# MEMORANDUM

**DATE:** June 2, 2010

**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 third quarter (January - March) of fiscal year 2010. The departments participating in the Collaborative Auditing process with measures reported on the Collaborative Auditing website (http://cms3.tucsonaz.gov/content/collaborative-auditing) are: Environmental Services, Finance, Fire, Parks and Recreation, Planning and Development Services, Police, and Transportation.

The performance measures were analyzed to identify existing or corrected negative trends and the corrective actions planned or taken, as applicable. The following measures were identified for reporting and follow-up as necessary:

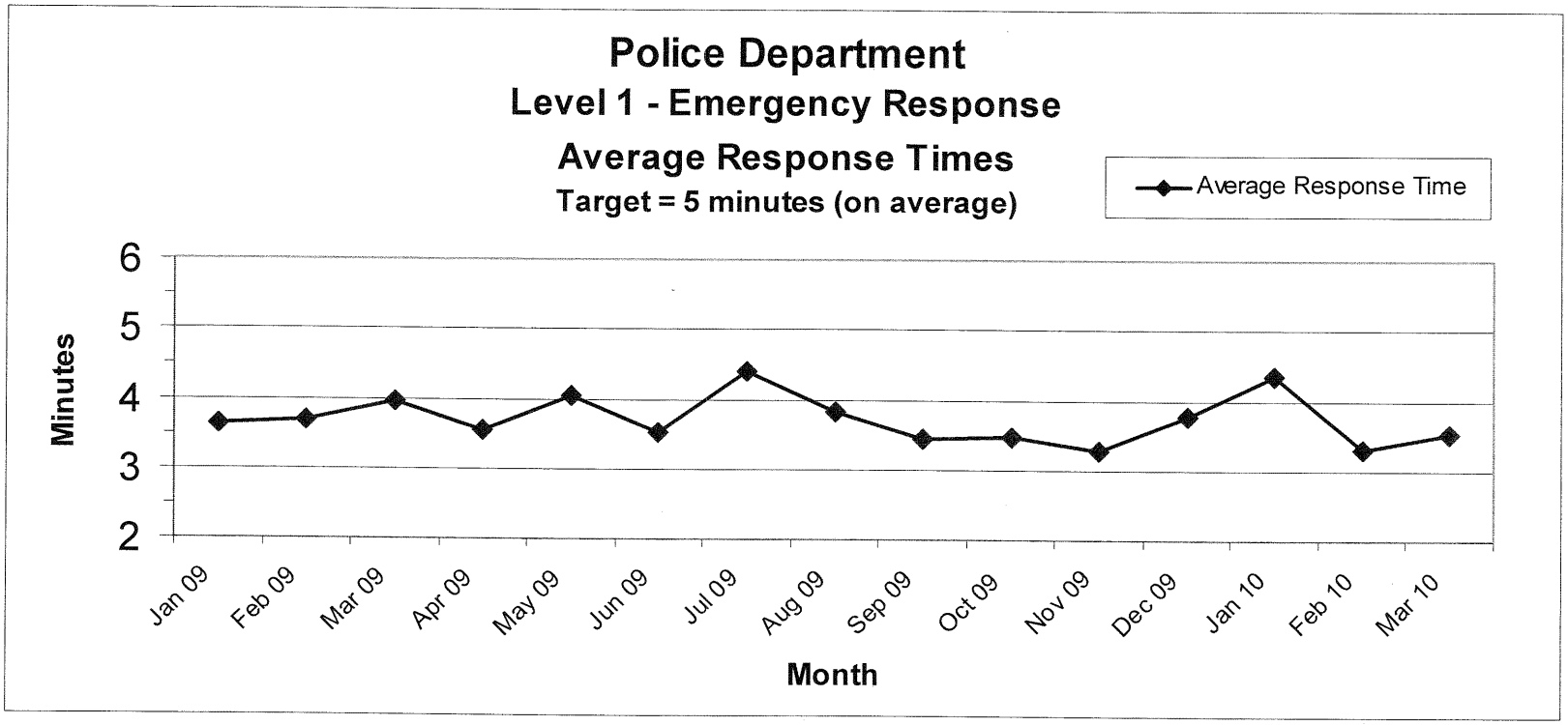
**Police Department: Response Times** (Attachment A)
The Police Department ensured that average response times remained below the target time for response levels 1, 2, and 3.

