



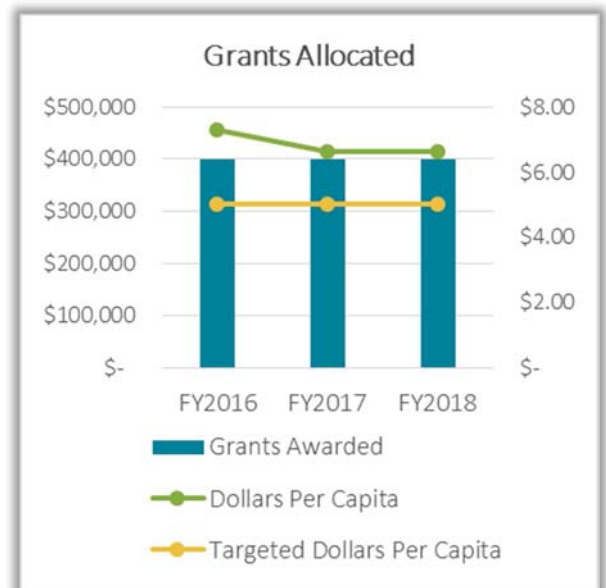
DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
General Gov't Contracts						
Personnel	2,363	(548,058)	(196,436)	(750,000)	-	(750,000)
Operations	3,050,921	3,901,811	3,861,827	4,003,786	-	4,003,786
Capital	-	-	-	-	-	-
Total	3,053,284	3,353,753	3,665,391	3,253,786	-	3,253,786

DEPARTMENTAL PERFORMANCE MEASURES

Grants Allocated: The City's Fiscal and Budgetary Policy includes funding eligible local 501(c) 3 non-profits. The total available for grants is targeted at \$5 per capita to be attained through population growth.

Measuring the total grants allocated and comparing the total allocation to the funding per capita is a tool to ensure compliance. It also illustrates the Council's continued commitment to support local organizations.



REGIONAL PARTNERS



INSPECTION SERVICES

DEPARTMENT DESCRIPTION

The Building Inspections Department is responsible for ensuring the life and safety of individuals occupying structures through professional review of building plans and inspections to ensure consistency of the City's adopted building code. Inspection Services issues building construction permits, sign permits, and performs infrastructure inspections. This Department coordinates between the City and the construction industry with plan review, permitting, and on-site inspections. Inspection Services ensures that the construction phase of the development process meets the adopted standards of the community for the overall public health, safety, and welfare. The Department is also responsible for floodplain administration and ensuring the City meets regulations established by the Federal Emergency Management Agency.



Notable Budget Item(s)

Commercial Plans Review
 \$30,000

GENERAL FUND

INSPECTION SERVICES

14 FTEs

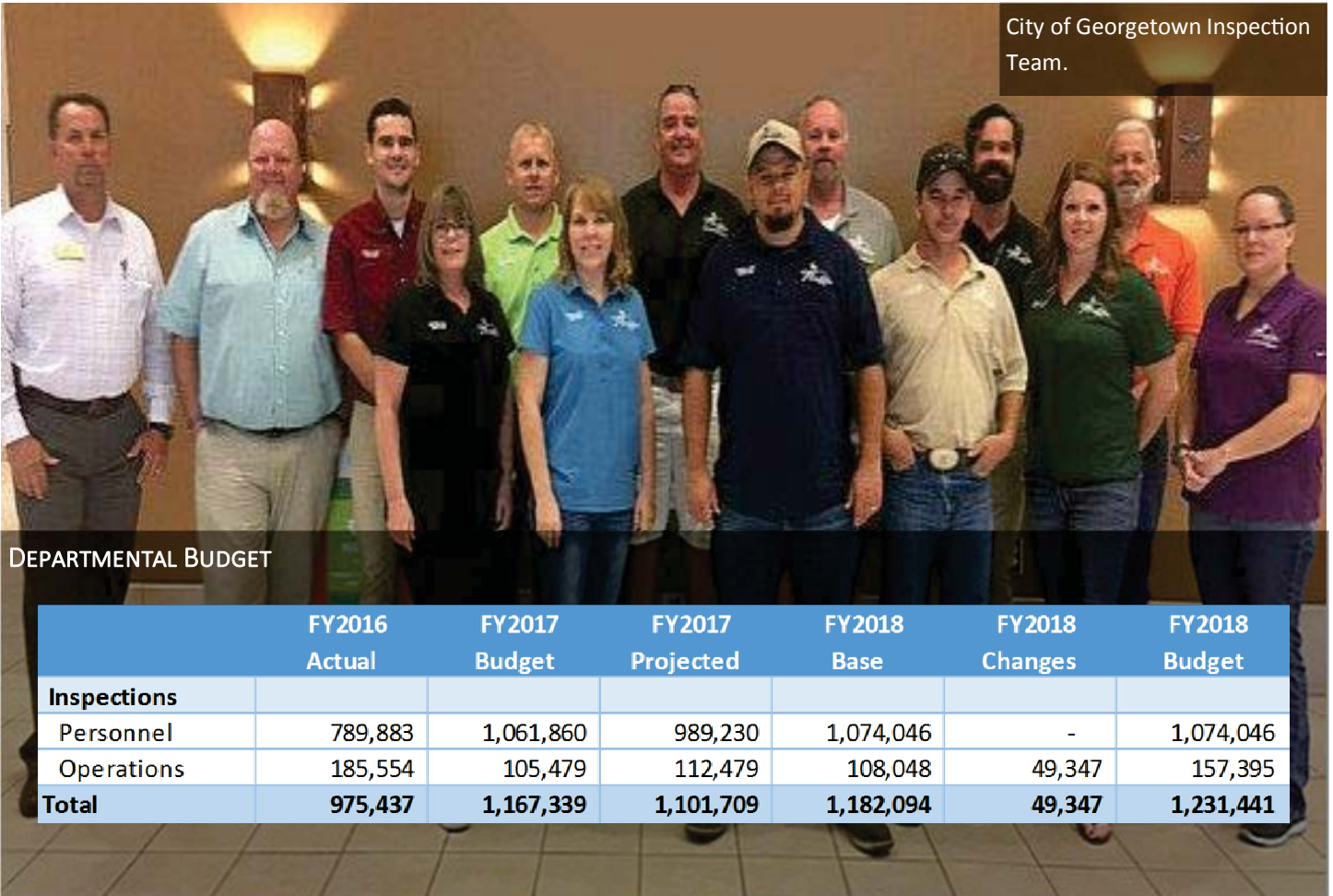
MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Streamlined plumbing inspection process for customers in the Liberty Hill City Limits and extraterritorial jurisdictions (ETJ).
- ✓ Changed inspection requirements in the Western District located outside of the City's ETJ to ensure costs are covered by fees and the public water system is protected.
- ✓ Ensured quality and safe housing through consistent administration of building code.
- ✓ Promoted automated technology in permitting and inspections.
- ✓ Supported professional training and certification opportunities for staff.
- ✓ Developed a department Mission Statement.

