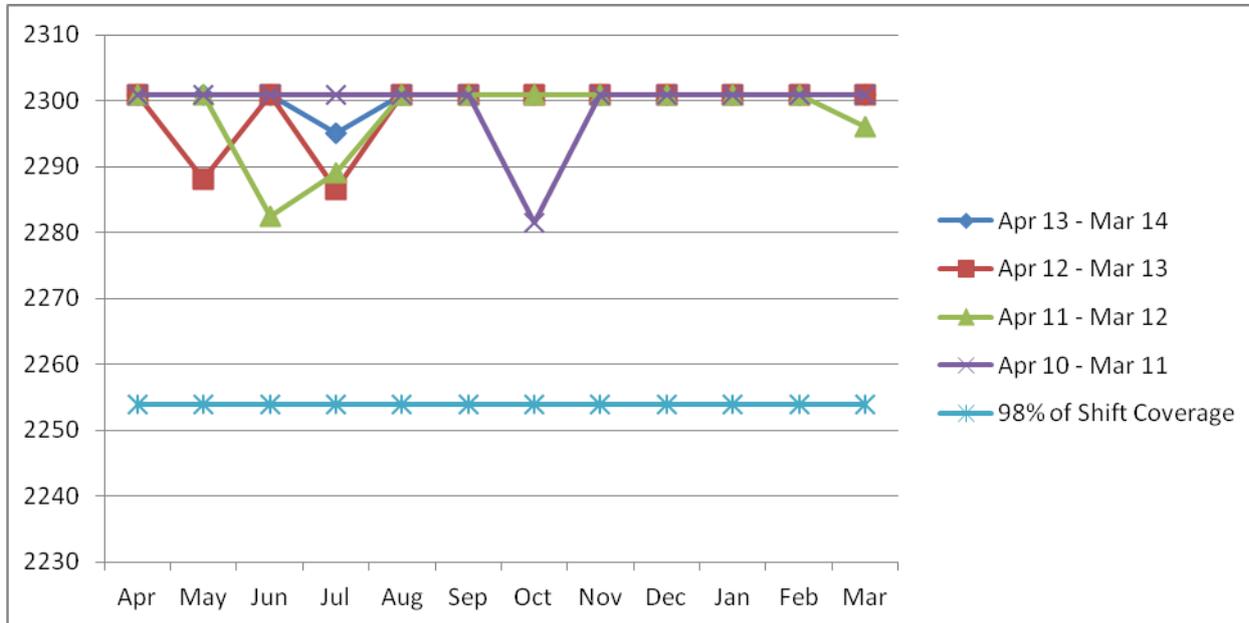


KEY PERFORMANCE INDICATORS

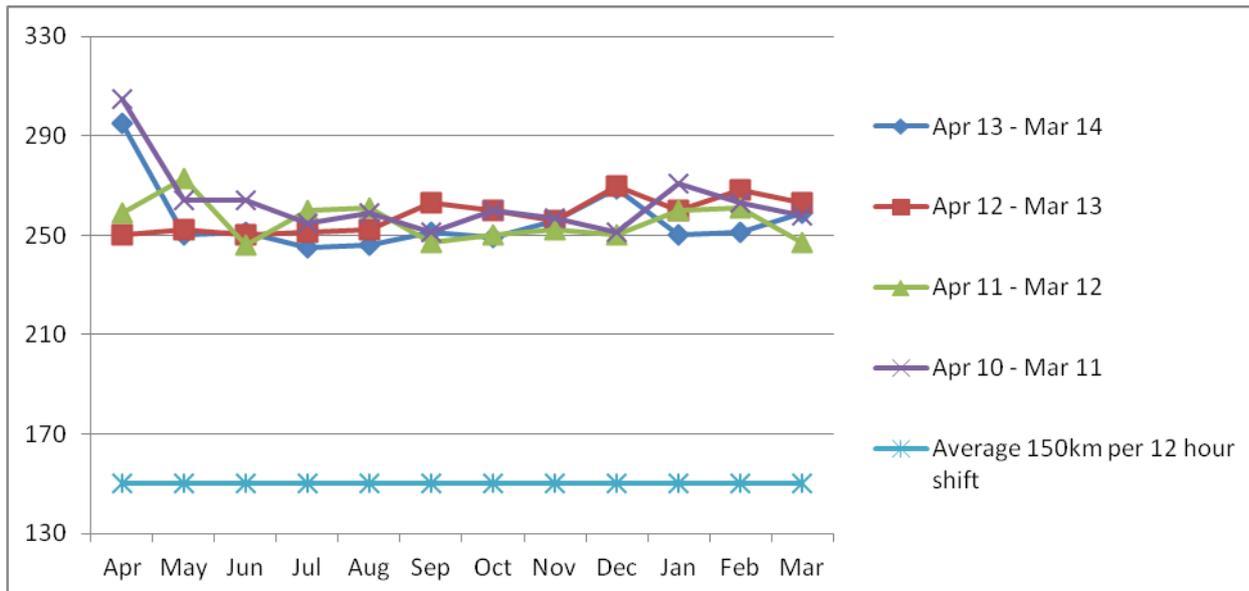
KPI 1 - To have full coverage of all shifts for the Community Patrol service (CPS) 98% of the time.

