



MEMORANDUM

DATE: December 2, 2009

TO: Mike Letcher
City Manager

FROM: Marie Nemerguth 
Budget and Internal Audit
Program Director

SUBJECT: Collaborative Auditing – Quarterly Analysis Report

Internal Audit has completed an analysis of the Collaborative Auditing performance measures reported by departments through the first quarter of fiscal year (FY) 2010 (July – September). The performance measures were analyzed to identify existing or corrected negative trends and the corrective actions planned or taken. The following measures were identified for reporting and follow-up as necessary:

Fire Department: Response Times (Attachment A)

The Fire Department reversed a slight increase in average fire suppression response times that developed during the fourth quarter of FY 2009. This trend was reversed in July, with average fire suppression response times again meeting the 4-minute target. The average response times were at or below the target in August and September.

Police Department: Response Times (Attachments B through E)

With the exception of Level 1 (highest priority call category), Police Department average response times all trended slightly higher during the first quarter of FY 2010. However, this matched the historical trend for the same period in the prior two fiscal years. Also, the average response times were lower than those from the same period in the prior two fiscal years.

Level 1 and Level 3 response times remained below their respective targets. Level 2 times were below target during July and August, and only slightly above the target in September. Level 2 is a critical response to an incident involving a situation of imminent danger to life or a high potential for a threat to life to develop or escalate. Level 4 average response times remained above the response target and rose steadily during the quarter. Level 4 is the lowest priority call category for responding to crimes or matters requiring police response.