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Improve building plan review process for consistent and predictable turnaround times, while reducing the average turnaround time.
- Create inspection guidelines for inspectors for clear and consistent field inspections.
- Create and implement meaningful performance measures.
- Provide for employee development through performance management and professional training opportunities.
- Prioritize on-going training and certification for staff.
- Initiate a review of the 2015 International building codes and the 2017 Nation Electrical Code.
- Hire an Assistant Building Official.

City of Georgetown Inspection Team.



DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Inspections						
Personnel	789,883	1,061,860	989,230	1,074,046	-	1,074,046
Operations	185,554	105,479	112,479	108,048	49,347	157,395
Total	975,437	1,167,339	1,101,709	1,182,094	49,347	1,231,441

DEPARTMENTAL PERFORMANCE MEASURES

Review of plans or “blueprints” is one of the most important aspects of construction. During each plan review, a plans examiner looks at every aspect of construction and design to ensure compliance with the adopted codes. Processing times should be predictable and the timeliness of the process allows the customer to plan financing, construction, or development plans accordingly, which is critical to the success of the construction and development community.

It is important that building permit processing be predictable and reliable, and that turnaround times be consistent. By maintaining plan review turnaround times, customers can plan and meet their financing, construction or development plans.



LIBRARY SERVICES, ARTS & CULTURE

DEPARTMENT DESCRIPTION

The Georgetown Library houses and administers a collection of more than 113,000 items, including books, magazines, foreign language resources, and reference materials. The Library is part of the TexShare program; under this program, library cardholders may go in person to borrow materials from other participating libraries in Texas, and for the cost of one-way postage, they may use inter-library loan service. The Department hosts weekly story hours, summer reading programs for children and teens, reference services, public access to the Internet and technical assistance without cost to the public.

GENERAL FUND

LIBRARY

24 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Hired a Community Resources Coordinator to work with nonprofit organizations to direct residents in need to local resource providers.
- ✓ Purchased additional library materials and ebooks with additional book funding.
- ✓ Completed the Family Place Libraries training.
- ✓ Published second annual Arts and Culture Guide.
- ✓ Added public art downtown and created opportunities for life-long learning.
- ✓ Offered cultural enrichment programs for all age groups.
- ✓ Renewed operation agreement with Georgetown Art Works to operate the Georgetown Art Center.
- ✓ Utilized bookmobile as a way to publicize the library.



Notable Budget Item(s)

Part-time Arts and Culture
Coordinator
\$40,000

JAWS Software
\$3,000

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Hire part-time Art and Culture Coordinator to promote cultural district activities.
- Implement the Family Place Libraries program.
- Continue to add public art downtown.
- Maintain an aggressive publicity campaign that is designed to keep the public constantly aware of the services, programs, and activities available at the library.
- Complete Library Strategic Plan.
- Implement meaningful measures to report on progress for strategic goals.
- Work with other City departments to incorporate an arts component into downtown events.
- Collaborate with other departments to implement a civic center with public outdoor space in City projects adjacent to the library.
- Implement the JAWS software for visually impaired residents.



Councilmember Jonrowe and family enjoying the Library.

DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Library Services, Arts & Culture						
Personnel	1,348,121	1,525,538	1,490,583	1,593,366	55,000	1,648,366
Operations	735,937	812,383	808,193	861,651	(30,475)	831,176
Capital	134,692	156,293	156,293	156,293	-	156,293
Total	2,218,750	2,494,214	2,455,069	2,611,310	24,525	2,635,835

DEPARTMENTAL PERFORMANCE MEASURES

Library Quality: In the most recent citizen survey, when asked to rate the quality of the Library, the vast majority of residents rated the quality of the Library as good or excellent. Residents' perceived quality of the library is a good indication that library programs and resources meet or exceed expectations.

AWARDS/ACCREDITATIONS

Certified Public Library by the State of Texas. To be a Certified Public Library in Texas, the library must meet minimum criteria established by the Texas State Library and Archives Commission. Obtaining state certification is crucial in receiving state and federal grants, as library's that are not certified are not eligible to receive funding. The Library is a certified Family Place Library.