Significant improvement in Level 4 response times was realized during the second quarter and was maintained during the third quarter. Level 4 average response times were below the target response of 60 minutes in January, at the target in February, and less than two minutes over the target in March. This generally positive trend will continue to be monitored through the fourth quarter.

MN:RK

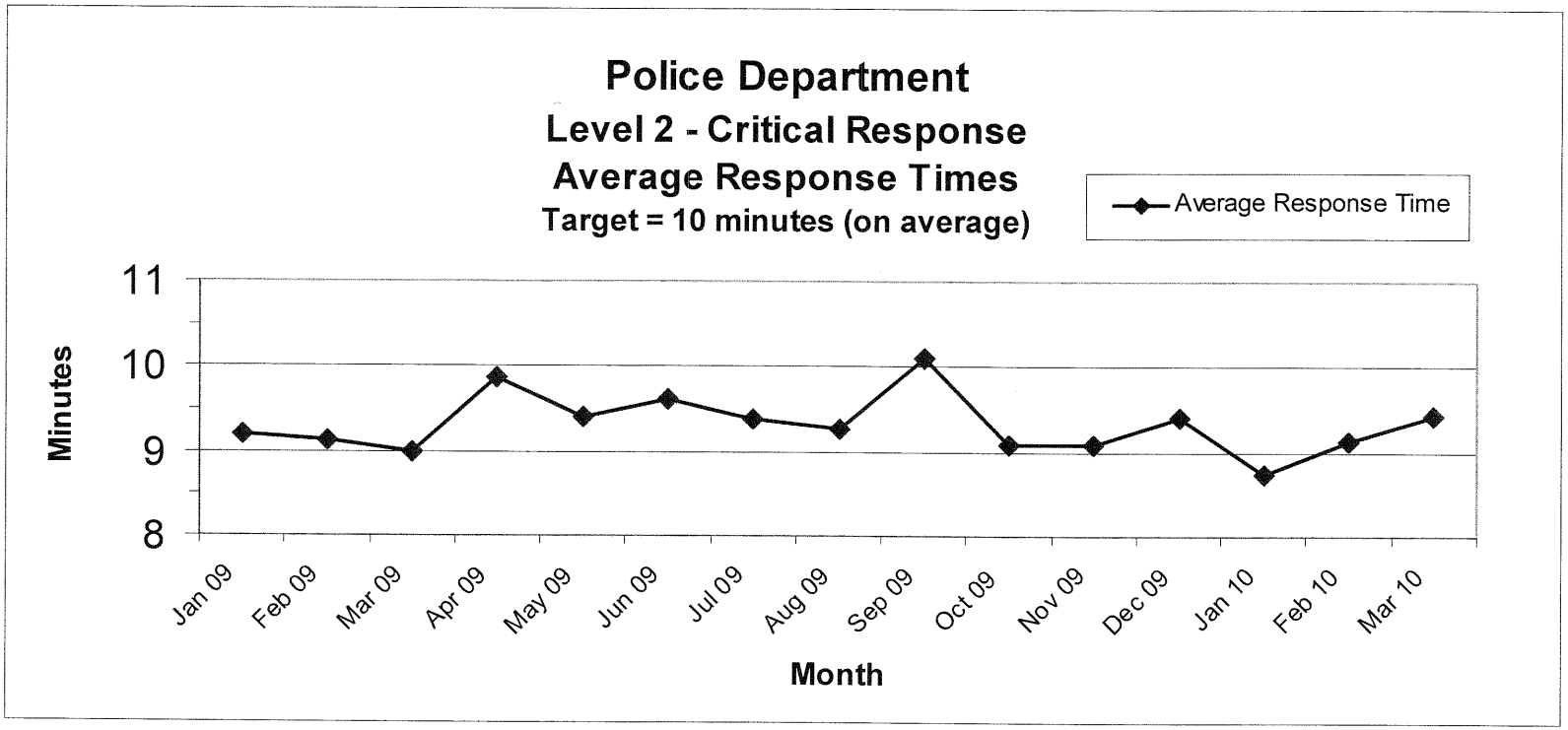
Attachment:
A – Police Department Average Response Times

c: Independent Audit and Performance Commission
Richard Miranda, Deputy City Manager
Sean McBride, Assistant City Manager
Roberto Villaseñor, Chief of Police

