

# OFFICE OF THE COMMISSION AUDITOR



## **Public Safety and Health Committee**

Animal Services

Corrections and Rehabilitation

Fire Rescue

Juvenile Services

Medical Examiner

Police

May 10, 2017

## Public Safety and Health Committee

### PERFORMANCE MEASURES - UNMET NEEDS

Department	Services Provided to the Community (Initiatives/Measures)	Achievement of Performance Measures									
		FY 15-16 (Quarter 1)		FY 15-16 (Quarter 2)		FY 15-16 (Quarter 3)		FY 15-16 (Quarter 4)		FY 16-17 (Quarter 1)	
		Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target
Animal Services	<b>Customer</b> Increase No. of Dogs Licensed in Miami-Dade County	45,057	45,000	56,522	45,000	55,685	45,000	51,753	45,000	42,658	45,000
	<b>Internal</b> Dead Animal Pickup-Average Response Time (ServiceStat)	1.49	1.00 Day	1.10	1.00 Day	1.20	1.00 Day	1.03	1.00 Day	1.88	1.00 Day
	<b>Internal</b> Stray Animal Pickup- Average response Time (ServiceStat)	3.08	2 Days	2.82	2 Days	3.00	2 Days	2.69	2 Days	1.85	2 Days

Note: Shaded actuals reflect an unmet quarter

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		Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target
Corrections and Rehabilitation	<b>Customer</b> Number of Security Searches per Month	12,828	13,500	14,074	13,500	11,177	13,500	7,206	13,500	7,596	13,500
	<b>Customer</b> Percentage of Boot Camp participants who have not reoffended	90%	100%	88%	100%	90%	100%	88%	100%	90%	100%
	<b>Customer</b> Number of Inmates in Vocational/Technical Programs	201	219	158	219	159	219	286	219	203	219
	<b>Customer</b> Number of Community Outreach Activities	68	77	92	77	93	77	54	77	67	77
	<b>Learning and Growth</b> Certified Personnel Hired to Fill Correctional Officer Vacancies	13	18	20	20	0	0	0	0	38	40
	<b>Learning and Growth</b> Number of Officers attending Mandatory In-service Training	48	400	70	400	122	400	32	400	31	400
	<b>Learning and Growth</b> Number of employees completing accreditation training requirement	146	140	12	140	327	140	32	140	32	140

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		Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target
Fire Rescue	<b>Customer</b> % of Life-Threatening Calls in MSU Area MDRF Units arrived to in 8 Minutes or Less	44%	80%	43%	80%	43%	80%	43%	80%	42%	80%
	<b>Customer</b> % of Life-Threatening Calls in Rural Area MDRF Units arrived to in 10 Minutes or Less	73%	80%	72%	80%	72%	80%	74%	80%	71%	80%
	<b>Customer</b> % of Structure Fire Calls in MSU Area MDRF Units arrived to in 8 Minutes or Less	71%	80%	70%	80%	75%	80%	70%	80%	71%	80%
	<b>Customer</b> Average Fire Rescue Dispatch Time for Structure Fire Calls	59sec	45sec	64sec	45sec	65sec	45sec	71sec	45sec	71sec	80sec
	<b>Customer</b> 911 Call Processing Time	74sec	66sec	72sec	66sec	72sec	66sec	73sec	66sec	78sec	66sec
	<b>Internal</b> Total Number of Life Safety Inspections	16,470	18,099	19,575	18,099	18,141	18,099	18,294	18,099	16,177	18,099

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		Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target
Juvenile Services	<b>Customer</b> Total Number of Youth Referred to Diversion and Prevention Programs	591	736	695	888	633	759	550	673	490	589
	<b>Customer</b> Total Number of Youth Referred to Civil Citation Program in Coordination with Miami-Dade County municipal law enforcement agencies	348	383	325	419	339	354	259	273	243	292
	<b>Customer</b> Total Number of Youth Referred to Diversion and Prevention Programs (J-DAP and JASS)	109	188	186	280	133	177	148	188	121	110

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		Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target
Juvenile Services	<b>Customer</b> Total Number of Youth Referred to At Risk Delinquency Initiative by law enforcement, schools, families, or other community members	134	189	184	189	161	172	143	162	126	187
	<b>Customer</b> Number of Intervention, Prevention and Outreach Services	64	75	62	75	109	57	88	57	58	75
	<b>Customer</b> Total Number of Screening and Assessments administered to at-risk youth to identify substance abuse, family, and mental health issues	1,364	1,394	1,442	1,625	2,174	1,446	2,071	1,226	1,961	1,774

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		Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target
Medical Examiner	<b>Customer</b> Toxicology Cases Processed	445	471	530	471	671	471	431	471	503	471
	<b>Customer</b> Toxicology Cases Processed- (Outside Districts)	127	225	84	225	255	225	187	225	43	225
	<b>Customer</b> Toxicology Case Turnaround Time	195	90	186	90	175	90	103	90	140	90
	<b>Customer</b> Accreditation Criteria for Toxicology Turnaround	76%	90%	84%	90%	78%	90%	97%	90%	91%	90%
	<b>Customer</b> Training activities for public safety agencies and the community-Number of activities per month	11	30	26	30	23	30	22	30	17	30
	<b>Customer</b> Training activities for public safety agencies and the community-Number of students per month	212	300	608	300	476	300	419	300	315	300
	<b>Internal</b> FERT-% of calls above 60 minutes per month	31%	5%	41%	5%	36%	5%	39%	5%	34%	5%
	<b>Internal</b> Photographs Taken for Medical Examiner (Annual Measure)	50,322	30,620	33,770	30,620	30,367	30,620	36,109	30,620	41,119	30,620

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\* Annual Measure

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		Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target
Medical Examiner	<b>Internal</b> Total Images reproduced	31,537	16,398	14,371	16,398	69,969	16,395	21,543	16,395	29,369	16,395
	<b>Internal</b> Ratio of Toxicology cases completed to cases received	82%	100%	90%	100%	128%	100%	80.67%	100%	60%	100%
	<b>Internal</b> Percent of staff doctors meeting case load (NAME Accreditation) Guidelines (Annual Measure)	80%	100%	80%	100%	80%	100%	80%	100%	*	*
	<b>Internal</b> Body Count in refrigeration	311	210	294	210	274	210	294	210	301	210

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		Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target
Miami-Dade Police Department	<b>Customer</b> Robbery Clearance Rate (Monthly)	21%	28%	24%	28%	25%	28%	25%	28%	18%	28%
	<b>Customer</b> Homicide Clearance Rate	36.4%	66.6%	67.9%	66.6%	78.5%	66.6%	33.7%	66.6%	38.9%	61.5%
	<b>Customer</b> % 911 Calls Answered in 10 sec or less (Communications Bureau)	93.3%	94%	95.0%	94%	96.7%	94%	97.0%	94%	94.7%	94%
	<b>Customer</b> 911 Calls Processing Time	74 sec	66 sec	72 sec	66 sec	72 sec	66 sec	73 sec	66 sec	78 sec	66 sec
	<b>Learning and Growth</b> Police Dispatcher (PD) Positions	83	90	81	90	85	90	85	90	83	90

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