MUNICIPAL COURT

DEPARTMENT DESCRIPTION

Municipal Court oversees the judicial processing of Class C misdemeanors in the City, as well as cases related to traffic citations, citizen complaints, misdemeanor arrests, and animal violations. The Court adheres to the Texas Code of Criminal Procedure and the Code of Judicial Conduct. The Court prepares dockets, schedules trials, and processes juries. Additionally, the Court records and collects fine payments and issues warrants for Violation of Promise to Appear and Failure to Appear. The Court also processes code and parking violations as part of the citywide code enforcement effort. The Municipal Judge presides over trials and other court proceedings. The Judge also facilitates the Teen Court Program in conjunction with the Georgetown and East View High Schools.



GENERAL FUND

MUNICIPAL COURT

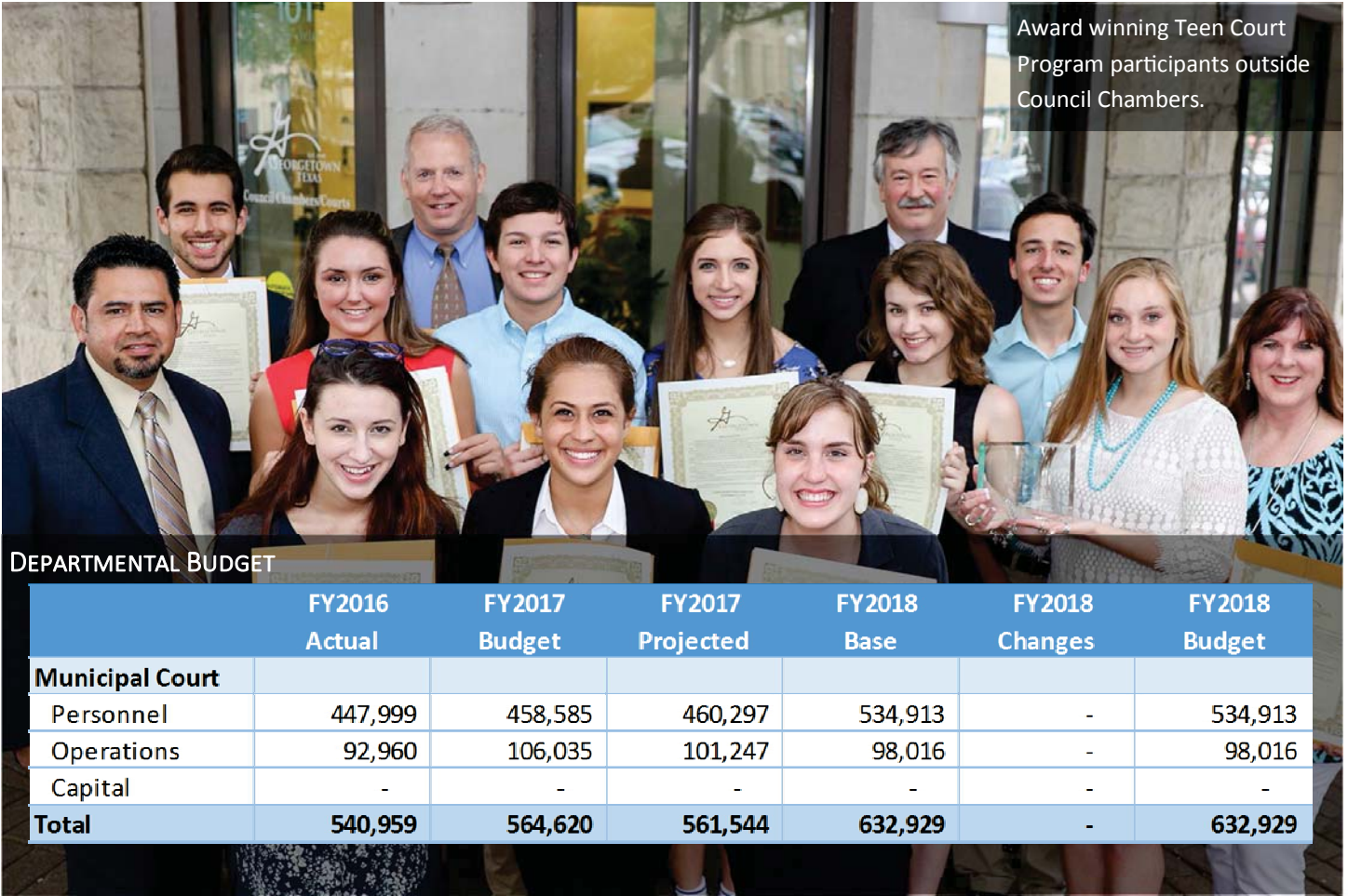
6.5 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Participated in annual statewide warrant roundup with more than 300 jurisdictions.
- ✓ Completed warrant reconciliation with Police Department.
- ✓ Measured clearance rate of outgoing cases to ensure staff is keeping up with incoming caseload.
- ✓ Increased the usage of the court notification system to enhance customer service opportunities and increase court efficiency.
- ✓ Contributed to the design process for the court facility as part of the Downtown West project.
- ✓ Conducted a survey to measure how the court is perceived by customers.
- ✓ Implemented Legislative changes as they relate to Municipal Court.
- ✓ Hosted Teen Court Planning Seminar in conjunction with Texas Municipal Courts Education Center to provide participants tools to start or enhance a teen court program.

