Performance Measures

A. Police	
A1.	Percent of Priority I calls (calls in progress where there is immediate danger to life or property) responded to within 3 minutes (from call receipt to arrival on scene).
A2.	Percent of 911 emergency calls answered by a dispatcher within 10 seconds.
A3.	Percent of reported violent crimes cleared (an arrest has been made or a suspect is identified but no prosecution is desired by the victim).
A4.	Percent of complaints received per total calls for service.
A5.	Percent of annual survey respondents rating neighborhood safety as good or excellent.
A6.	Percent of annual survey respondents rating the overall quality of police services as good or excellent.

B. Fire	
B1.	Percent of fire calls responded to within 6:16 minutes (from dispatch to arrival on scene).
B2.	Percent of Emergency Medical Service (EMS) calls responded to within 4:36 minutes (from dispatch to arrival on scene).
B3.	Percent change in number of residents trained in Community Emergency Response Team (CERT) training.
B4.	Percent of apartment, commercial, hazmat, and state licensed facilities inspected annually.

C. Public Works	
C1.	Percent of sewer mains and associated lower laterals replaced per plan.
C2.	Percent of streets resurfaced per plan.
C3.	Percent of trees pruned per plan.
C4.	Percent of sidewalk repairs completed per plan.
C5.	Percent of waste diverted from landfills (Landfill Diversion Rate).
C6.	Percent of Capital Improvement Projects completed on budget and per plan.
C7.	Percent of public service requests responded to within 1 business day.
C8.	Percent Departments qualifying as Green Businesses.

D. Recreation and Parks	
D1.	Operating cost of recreation program by participant.
D2.	Percent of respondents rating the quality of recreational programs as good or excellent (by program type).
D3.	Percent of respondents rating the cleanliness of recreational and parks facilities as good or excellent.
D4.	Payroll dollars saved through Senior Center volunteer hours.
D5.	Percent of recreation program expenses recovered through fees and revenues.
D6.	Percent change of total gross revenue for the Chuck Corica Golf Course.

E. Community Development	
E1.	Percent of building permits completed same day/on-line.
E2.	Percent of "Express Plan Check" permits reviewed within seven days of complete application.
E3.	Percent of inspections conducted within 1 business day of request.
E4.	Percent of reported code violations corrected annually.
E5.	Percent of permit center survey respondents rating service as good or excellent.
E6.	Percent of new, substantially expanded and remodeled buildings that include sustainable design/green building standards contained in the Green Building Code.
E7.	Percent of projects with more than 50 parking spaces conditioned to require electric vehicle charging stations.

F. Library	
F1.	Number of visitors by location.
F2.	Number of books lent electronically.
F3.	Number of items lent by branch.
F4.	Number of programs offered.
F5.	Number of program participants
F6.	Number of users of the computer lab.
F7.	Percent of respondents rating the quality of programs as good or excellent (children's programs/adult programs).
F8.	Percent of respondents rating the quality of customer service at the Library as good or excellent.

G. Alameda Point	
G1.	Percent change in number of jobs created (by type; e.g., food and beverage, maritime, commercial).
G2.	Percent net new square footage leased by type (e.g., retail, office, industrial).
G3.	Number of business contacts made.
G4.	Percent of commercial tenants rating customer services as good or better.
G5.	Percent of commercial tenants who receive a personal contact annually.
G6.	Number of electric vehicle charging stations, biodiesel, and compressed natural gas facilities available at Alameda Point.

H. Internal Services	
Finance	
H1.	Percent of business licenses issued within 14 days (from receipt of complete application).
Information Technology	
H2.	Percent of time network service is available.
H3.	Number of website visits received by Department.

H4. Number of software application updates per strategic plan.

H5. Number of complaints regarding City website

Human Resources

H6. Average number of applications received per recruitment (sworn and non-sworn).

H7. Number of fulltime appointments completed.

H8. Average length of time to provide a hiring list to Departments from time an approved request for recruitment is received.

City Clerk

H9. Percent of public record requests responded to within 48 hours.

H10. Percent change in number of civil marriage ceremonies performed.

H11. Length of time to post final minutes on website after approved.

City Attorney

H12. Number of claims adjusted.

H13. Number of lawsuits resolved.

H14. Percent of completed legal input on agenda items consistent with internal deadlines.

Benchmarks

A. Police	
A1.	Number of Part I offenses reported per 1,000 population (by type).
A2.	Number of sworn officers per 1,000 population.
A3.	Number of sworn FTEs as percent of total (city-wide) staff.
A4.	Police Department expenditures per capita.
A5.	Cost of personnel per capita (sworn/total).

B. Fire	
B1.	Number of fire incidents per 1,000 population.
B2.	Fire Department expenditures per capita for fire emergency response program.
B3.	Cost of personnel per capita (sworn/total).
B4.	Number of sworn officers per 1,000 population.
B5.	Number of sworn FTEs as percent of total (city-wide) staff.

C. Public Works	
C1.	Cost per mile of streets paved.
C2.	Cost per ton of waste collected.

D. Recreation and Parks	
D1.	Number of park and open space acres per 1,000 population.
D2.	Cost per park and open space acre maintained.

E. Community Development	
E1.	Percent change in sales tax generated.

F. Library	
F1.	Number of library materials lent per capita (annual circulation per capita, including electronic borrowing).
F2.	Percent of Alameda residents registered as borrowers.

H. Internal Services	
Finance	
H1.	Ratio of unreserved general fund balance to annual operating expenditures.
H2.	Debt per capita.
H3.	Percent of Other Post Employment Benefits (OPEB) pre-funded.
Information Technology	
H4.	Number of PCs supported per FTE.

Human Resources

H5. Cost of health and welfare benefits per active, full-time FTE (sworn and non-sworn).

H6. Cost of health and welfare benefits per retiree (sworn and non-sworn).

H7. Average length of service (sworn and non-sworn) per full-time employee.

H8. Percent of City staff residing in Alameda as of January 1.