



## ***Performance Metrics Special Committee - Board of Representatives***

Lindsey Miller, Co-Chair and David Watkins, Co-Chair

# **Committee Report**

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**Date:** Thursday, July 21, 2016  
**Time:** 6:30 p.m.  
**Place:** Republican Caucus Room, 4<sup>th</sup> Floor, Government Center, 888 Washington Boulevard

The Performance Metrics Special Committee met as indicated above. In attendance were Co-Chairs Miller and Watkins and Committee Member Reps. Di Costanzo, Nabel and Zelinsky. Absent or excused was Committee Member Rep. Ryan. Also present were Jay Fountain, OPM Director; Chief Trevor Roach and Assistant Chief Miguel Robles, SFD and Mike Pensiero, Technology.

Co-Chair Miller called the meeting to order at 7:05 p.m.

<b>Item No.</b>	<b>Description</b>	<b>Committee Action</b>
1. PM29.005	REVIEW; Performance Metrics used for Fire Department, Solid Waste Department and Technology Department in FY 2015-16 and plans for future. 06/29/16 – Submitted by Reps Miller and Watkins	<b>Report Made &amp; Held</b>

Chief Roach distributed the [attached handout](#). He explained that:

- Before the benchmarking the data was very human dependent and is now gps-based and more consistent
- While they can't control the number of calls they respond to, they can measure response time, ability to contain fires to room of origin; whether resources are used properly; injury rates
- They were just reviewed by the Insurance Services Office, which sets the insurance rates in the City; they were just rated as Class III on various measures; this is the first time they have been rated throughout the City
- They are still altering data collection to make it a better package. They are down to 2 databases (The CAD database must be kept separately); they are working on combining all of the fire departments together
- There has been an increase in wet hydrants in the northern part of the City; they are seeking to put cisterns in where dry hydrants are not appropriate
- There are 255 direct service people in the department not including the fire marshals.
- They are working with IT on response time improvements

Mr. Pensiero distributed pages 36 and 39 from the [proposed operating budget book](#) for FY2016-17. He noted that:

- These numbers include the Board of Education
- Much of the performance metrics relates to equipment.
- There are 24 members of his staff (52% is paid by BOE, and 48% is paid by the City)
- Industry standards for the amount of equipment maintained per technician are not necessarily relevant for a City/Board of Education
- The model for technology maintenance may no longer be relevant as technology has changed
- They are virtualizing their servers, which may move costs from capital to operating
- Some city software is antiquated but too expensive to replace, such as HTE; Kronos
- No software will be run without support
- He would like to measure their ability to move into new technologies and success at deploying new technologies
- They have software which reports on breaches, etc.

- <sup>1</sup>2. PM29.006 REVIEW; Status of use of Performance Metrics for remaining departments. **Report Made & Held**  
06/29/16 – Submitted by Reps Miller and Watkins

Committee members discussed the goals of the metrics with Mr. Fountain:

- Impact on the quality of life of citizens and city employees
- Who the customers of a department are and what the deliverables are
- Ideas of other departments to examine are: Police, Building and Citizens Services

Co-Chair Miller adjourned the meeting at 7:44 p.m.

Respectfully submitted,  
Lindsey Miller, Co-Chair

This meeting is on [video](#).

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<sup>1</sup> Video Time Stamp 01:00:20