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Foster a “customer service” philosophy with court defendants, treating all with courtesy and respect.
- Increase court efficiency through streamlining procedures and automation.
- Protect and preserve individual liberties of court defendants.
- Monitor timeline for docket processing and increase dockets as needed.
- Participate in annual multi-jurisdictional warrant round up.
- Continue to increase usage of the court notification system to enhance customer service opportunities and increase court efficiency.
- Continue to contribute in the design process for the new court facility as part of the Downtown West project.
- Measure results from the Access and Fairness survey.
- Prepare for and host the Teen Court Association of Texas (TCAT) annual conference in Oct/Nov 2018.
- Host Incode’s regional training for court software customer networking and technical training.
- Work with Police and Economic Development to support in-house Downtown parking enforcement process.



Award winning Teen Court Program participants outside Council Chambers.

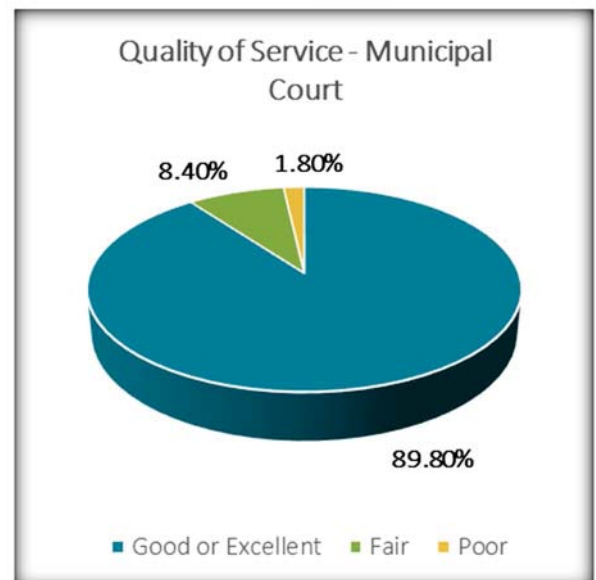
DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Municipal Court						
Personnel	447,999	458,585	460,297	534,913	-	534,913
Operations	92,960	106,035	101,247	98,016	-	98,016
Capital	-	-	-	-	-	-
Total	540,959	564,620	561,544	632,929	-	632,929

DEPARTMENTAL PERFORMANCE MEASURES

Overall Value of City Services: In the most recent citizen survey, when asked to rate the overall value of Municipal Court services, the majority of respondents, 89.8%, indicated Municipal Court services to be good or excellent. The City will conduct the survey again in the spring of 2018.

Municipal Court continuously monitors the *court dockets* to avoid delay and actively manage the events of cases through timely disposition. Our objective is to schedule cases for an arraignment docket within 60 days and if needed, we increase the dockets.



PARKS, GAREY PARK, & PARKS ADMINISTRATION

DEPARTMENT DESCRIPTION

The Parks Department improves the quality of life for Georgetown citizens by maintaining 34 parks on 1,007 acres, 9.2 miles of trails, and three cemeteries. The Department oversees an athletic complex, the Bark Park, five outdoor swimming pools, two downtown pocket parks, and the Tennis Center. The Department maintains and schedules the use of the Community Center and special park areas. The Parks Department also helps with special events like Cupid's Chase 5K Run/Walk, 4th of July Celebration, and Red Poppy Festival. In addition, the Parks Department coordinates Eagle Scout and other service projects as needed.

GENERAL FUND

PARKS

22 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Completed the renovation VFW Park.
- ✓ Started construction for Phase 1 of the San Gabriel Park renovations.
- ✓ Began design for Phase 2 of the San Gabriel Park renovations including a ½ mile trail expansion.
- ✓ Finalized design work for Founders Park.
- ✓ Finished ADA improvements at McMaster Sports Complex, Village Park and Pool, Williams Drive Pool, and Booty's Road Park.
- ✓ Began construction of Garey Park.
- ✓ Hired initial staff for Garey Park to begin to marketing and outreach.
- ✓ Replaced drinking fountains along the trails with new fountains that include bottle fillers.
- ✓ Installed a new playground structure at McMaster Athletic Complex.
- ✓ Negotiated a new landscape maintenance contract for Parks, Cemeteries, and Georgetown Village PID.
- ✓ Continued commitment to ongoing training and education with two staff members earning certifications through the National Parks and Recreation Association as a Certified Playground Safety Inspector (CPSI) and a Certified Parks and Recreation Professional (CPRP).



Notable Budget Item(s)

Landscape Maintenance
\$50,000
Garey Park Operations
\$621,557

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Hire and train staff to prepare for the opening of Garey Park in the spring of 2018.
- Complete Phase 1 construction at San Gabriel Park.
- Begin Phase 2 construction of San Gabriel renovations and trail expansion.
- Continue commitment of capital maintenance and replacement in existing parks with renovations to the San Gabriel Baseball Field backstop, McMasters Athletic Complex sport court, Chandler Park fencing, Meadows Park playground, and pavilion renovations at Woodlake, Katy Crossing, Chautauqua, and San Jose Parks.
- Complete renovations at Founder's Park.
- Implement playground safety software.
- Begin ADA improvements on the Randy Morrow Trail.
- Adopt and implement a new parkland dedication development code.
- Construct a columbarium at the IOOF Cemetery.
- Establish performance measures to better evaluate department performance.

