3,974	3,160	4,336	3,757	3,491	3,801	5,010	3,894	49,467	40,562	4,056					
			2016	10,989																			



**ST. PETERSBURG POLICE DEPARTMENT**  
**Performance Measures Monthly Status Report**

**OCTOBER 2018**  
**November 15, 2018**

CAT	SEQ #	COMPONENT	YEAR	JAN**	FEB**	MAR**	APR**	MAY**	JUN**	JUL**	AUG**	SEP**	OCT**	NOV	DEC	TOTAL	YTD**	YTD AVG**	YR/YR	% YTD +/-**			
31		Forensic Technicians Calls for Service	2018	337	294	333	268	380	432	411	428	449	415				3,747	3,747	375	2018/2017	-18.3%		
			2017	621	511	484	466	488	420	388	404	355	448	434	408	5,427	4,585	459					
			2016	492	408	505	448	490	460	522	463	501	537	622	821	6,269	4,826	483			2017/2016	-5.0%	
			2015	702	512	585	611	677	689	714	586	520	592	569	637	7,394	6,188	619			2016/2015	-22.0%	
			2014	591	554	611	588	660	612	607	709	551	506	582	614	7,185	5,989	599			2015/2014	3.3%	
COMMENTS:																							
32		Percent Calls for Service Processed by TRU**	2018	11.2%	10.3%	8.8%	8.7%	8.8%	8.4%	7.5%	5.0%	6.9%	7.3%				11.2%	N/A	8.3%	2018/2017	-22.6%		
			2017	11.6%	11.3%	11.5%	10.4%	10.7%	10.5%	10.7%	11.0%	9.2%	10.2%	11.6%	10.3%	10.8%	N/A	10.7%					
			2016	10.9%	11.1%	10.4%	10.4%	9.7%	9.5%	10.8%	10.0%	11.3%	11.4%	12.8%	11.7%	10.8%	N/A	10.6%			2017/2016	1.5%	
			2015	11.4%	11.3%	10.8%	11.7%	10.7%	12.4%	13.2%	12.6%	13.3%	13.2%	13.7%	12.6%	12.2%	N/A	12.1%			2016/2015	-12.5%	
			2014	11.4%	11.2%	10.3%	10.4%	9.6%	11.4%	12.7%	10.0%	11.1%	11.8%	11.0%	10.5%	11.0%	N/A	11.0%			2015/2014	9.7%	
COMMENTS:																							
33		Citizen-Initiated Online Reports	2018	273	274	261	277	153	136	139	191	179	87				1,970	1,970	197	2018/2017	-34.4%		
			2017	357	251	283	301	338	338	320	294	238	283	299	295	3,597	3,003	300					
			2016	331	338	316	253	275	278	279	241	297	292	308	359	3,567	2,900	290			2017/2016	3.6%	
			2015	259	207	280	227	296	322	348	357	263	217	278	353	3,407	2,776	278			2016/2015	4.5%	
			2014	285	265	304	296	261	253	257	202	247	192	218	233	3,013	2,562	256			2015/2014	8.4%	
COMMENTS:																							
34		Average Priority One Queue Time (Minutes)***	2018	0.7	1.0	0.6	0.6	0.7	0.7	0.6	0.8	0.7	0.6	0.7	0.6	0.5	0.6	0.7	N/A	0.7	2018/2017	0.0%	
			2017	1.0	0.6	0.9	0.5	0.6	0.7	0.8	0.6	0.7	0.6	0.7	0.6	0.7	0.8	0.6	N/A	0.6			
			2016	0.7	0.5	0.7	0.6	0.5	0.6	0.6	0.6	0.4	0.5	0.6	0.7	0.8	0.6	N/A	0.6			2017/2016	22.8%
			2015	0.9	0.9	1.0	0.9	1.0	0.9	0.7	0.8	0.8	0.6	1.3	0.7	0.9	N/A	0.9			2016/2015	-32.9%	
			2014	0.5	1.0	0.8	0.9	0.6	0.6	0.6	0.9	0.7	1.2	0.7	1.0	0.8	N/A	0.8			2015/2014	9.0%	
COMMENTS:																							
