SAFE COMMUNITY
## DRAFT QUARTERLY PROGRESS REPORT

OUR GOAL

To preserve and protect life and property through the fair and effective delivery of Town services.

COMMUNITY INDICATORS

87% ▲
of community satisfied with the overall feeling of safety in Town

81% ◄►
of community satisfied with the attitude of police toward people

93% ◄►
of community satisfied with the quality of Fire Services

60% ◄►
of community satisfied with accessibility to crime data

79% ◄►
of community satisfied with safety and security in their neighborhood

79% ◄►
of community satisfied with fire safety education

52% ▼
of community satisfied with efforts to enforce codes

Total Number of Part I Crimes per 1,000 Population
North Carolina Benchmarks

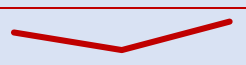
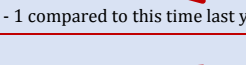**Total Number of Actual Fires per 1,000 Population**
North Carolina Benchmarks
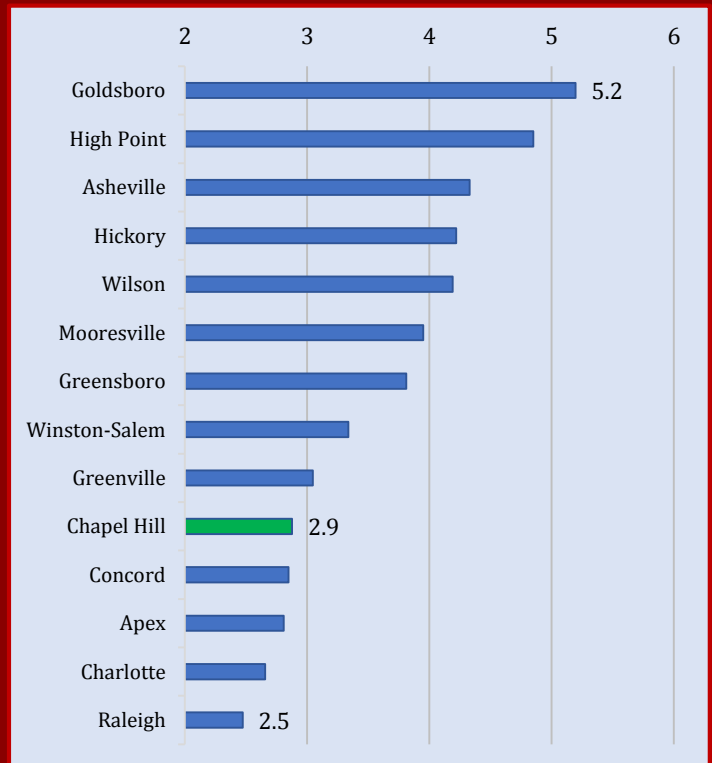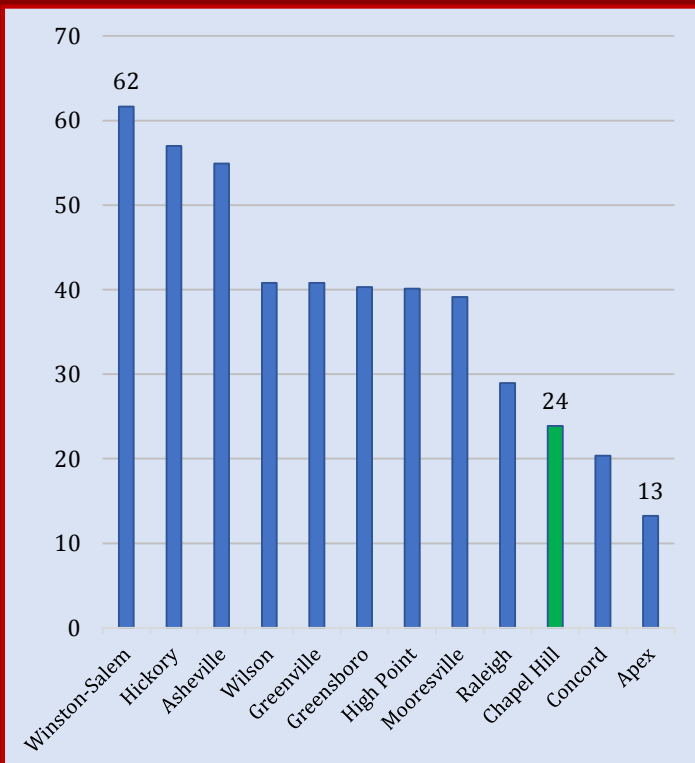
PERFORMANCE-TO-DATE | STRATEGIC WORK PLAN