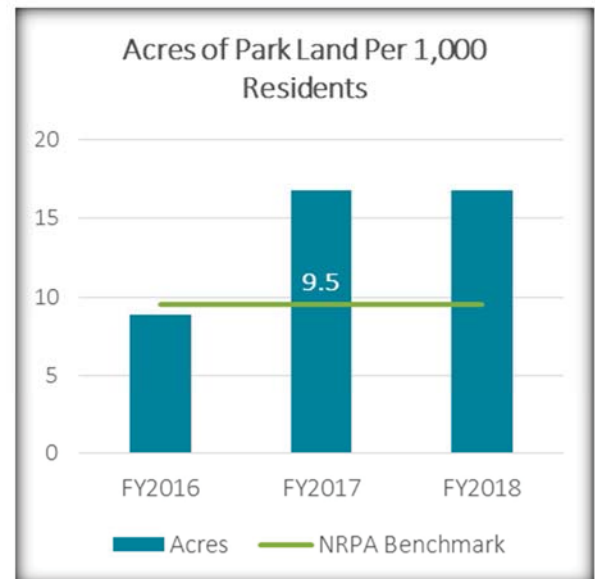
Opening of VFW Park

DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Parks, Garey Park, & Parks Administration						
Personnel	1,418,193	1,511,506	1,475,056	1,702,026	203,955	1,905,981
Operations	1,170,137	1,285,445	1,315,462	1,442,357	458,556	1,900,913
Capital	-	-	-	-	-	-
Total	2,588,329	2,796,951	2,790,518	3,144,383	662,511	3,806,894

DEPARTMENTAL PERFORMANCE MEASURES

Acres of Park Land per 1,000 Residents: The National Recreation and Park Association (NRPA) Field Report presents a wealth of data and key insights from the more than 950 Parks and Recreation Agencies collected by the Agency Performance Survey. This report provides the most comprehensive Parks and Recreation benchmarks and metrics to date. At present, the NRPA benchmark for acres of park land per 1,000 residents is 9.5 acres. The Parks Department monitors the acres of park land per 1,000 residents to ensure that the City is offering equitable amounts of park land when compared to similar municipalities. With the construction of Garey Park in FY2017, the ratio of park land per 1,000 residents will exceed the NRPA benchmark.



AWARDS/ACCREDITATIONS

National Recreation and Park Association Gold Medal Award – For excellence in the field of Park and Recreation Management.



RECREATION PROGRAMS & TENNIS CENTER

DEPARTMENT DESCRIPTION

The Recreation Department provides a wide variety of leisure and educational opportunities. Department staff manages the Recreation Center, Teen/Senior Center, Tennis Center, a natatorium, and five outdoor swimming pools. The Department oversees and staffs the Challenge Course and summer camps including; Adaptive Camp, Spring Break Camp, and Teen Adventure Camp. Staff also manages a host of tournaments and leagues from youth soccer to adult kickball, senior fitness to travel, and everything in between. The Department schedules many different types of activities that include aerobics, country dancing, martial arts, and alternative activities for both youth and adults.

GENERAL FUND

RECREATION

37 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Facilitated staff training, configuration, and implementation of the new parks and recreation software.
- ✓ Installed counters at the Recreation Center to track facility attendance.
- ✓ Hosted the regional Sea Perch under water robotics competition in coordination with GISD and the United States Navy.
- ✓ Offered new aquatic events including Swim with Santa, Water Safety Day, and K9 Kerplunk.
- ✓ Achieved record participation for youth athletic programs.
- ✓ Hired additional tennis instructors to assist with increased programming.
- ✓ Continued partnerships with community organizations to provide quality programming including Southwestern University, GISD, Meridian Charter School, and The Georgetown Project.
- ✓ Hired additional part-time staff at both the Recreation Center and Tennis Center to insure adequate coverage.
- ✓ Created a consistent social media brand for Parks and Recreation.
- ✓ Hired seasonal athletic supervisor to help facilitate youth and adult athletic programs.

