



# Public Safety Committee

**Date:** October 22, 2009  
**To:** Public Safety Committee  
**Through:** Christopher J. Brady, City Manager  
**From:** Chief Vicki L.H. Myers  
**Subject:** Police Department's Use of Performance Measures  
Citywide

## Strategic Initiatives

### Purpose and Recommendation

The purpose of this report is to brief the Public Safety Committee on the Police Department's use of benchmarking and performance measures to evaluate the effectiveness and efficiency of policing.

### Background

The Mesa Police Department utilizes various methods for assessing its performance, focusing on efficient and effective delivery of services to the community. Through continued education and implementation of performance measurement practices and tools, along with consistent organizational emphasis on management performance, the department has created a culture that values process improvement, with increased awareness and responsiveness to our constituents.

The Department has researched and evaluated measures from organizations such as the Florida Benchmarking Consortium, the Police Executive Research Forum (PERF) and the City of Phoenix.

However, there are challenges with comparing performance with other police departments. These challenges include the absence of a standard for response times making comparative analysis difficult, if not impossible. Also, each law enforcement agency tends to collect data in slightly different variations. And finally, fiscal, political, and social issues can impact operations and service delivery.

## Discussion

Typical municipal performance measures include one or more of the following:

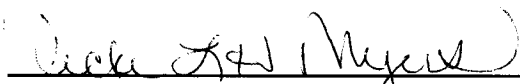
- Calls for service per officer
- Emergency calls for service per officer
- Violent Crimes per 100,000 residents
- Crimes per 100,000 residents
- Arrests per officer
- Response times per call for service
- Response time per emergency call for service

Some of the key performance measures in place for the Mesa Police Department include:

- Calls for service per officer
- Part I crimes per 1,000 residents
- Violent Crimes per 1,000 residents
- Property crimes per 1,000 residents
- Arrests per officer by shift assignment
- Percentage change in Part 1 crimes
- Response times per call for service
- Response time per emergency call for service
- Monthly analysis of officer workload to include calls for service, citations, arrests and other functional tasks

Data collected in conjunction with the department's performance measures is reviewed and provided through various venues, such as:

- Daily meetings within each division/unit to review performance measures, progress, trends and develop daily missions
- Weekly meetings with operational command staff to review performance measures, progress and trends
- Weekly meetings between the Police Chief and the City Manager to discuss effectiveness and efficiency of ongoing activities
- Monthly department wide CompStat meetings which incorporate Federal Uniform Crime Reporting standards, which are also published on the departments web site
- Quarterly media events which provide for direct public updates regarding statistical measurements measured against years past
- Quarterly MesaStat reports and presentation before city management

  
Vicki Myers, Interim Police Chief