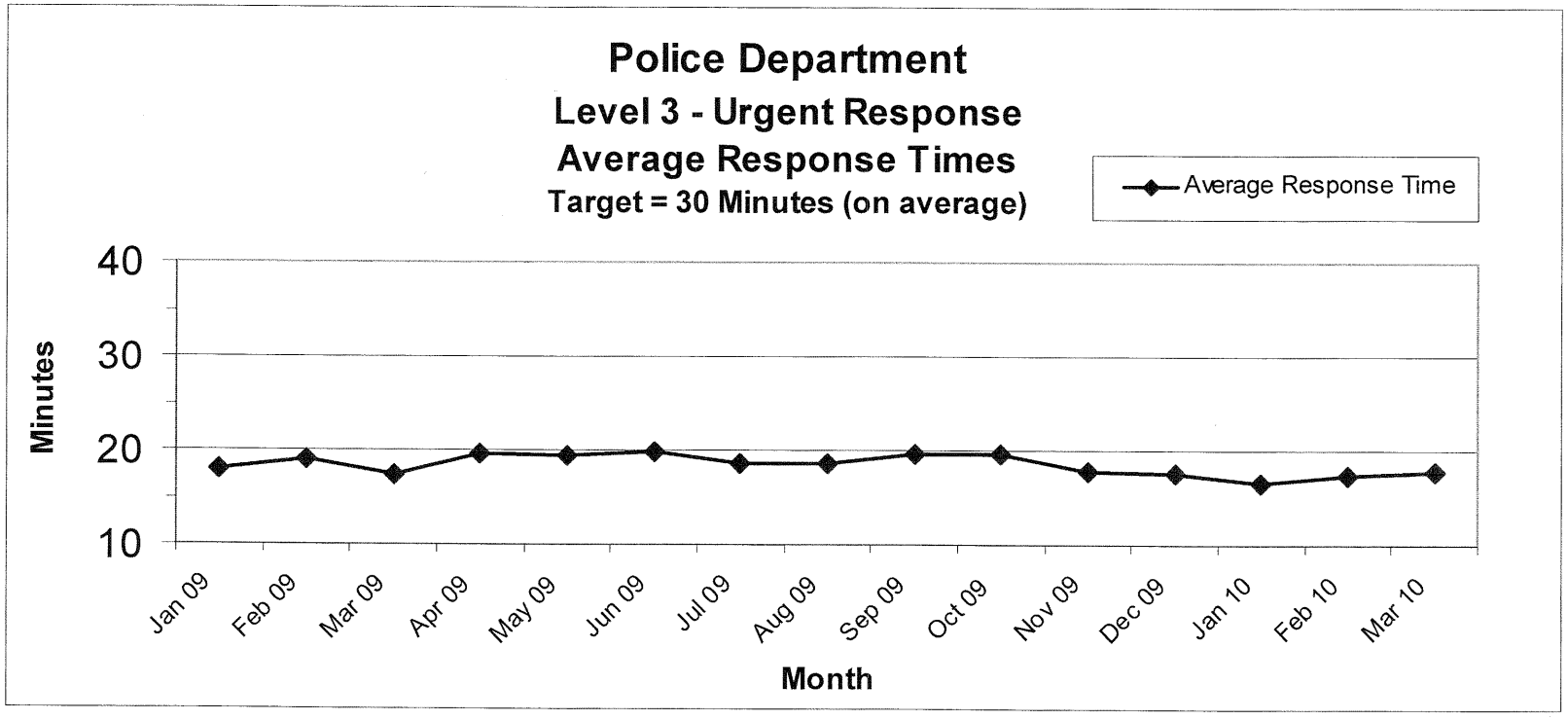



EMERGENCY RESPONSE – An incident posing an immediate threat to life where the threat is present and on-going; and/or an incident posing an immediate threat to life involving the actual use or threatened use of a weapon. The mere presence of a weapon alone, however, without any indication of use or threat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