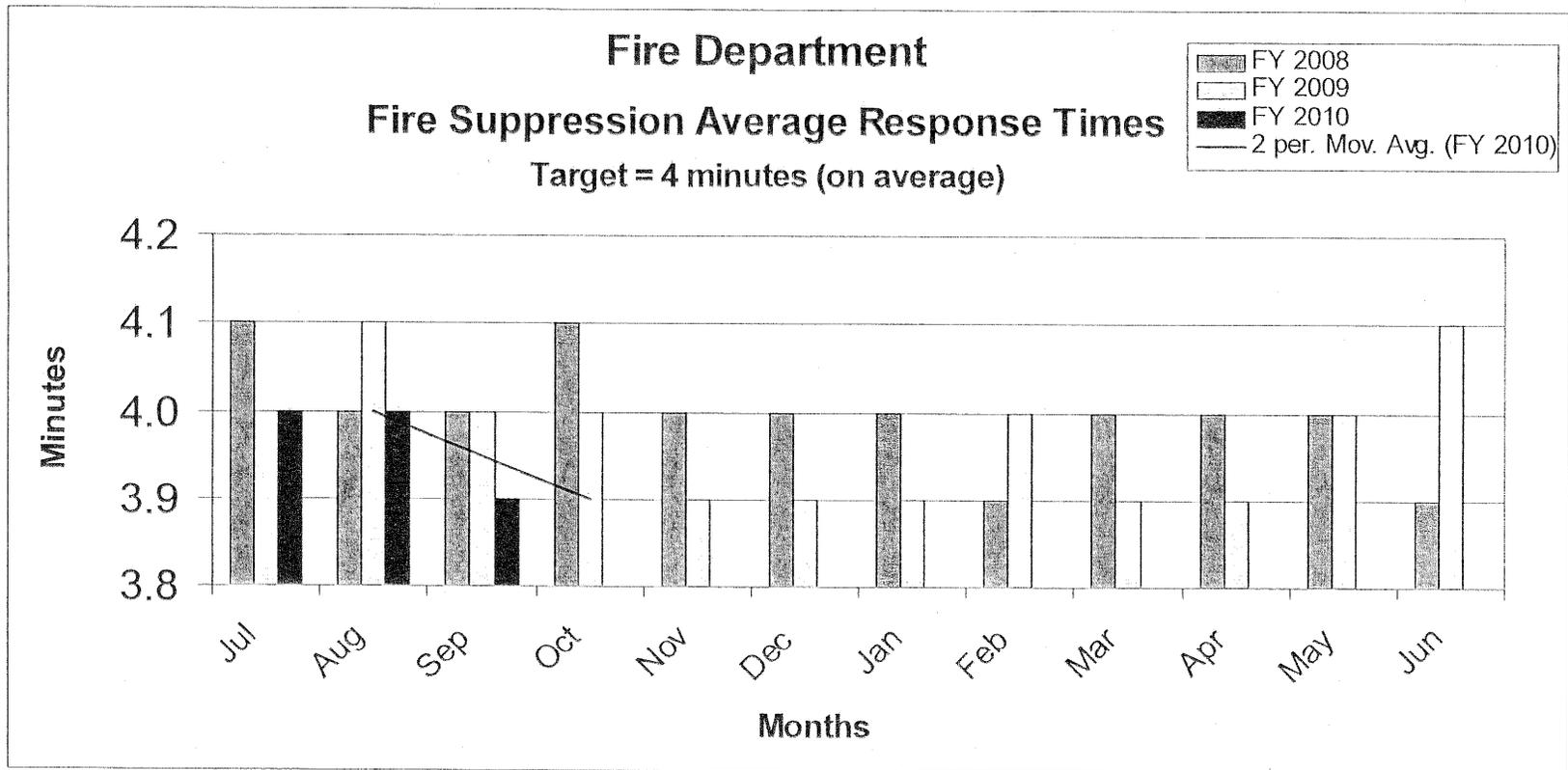
MN:RK

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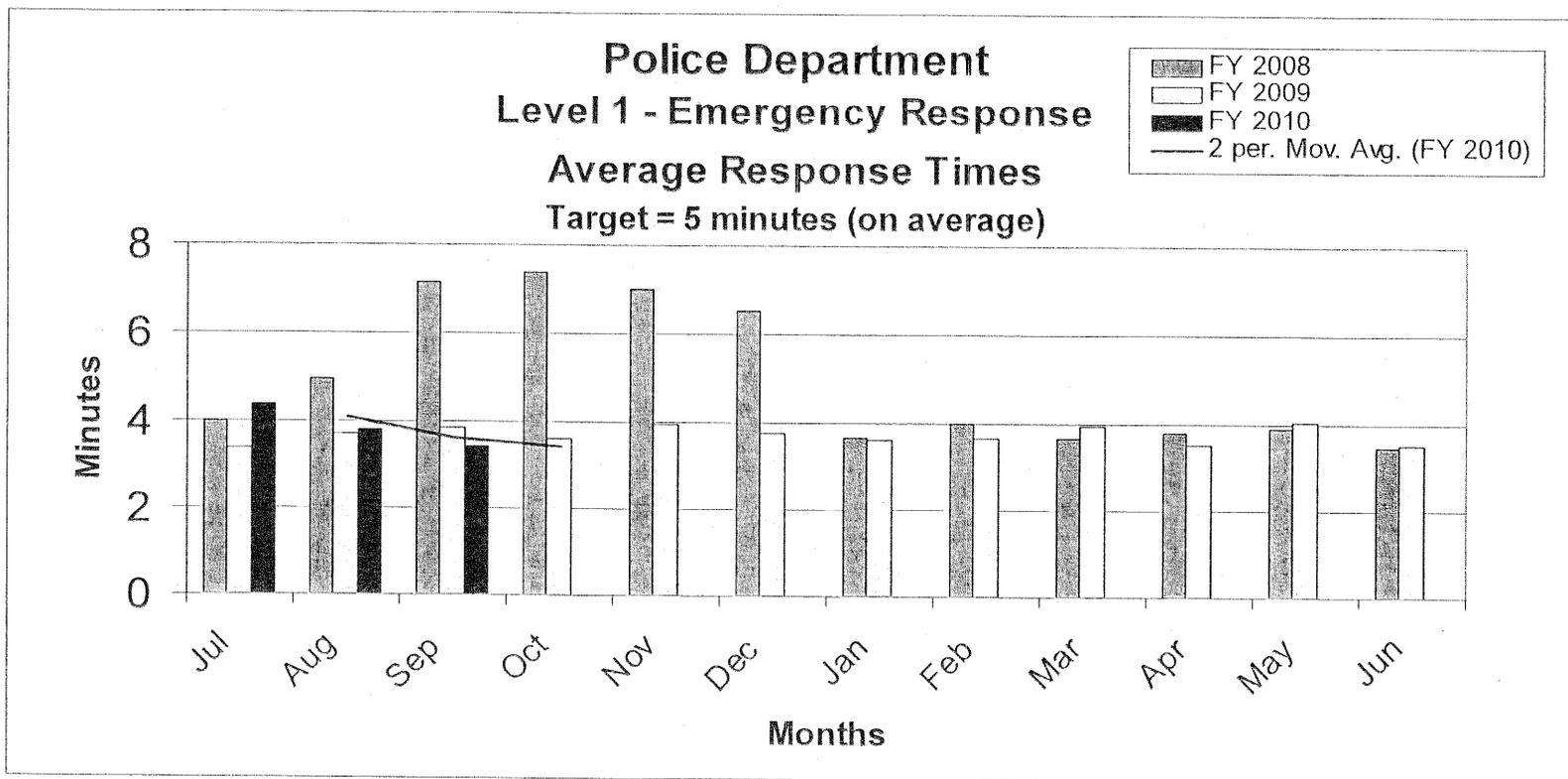
Attachments:

A – Fire Suppression Average Response Times
B through E – Police Average Response Times

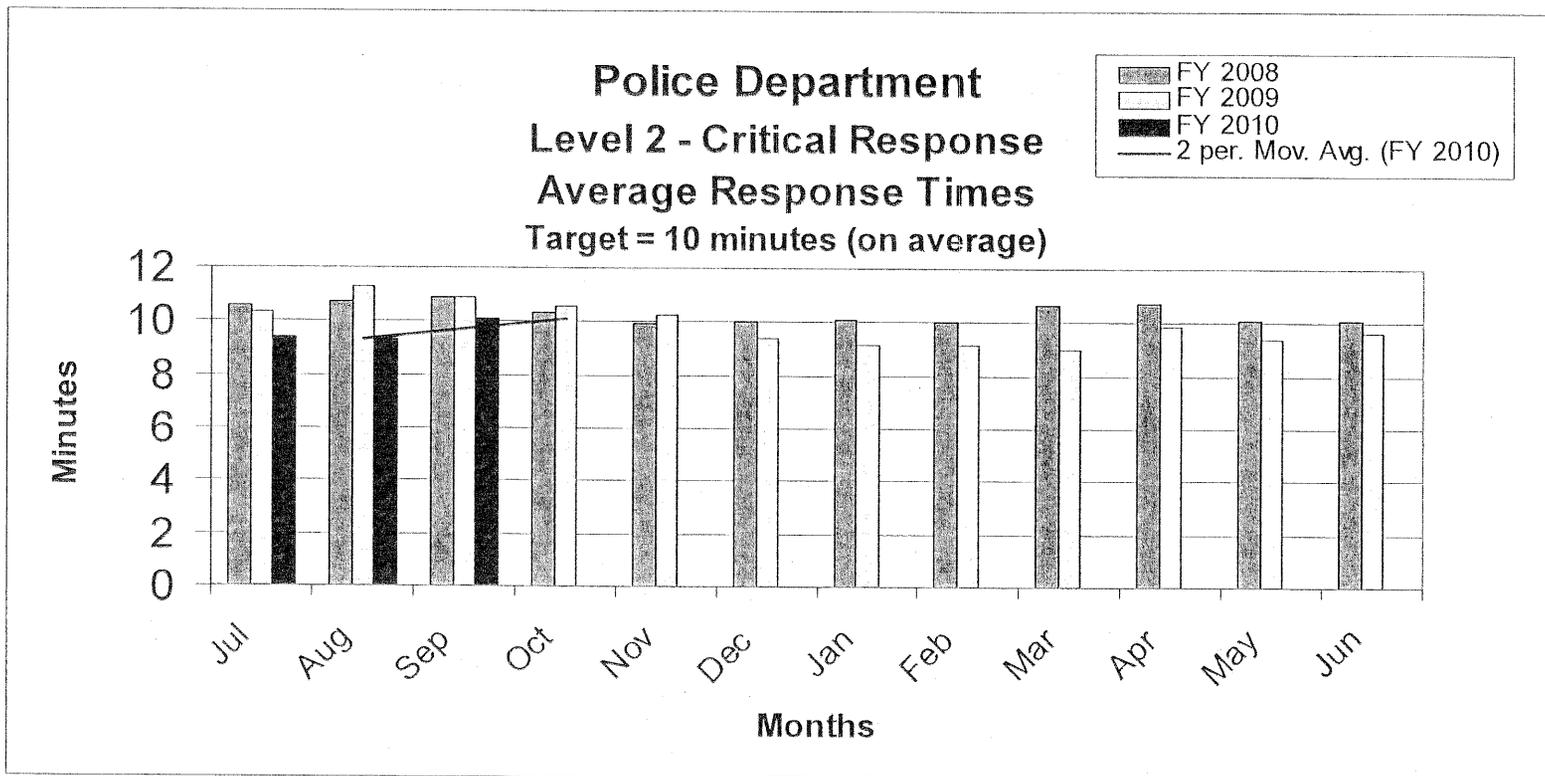
c: Independent Audit and Performance Commission
Richard Miranda, Deputy City Manager
Patrick Kelly, Fire Chief
Roberto Villaseñor, Chief of Police