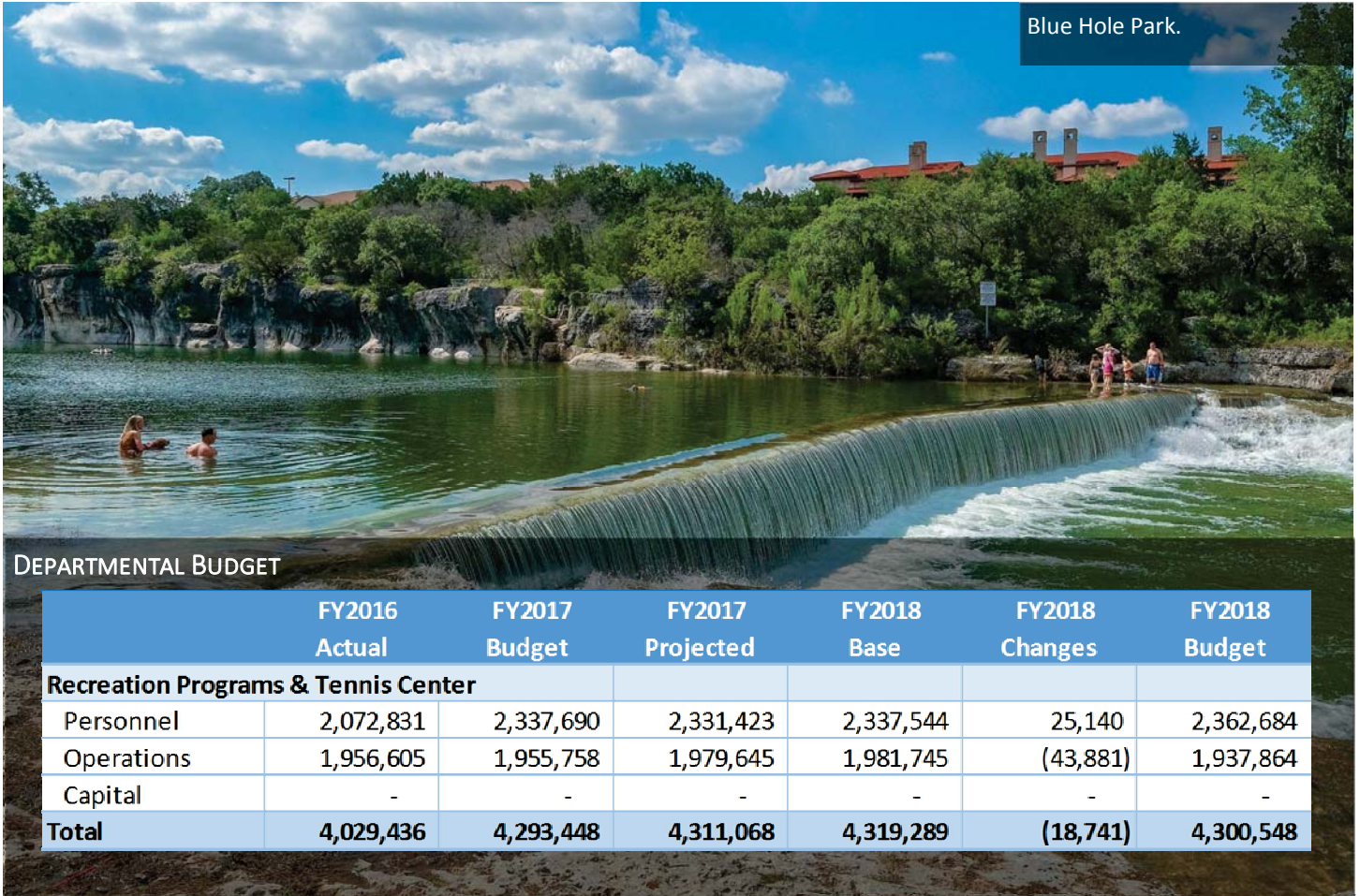
MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Continue to transition both staff and customers to the new parks and recreation software.
- Identify opportunities to provide additional activities at the Recreation Center for children 8-11 years old.
- Implement electronic methods of payment and attendance tracking at outdoor pools.
- Prepare for a new cardio equipment lease for the Recreation Center.
- Continue to develop joint use agreements with community organizations and charter schools to offer programming and facility rentals.
- Establish meaningful performance measures to better evaluate department performance.
- Identify strategies to meet administrative demands based on increased revenue, website updates, and participation numbers.
- Improve aquatic operations and pool maintenance with the addition of an aquatic maintenance staff position.
- Complete feasibility study to provide options for joint use of aquatics facilities with GISD.



Notable Budget Item(s)

Aquatic Maintenance
Worker
\$57,100



Blue Hole Park.

DEPARTMENTAL BUDGET

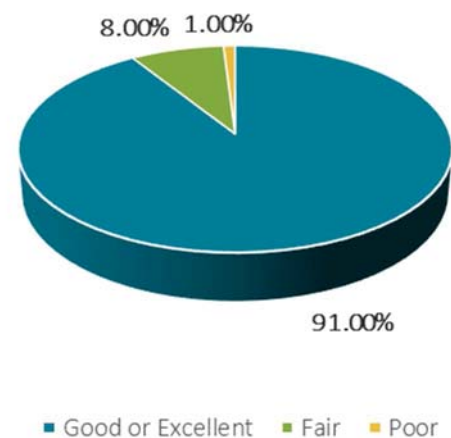
	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Recreation Programs & Tennis Center						
Personnel	2,072,831	2,337,690	2,331,423	2,337,544	25,140	2,362,684
Operations	1,956,605	1,955,758	1,979,645	1,981,745	(43,881)	1,937,864
Capital	-	-	-	-	-	-
Total	4,029,436	4,293,448	4,311,068	4,319,289	(18,741)	4,300,548

DEPARTMENTAL PERFORMANCE MEASURES

Quality Recreation Programs: The recreation department aims to provide fun and cost effective recreation programs to the community. In the most recent citizen survey, when asked to rate the quality of the recreation programs, 91% of respondents rated recreation programs as good or excellent.

Expenses recovered through fees: In the Fiscal and Budgetary Policy, the overall operation cost recovery is targeted at 55%. Tracking the percentage of expenses recovered through fees insures the City makes every effort to maintain equity in its revenue and recognizes the benefit that City tax payers contribute to City programs and services. In FY2017, the cost recovery was 63%.

Quality of Recreation Programs



PLANNING

DEPARTMENT DESCRIPTION

The Planning Department coordinates the development review process in accordance with the 2030 Comprehensive Plan and the Unified Development Code (UDC). The Department reviews and develops recommendations on annexations and development applications. In addition, it is responsible for conducting and coordinating updates to the comprehensive plan, including the Housing Element. Additionally, Planning maintains population estimates, prepares reports, presents to the City Council, and is the primary support for the Planning and Zoning Commission (P&Z), UDC Advisory Committee, and Board of Adjustment. The Department also provides significant program support and staff resources for the Historic and Architectural Review Committee and the City's Housing Advisory Program.



Notable Budget Item(s)

Contract Planning Services
\$50,000

GENERAL FUND

PLANNING

12 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Established department mission statement and strategic goals.
- ✓ Provided technical support to the Williams Drive Study.
- ✓ Updated the Unified Development Code and recommended amendments pertaining to infrastructure and subdivision requirements, with a strong emphasis on transportation.
- ✓ Participated in the Performance Management Program to evaluate department success.
- ✓ Provided staff support to 127 public meetings (boards and commissions, public hearings, and public outreach sessions).
- ✓ Processed over 400 development applications.