6	**0**	**X%**
projects in progress	project(s) not in a department business plan	of projects on track

KEY PERFORMANCE INDICATORS (KPIs)
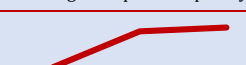
Police Services

Total number of part 1 crimes against persons and property *Target: Less than 1500*	**1,505** FY18	+ 5 compared to prior year
Percent of crashes resulting in injuries *Target: 17%*	**24%** FY18	+ 3% compared to prior year
Total number uses of force *Target: n/a*	**14** FY18 Q4	- 1 compared to this time last year
Total traffic stops *Target: n/a*	**1,492** FY18 Q4	+ 87 compared to this time last year

Fire Protection Services

Percent of structure fire responses within 5 minutes from dispatch to the arrival of the first unit *Target: 80%*	**70%** FY18	+ 13% compared to prior year
Percent of fires contained to room of origin on arrival *Target: 90%*	**88%** FY18	+ 25% compared to prior year
Percent of community reached with community engagement events this year *Target: 50%*	**25%** FY18	No change compared to prior year

Inspections

Inspections per day per inspector *Target: n/a*	**7** FY18	No change compared to prior year
Percent of inspections that are re-inspections *Target: n/a*	**19%** FY18	+ 1% compared to prior year

STRATEGIC WORK PLAN | SAFE COMMUNITY			Status
3.1	Municipal Service Center Design	Continue to design a building for multiple Town departments that are currently housed in outdated facilities. Includes Community Safety, Fire administration and Parks and Recreation administration.	🟢
3.2	Fire Department Facilities Plan	Continue to evaluate facilities to prioritize infrastructure improvements and replacing or renovating existing facilities.	🟢
3.3	Permitting and Inspections Process Improvements	Increase training and certification of inspectors. Streamline and simplify the permitting process to improve the experience for customers and industry stakeholders.	🟢
3.4	Data-driven safety initiatives	Using data and historical evidence related to injury crashes to inform and improve traffic enforcement.	🟢
3.5	Emergency Management Program	Coordinate emergency responses internally and externally. Conduct risk reduction analysis. Examine options that would keep businesses open during weather events.	🟢
3.6	Road to Zero Plan	Develop a Pedestrian Safety Action Plan.	🟢

Status Key

🟢 : Current Project in a Departmental Business Plan
🟠 : Petition Received by Staff
🟡 : Future Project; not currently in Departmental Business Plan

Notes & Citations

- *Community Indicators Section.* The yellow arrows in the community indicators section indicate whether the metric has gone up or down compared to the last data reporting period.
    - 🔼 : the trend for the metric is on the rise since the last data reporting period
    - 🔽 : the trend for the metric is falling since the last data reporting period
    - ◀▶ : the trend for the metric is relatively flat, neither rising or falling, or historical data is unavailable

- *Percent of community satisfied with the overall feeling of safety in Town.* The data source for this metric is the Town's Community Survey, managed by the ETC Institute.

- *Percent of community satisfied with the attitude of police toward people.* The data source for this metric is the Town's Community Survey, managed by the ETC Institute.

- *Percent of community satisfied with safety and security in their neighborhood.* The data source for this metric is the Town's Community Survey, managed by the ETC Institute.

- *Percent of community satisfied with the quality of Fire Services.* The data source for this metric is the Town's Community Survey, managed by the ETC Institute.

- *Percent of community satisfied with fire safety education.* The data source for this metric is the Town's Community Survey, managed by the ETC Institute.

- *Percent of community satisfied with accessibility to crime data.* The data source for this metric is the Town's Community Survey, managed by the ETC Institute.

- *Percent of community satisfied with efforts to enforce codes.* The data source for this metric is the Town's Community Survey, managed by the ETC Institute.

- *Total Number of Part I Crimes per 1,000 Population.* The data source for this metric is the North Carolina Benchmarking Project, managed by the UNC School of Government.

- *Total Number of Actual Fires per 1,000 Population.* The data source for this metric is the North Carolina Benchmarking Project, managed by the UNC School of Government.