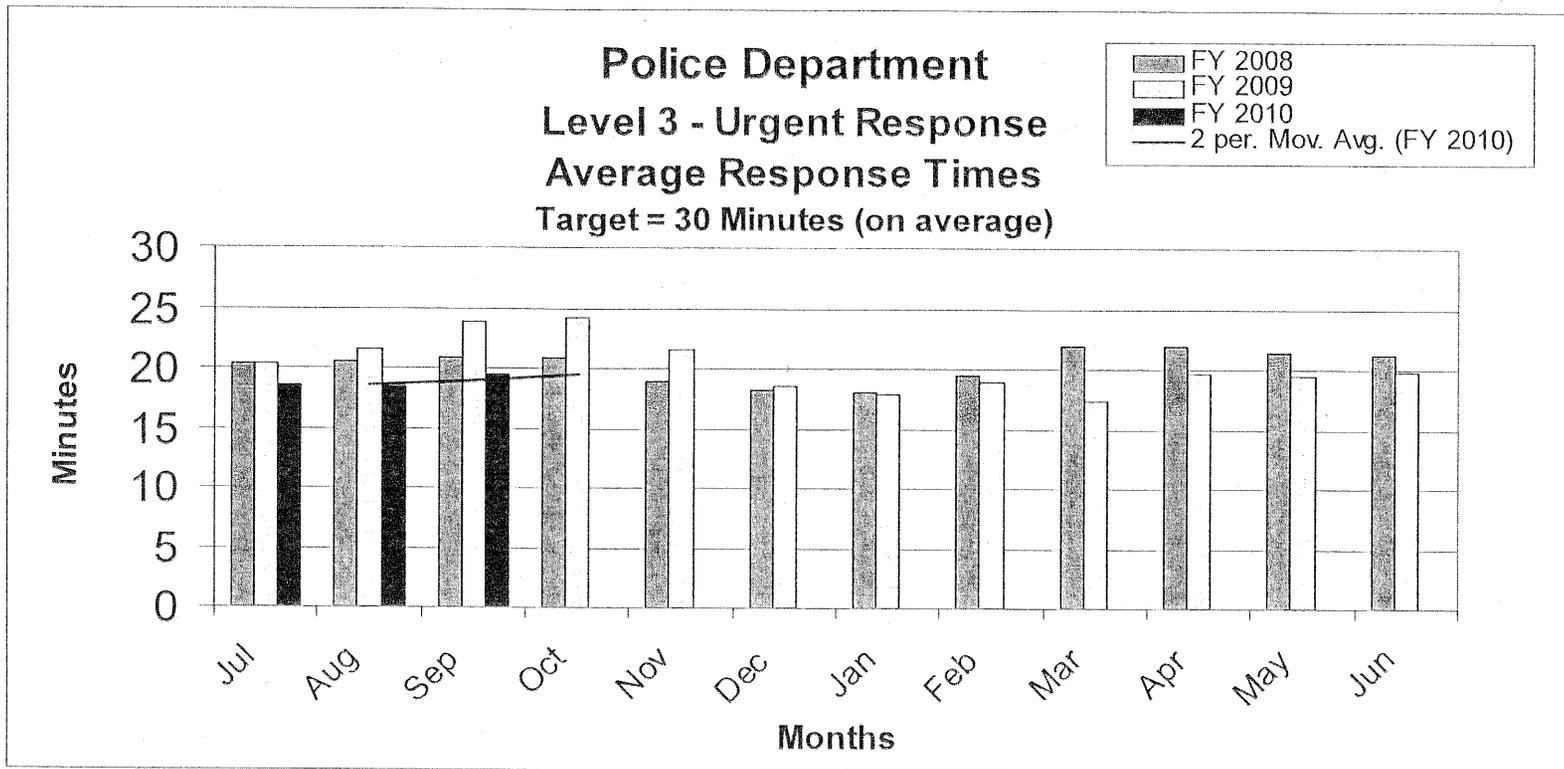
Fire Response Target: The target is based on a response that results in a minimum of twenty firefighters, including an incident commander, with the first unit arriving within 4 minutes of dispatch. The response time indicated is the **average** of all fire suppression responses that occurred during the month.