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Maintain an accountable, responsive, and fiscally responsible department through tracking and meeting performance measurements, improving business processes, and providing a trustworthy level of customer service.
- Build and foster relationships through effective communication, education, and quality service.
- Implement the City's Comprehensive Plan through consistency with the development code; and initiate an update to the comprehensive plan.
- Enforce regulations by applying and ensuring compliance with the adopted Unified Development Code (UDC).
- Seek to educate the public on the purpose of local regulations and long range plans to foster community support and compliance from applicants.
- Ensure all development meets minimum standards and the adopted community vision.
- Continue to share the mission and purpose of the department through quarterly newsletters, trainings, publication of annual work plans, end of the year report and the Performance Management Program (PMP).
- Provide for employee development through performance management and professional training opportunities.

City of Georgetown Planning Team.

DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Planning						
Personnel	801,795	932,937	899,315	998,171	92,651	1,090,822
Operations	162,156	416,896	282,256	383,079	54,010	437,089
Capital	-	-	-	-	-	-
Total	963,951	1,349,833	1,181,571	1,381,250	146,661	1,527,911

BUDGET NOTE: Planning was one of the first departments to undergo the Performance Management Program (PMP) to develop performance measures. The most recent data is for Q1 and Q2 of FY2017.

DEPARTMENTAL PERFORMANCE MEASURES

Completeness Review – For all applications, the department reviews to ensure all of the documents and information needed to complete the review are received (development application adequacy). The department's goal is to do the completeness review within 5 working days from receipt of the application.

Completeness Review	Q1	Q2
Rezoning	4	2
Site Development Plan Applications	2	2
Subdivisions	5	3
Technical Reviews	Q1	Q2
1st Review - Site Development Plan Applications	21	20
2nd Review - Site Development Plan Applications	11	12
3rd Review - Site Development Plan Applications	12	3
4th Review - Site Development Plan Applications	-	5
1st Review - Subdivisions	15	14
2nd Review - Subdivisions	9	11
3rd Review - Subdivisions	7	11
4th Review - Subdivisions	4	3

Site Development Plan and Subdivisions – For both Site Development Plans and Subdivision Plats (including Preliminary Plats, Final Plats, Minor Plats, Replats and Amending Plats), the department is committed to completing the technical review and turn-around comments within the following timeframes:

1st Review – 4 weeks or 20 working days; 2nd Review – 3 weeks or 15 working days ; 3rd Review – 2 weeks or 10 working days.

POLICE: ADMINISTRATION AND OPERATIONS

DEPARTMENT DESCRIPTION

Police Operations receives and responds to routine and emergency calls for service. Responsibilities include community problem solving, directed patrols, and investigations. Police Operations consists of Patrol, Criminal Investigations, Deployment Unit, the Traffic Enforcement Unit, School Resource Officers, Community Resource Unit, and the Warrants Unit. In addition, Police Operations manages the technology needed to operate and maintain all areas of Police Services, crime trend analysis. It also includes Communications for police, fire, and EMS, Records Management, Victim Services, Code Enforcement, Animal Services, Volunteers in Police, and a Chaplains Program.

GENERAL FUND

POLICE ADMINISTRATION &
OPERATIONS

112.5 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Established the CommUNITY Initiative.
- ✓ Accepted into Texas Police Chief's Association Best Practice Recognition Program (State Accreditation).
- ✓ Attained Texas Commission on Law Enforcement (TCOLE) Contract Training Provider License.
- ✓ Staff participated in over 75 community events.
- ✓ Hosted three collaborative Children's Self Defense Academies.
- ✓ Facilitated two Citizen Police Academies and four Youth Police Academies.
- ✓ Deployment Team investigated over 80 cases and conducted over 30 direct action operations involving narcotics, surveillance, and/or other criminal activity.
- ✓ Hosted Department of Justice, Bureau of Justice Assistance, VALOR Initiative Essentials Training.
- ✓ Initiated Drug Take Back Program.
- ✓ Added School Resource Officer to Benold Middle School.

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Enhance public safety through improvements in crime analysis and traffic safety.
- Implement the Wellness, Fitness, and Resiliency Initiative.
- Strengthen internal communication through training programs.
- Improve organizational development by participating in seminars and classes held by the Texas Police Chief's Association.
- Improve public communication by participating in community events.
- Continue to develop the CommUNITY Initiative.
- Continue safety improvements in all middle schools and high schools.