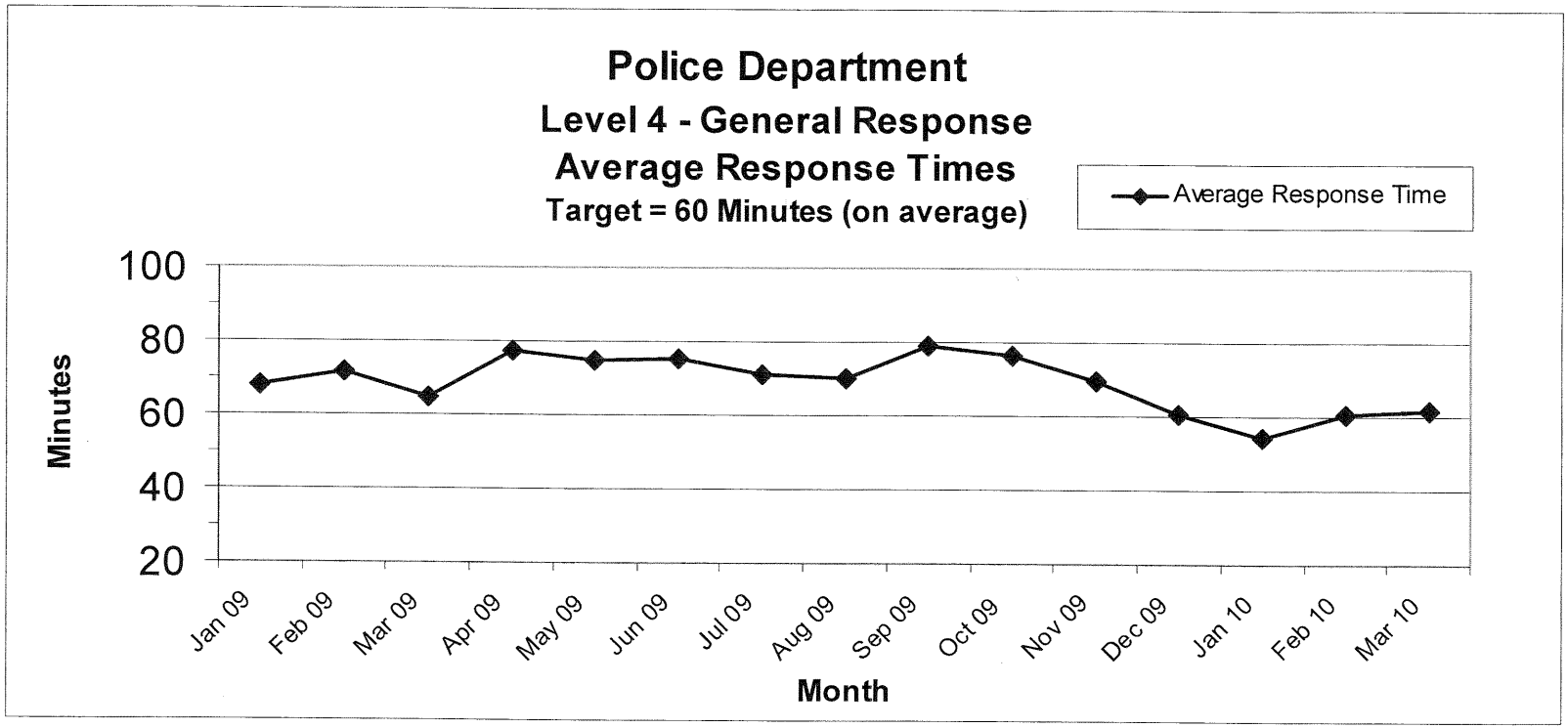
Attachment A




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.