35		Average Priority One Travel Time (Minutes)***	2018	4.5	5.1	4.4	4.6	6.8	4.6	4.7	4.9	5.1	6.0				5.1	N/A	5.1	2018/2017	-2.5%		
			2017	5.8	4.7	5.3	4.8	5.8	4.8	5.4	5.2	5.0	5.2	4.5	5.0	5.1	N/A	5.2					
			2016	4.8	4.4	4.9	4.7	4.9	4.8	5.0	4.9	5.0	4.8	4.2	5.1	4.8	N/A	4.8			2017/2016	7.9%	
			2015	5.9	5.7	5.1	5.7	5.2	5.1	5.4	5.0	4.9	5.3	5.1	5.0	5.3	N/A	5.3			2016/2015	-9.6%	
			2014	5.0	5.4	4.8	5.1	5.3	5.0	4.4	4.9	4.5	4.9	5.1	5.3	5.0	N/A	4.9			2015/2014	8.1%	
COMMENTS:																							
36		Average Priority One Response Time (Minutes)***	2018	5.2	6.1	5.0	5.2	7.5	5.3	5.3	5.7	5.8	6.6				5.8	N/A	5.8	2018/2017	-2.2%		
			2017	6.8	5.3	6.2	5.3	6.4	5.5	6.2	5.8	5.7	5.8	5.0	5.6	5.8	N/A	5.9					
			2016	5.5	4.9	5.6	5.3	5.4	5.4	5.6	5.3	5.5	5.4	4.9	5.9	5.4	N/A	5.4			2017/2016	9.5%	
			2015	6.8	6.6	6.1	6.6	6.2	6.0	6.1	5.8	5.7	5.9	6.4	5.7	6.2	N/A	6.2			2016/2015	-12.8%	
			2014	5.5	6.4	5.6	6.0	5.9	5.6	5.0	5.8	5.2	6.1	5.8	6.3	5.8	N/A	5.7			2015/2014	8.2%	
COMMENTS:			GOAL: The Average Priority One Response Time Goal is 7 Minutes.																				
37		Average Priority Two Queue Time (Minutes)***	2018	1.0	1.1	1.1	1.1	1.1	1.0	1.0	1.0	1.3	1.2				1.1	N/A	1.1	2018/2017	-7.6%		
			2017	1.2	1.2	1.1	1.2	1.4	1.0	1.2	1.1	1.2	1.2	1.1	1.0	1.2	N/A	1.2					
			2016	1.3	1.1	1.2	1.1	1.2	1.1	1.2	0.9	1.1	1.1	1.2	1.2	1.1	N/A	1.1			2017/2016	4.4%	
			2015	1.5	1.4	1.5	1.5	1.8	1.7	1.3	1.2	1.3	1.3	1.3	1.5	1.4	N/A	1.5			2016/2015	-22.1%	
			2014	1.4	1.5	1.7	1.8	1.7	1.7	1.5	1.6	1.3	1.6	1.4	1.9	1.6	N/A	1.6			2015/2014	-8.2%	
COMMENTS:																							
38		Average Priority Two Travel Time (Minutes)***	2018	5.9	6.0	6.0	5.9	6.1	5.7	5.8	5.7	6.0	6.2				5.9	N/A	5.9	2018/2017	1.2%		
			2017	5.7	5.7	5.7	6.0	6.1	5.8	5.9	5.8	6.0	5.9	6.0	6.0	5.9	N/A	5.9					
			2016	5.9	5.6	5.6	5.8	5.9	5.8	5.8	5.5	5.7	5.7	6.0	5.9	5.8	N/A	5.7			2017/2016	2.3%	
			2015	6.1	6.1	6.2	5.9	6.2	6.0	6.0	5.7	5.9	6.0	5.8	5.9	6.0	N/A	6.0			2016/2015	-4.7%	
			2014	5.9	6.0	6.2	6.3	6.3	6.3	6.1	6.3	5.8	6.2	6.1	6.2	6.1	N/A	6.1			2015/2014	-2.1%	
COMMENTS:																							
39		Average Priority Two Response Time (Minutes)***	2018	6.9	7.1	7.1	7.0	7.2	6.7	6.8	6.7	7.3	7.4				7.0	N/A	7.0	2018/2017	-0.3%		
			2017	6.9	6.9	6.8	7.2	7.5	6.8	7.1	6.9	7.2	7.1	7.1	7.0	7.0	N/A	7.0					
			2016	7.2	6.7	6.8	6.9	7.1	6.9	7.0	6.4	6.8	6.8	7.2	7.1	6.9	N/A	6.9			2017/2016	2.6%	
			2015	7.6	7.5	7.7	7.4	8.0	7.7	7.3	6.9	7.2	7.3	7.1	7.4	7.4	N/A	7.5			2016/2015	-8.0%	
			2014	7.3	7.5	7.9	8.1	8.0	8.0	7.6	7.9	7.1	7.8	7.5	8.1	7.7	N/A	7.7			2015/2014	-3.4%	
COMMENTS:			GOAL: The Average Priority Two Response Time Goal is 15 Minutes.																				