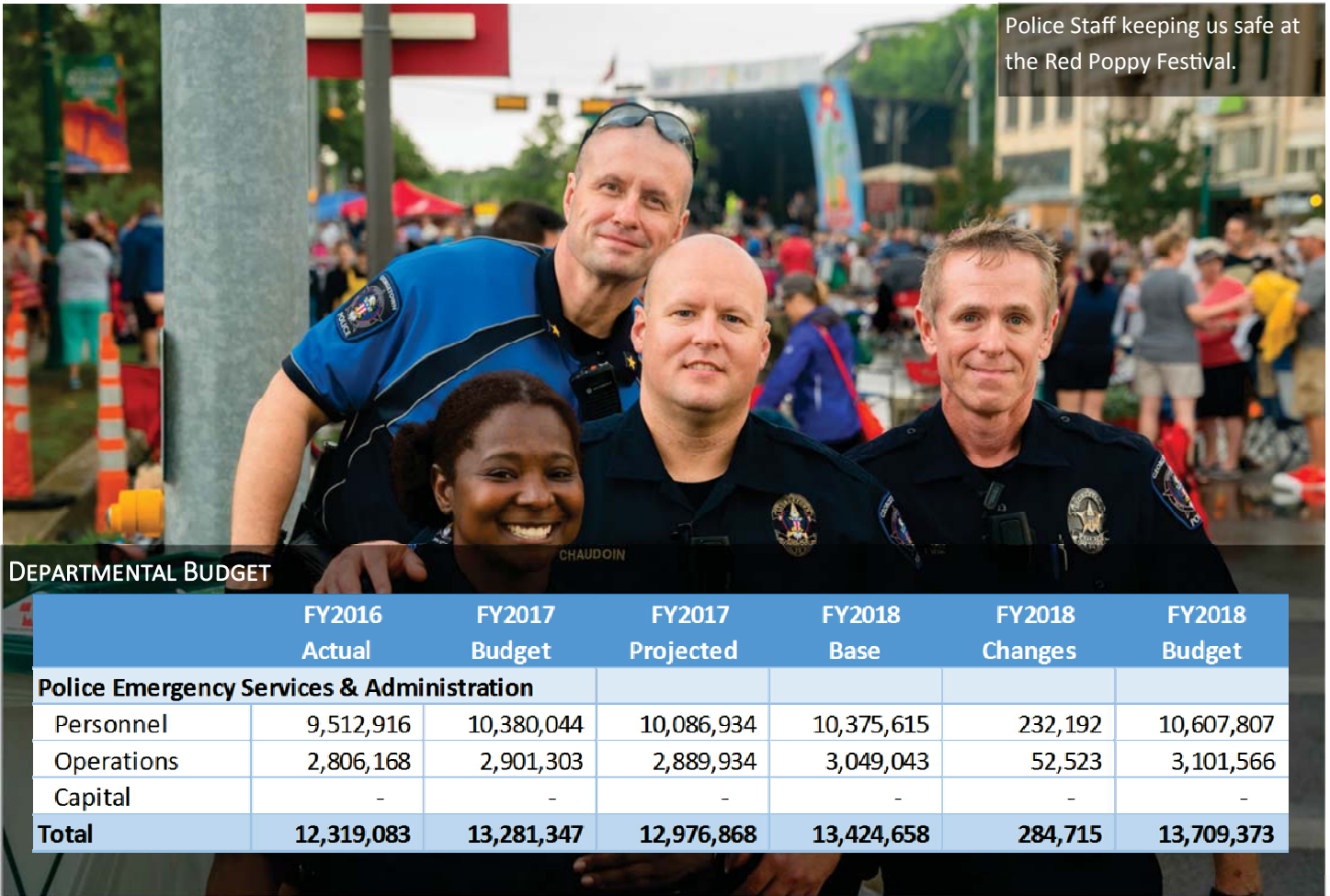


Notable Budget Item(s)

School Resource Officer

Two Patrol Officers

\$326,564



Police Staff keeping us safe at the Red Poppy Festival.

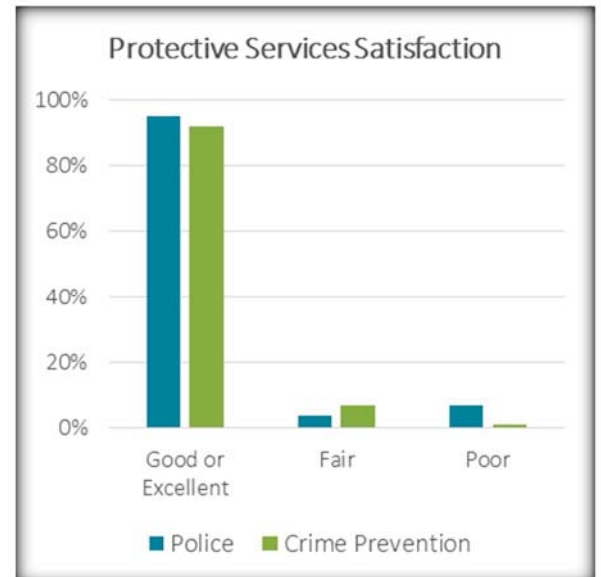
DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Police Emergency Services & Administration						
Personnel	9,512,916	10,380,044	10,086,934	10,375,615	232,192	10,607,807
Operations	2,806,168	2,901,303	2,889,934	3,049,043	52,523	3,101,566
Capital	-	-	-	-	-	-
Total	12,319,083	13,281,347	12,976,868	13,424,658	284,715	13,709,373

DEPARTMENTAL PERFORMANCE MEASURES

Protective Services Satisfaction: In the most recent citizen survey, when asked to rate the overall quality of protective services, the majority of respondents rated the Police Department and crime prevention as good or excellent (92% and 95.1% respectively). High ratings of satisfaction with the Police Department and crime prevention indicate the Department is engaging the community and the quality of police-citizen contacts are high.

Response Times: The Police Department is committed to arriving as quickly as possible to help in your time of need. To help ensure this goal is achieved, the department measures response times by all three types of priority calls. Priority 1 calls are emergency based calls. Priority 2 calls are situations that could escalate into a more serious incident. Priority 3 calls are non-emergency and non-critical



2016 Average Call Times: (Note: The data compiling process lags behind several months. 2017 information will be shared in next year's document.)

Priority 1 = 06:52

Priority 2 = 08:83

Priority 3 = 30:55