

## ATTACHMENT 2

### REVISED KEY PERFORMANCE INDICATORS

**KPI 1** - *Number of kilometers traveled per day. Average per patrol vehicle per 12 hour shift to be 200km or higher.*

Reduction in Kms to 100 km Average per 12 hour shift due to a new focused approach to target Hot Spots rather than every street, every day. The City Watch vehicles to be driven at 10 kmph lower than the speed limit when patrolling in residential streets and engage /acknowledge residents. To address criticism of travelling too fast and therefore couldn't observe anything while patrolling.

**KPI 2** - *Respond to 75% of incident calls within 10 minutes*

Remain the same. Concentration on Hot Spots expected to see vehicles in close proximity to areas of concern thereby enabling response time to be met.

**KPI 3** - *Independent market research survey conducted. Minimum levels of 70% satisfaction and 80% awareness of the service, to be achieved and maintained.*

Remain the same.

**KPI 4** - *Reporting requirements and timelines as set by the City to be met on time and to the standard established in the tender documentation and templates provided.*

As part of the contract management process, the contractor must provide reports of matters attended daily and a comprehensive monthly report. Inclusion of the following wording sets timelines for reporting – Daily/monthly reports to be received by 10 am next working day or three working days from the end of the month respectively.

**KPI 5** - *To attend all target patrols and visits to special areas of interest and identified hot spots in consultation with the City and other agencies. Target to be 50 per month under standard hours and to rise proportionately with increased patrols, determined and measured as an output of service provision.*

KPI to change to:

All Target Patrols and Additional Patrols (Hot Spots) be provided as required by the City. Attend Target Patrols - a minimum of two patrols within a 24 hour period per request. Additional Patrols (Hot Spots) to be carried out as instructed for each request by the City. Random checks of four Target Patrols to be carried out by City staff each month after report completion. Additional Patrols (Hot Spots) to be reported separately, reporting instruction and format to be provided by the City.

**KPI 6** - *To attend all additional patrols over and above those outlined at "Standard Hours of service provision per year" and requested by the City.*

Remain as is.

**KPI 7** - *Achieve a 75% satisfaction and acceptance rating from service recipients responding to follow up survey by City Staff.*

Remain as is.

**New KPI 8** - *Facility Checks. A minimum of one check to be conducted during the hours of 2000 hours to 0600 hours (subject to review). A random check of four patrol reports per month to be conducted by the City staff.*

**New KPI 9 - Alarm Response.** Respond to 75% of alarm calls within 10 minutes.  
Alarm calls will need to be reported separately to incident calls.

## **PATROL CRITERIA**

The following criteria is applied to determine the types of patrolling that is required to address specific concerns. As can be seen, patrols do escalate to Hot Spot category requiring additional patrols to be put in place to achieve the required outcome.

### **Security Alert Criteria:**

A security alert is used to raise the awareness of City Watch Officers to incidents or events of an infrequent nature. These may include; residents away on holidays, random acts of vandalism or damage or suspicious activity.

City Watch administration assesses each issue on an individual basis, to determine the amount of time that the security alert will be in place.

### **Target Patrol Criteria:**

A target patrol is used for specific residential and council property within standard hours of patrolling.

The amount of residential concern, a proven and continual pattern of antisocial behaviour and the times and days of the incidents, determine if a target patrol is required.

If a proven pattern of antisocial behaviour can be determined, Target Patrols will be put in place initially for a period no longer than one month.

These patrols are undertaken during standard operational hours.

### **Additional Patrol/Hot Spot Criteria:**

An additional patrol/Hot Spot is a patrol in addition to standard operational hours of patrolling, with a specific City Watch vehicle and Officer being designated to the task. These patrols are given specific and individual instruction by the City.

An additional patrol is used where patrolling from a Hot Spot request has not assisted in reducing long-term antisocial behaviour reported to the City Watch Service.

Police information can also assist in identifying an area within the City that may need hot spot patrolling.