40		Average Priority Three Queue Time (Minutes)***	2018	8.5	9.4	8.9	9.3	9.3	7.9	8.3	8.5	10.7	10.6				9.1	N/A	9.1	2018/2017	-8.3%		
			2017	11.0	10.2	10.2	10.6	10.9	8.3	9.3	9.4	10.0	9.8	9.6	9.4	9.9	N/A	10.0					
			2016	8.7	8.0	9.7	9.4	10.5	9.3	10.4	8.5	8.7	9.7	10.8	10.6	9.5	N/A	9.3			2017/2016	7.3%	
			2015	10.8	10.6	11.3	11.9	13.0	11.0	9.4	8.9	8.2	8.9	8.9	11.1	10.3	N/A	10.4			2016/2015	-10.7%	
			2014	9.6	11.0	10.7	12.2	12.1	11.7	10.4	10.4	9.3	10.7	10.2	12.4	10.9	N/A	10.8			2015/2014	-3.8%	
COMMENTS:																							
41		Average Priority Three Travel Time (Minutes)***	2018	7.7	7.5	7.7	7.6	8.0	7.4	7.6	7.7	8.1	7.9				7.7	N/A	7.7	2018/2017	-2.4%		
			2017	7.9	8.1	7.7	8.1	8.1	7.8	7.7	7.9	8.0	7.8	7.7	7.8	7.9	N/A	7.9					
			2016	7.7	7.5	7.6	8.0	8.0	7.9	7.8	7.7	7.8	7.8	8.1	8.0	7.8	N/A	7.8			2017/2016	1.7%	
			2015	8.2	8.3	8.4	8.4	8.5	8.1	7.7	7.6	7.4	7.6	7.8	8.0	8.0	N/A	8.0			2016/2015	-3.0%	
			2014	7.0	7.1	8.3	8.6	9.0	8.5	8.4	8.3	7.8	8.1	8.2	8.3	8.1	N/A	8.1			2015/2014	-1.1%	
COMMENTS:																							
42		Average Priority Three Response Time (Minutes)***	2018	16.2	16.9	16.6	16.9	17.3	15.3	15.9	16.2	18.8	18.5				16.9	N/A	16.9	2018/2017	-5.7%		
			2017	18.9	18.3	17.9	18.7	19.0	16.1	17.0	17.3	18.0	17.6	17.3	17.2	17.8	N/A	17.9					
			2016	16.4	15.5	17.3	17.4	18.5	17.2	18.2	16.2	16.5	17.5	18.9	18.6	17.4	N/A	17.1			2017/2016	4.7%	
			2015	19.0	18.9	19.7	20.3	21.5	19.1	17.1	16.5	15.6	16.5	16.7	19.1	18.3	N/A	18.4			2016/2015	-7.3%	
			2014	16.6	18.1	19.0	20.8	21.1	20.2	18.8	18.7	17.1	18.8	18.4	20.7	19.0	N/A	18.9			2015/2014	-2.6%	
COMMENTS:			GOAL: The Average Priority Three Response Time Goal is 30 Minutes.																				
SEQ #	COMPONENT	FY	OCT**	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	YTD**	TARGET**	FY/FY	% YTD +/-**				
43	Budget - Monthly Expenditures (Million)****	2019																					