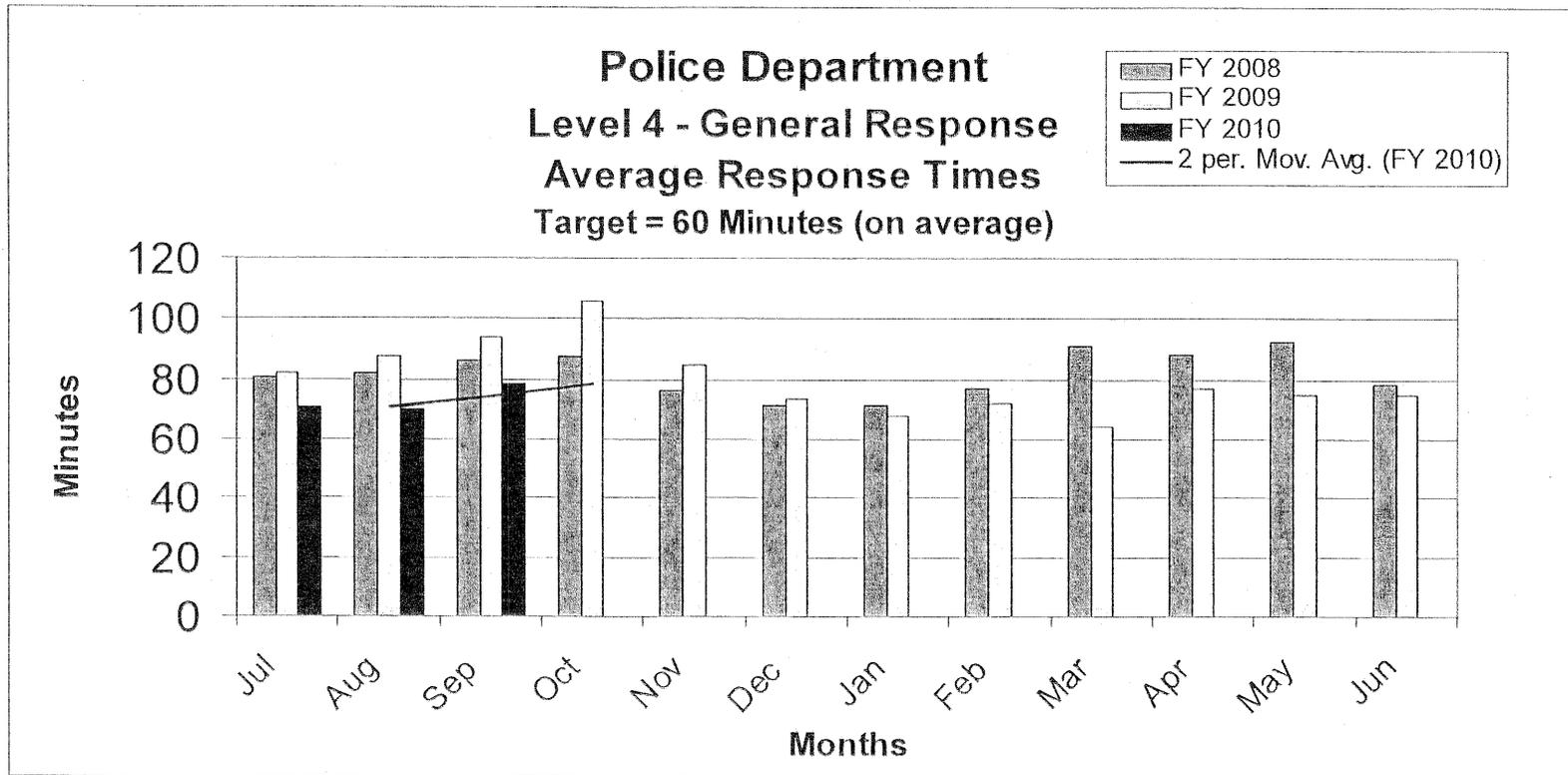
EMERGENCY RESPONSE – An incident posing an immediate threat to life where the threat is present and on-going; and/or an incident posing an immediate threat to life involving the actual use or threatened use of a weapon. The mere presence of a weapon alone, however, without any indication of use or threat of use does not support or justify a Level 1 call.



CRITICAL RESPONSE – An incident involving a situation of imminent danger to life or a high potential for a threat to life to develop or escalate. This incident must be in progress or have occurred within the past 5 minutes.



URGENT RESPONSE – Crimes against persons or significant property crimes where a rapid response is needed and the incident is in progress, has occurred within the past 10 minutes or is about to escalate to a more serious situation.



GENERAL RESPONSE – Other crimes or matters requiring police response, generally occurring more than 10 minutes prior to dispatch and having a complainant.