Average patrol shift hours per month – All Zones

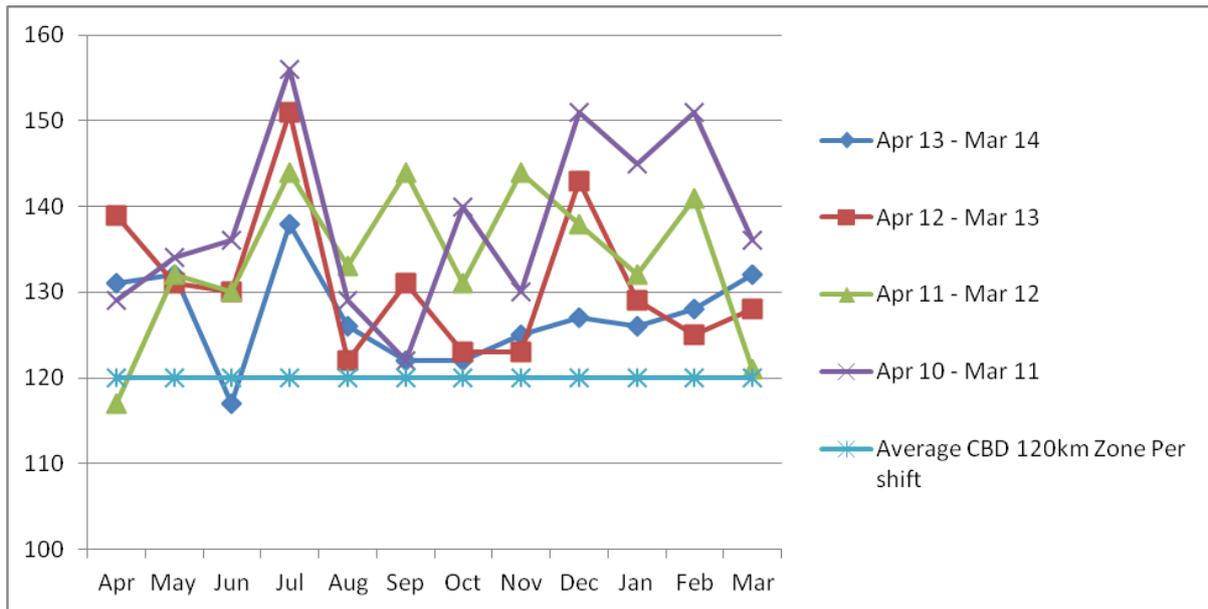


KPI 2 - The number of kilometres travelled each day for CPS vehicle shall be a minimum of 150km within each designated zone per 12 hour shift and a minimum of 120 km per 9 hour shift in the Commercial Retail Zone (CRZ).

Average kilometres travelled per month - Zones 1 – 4

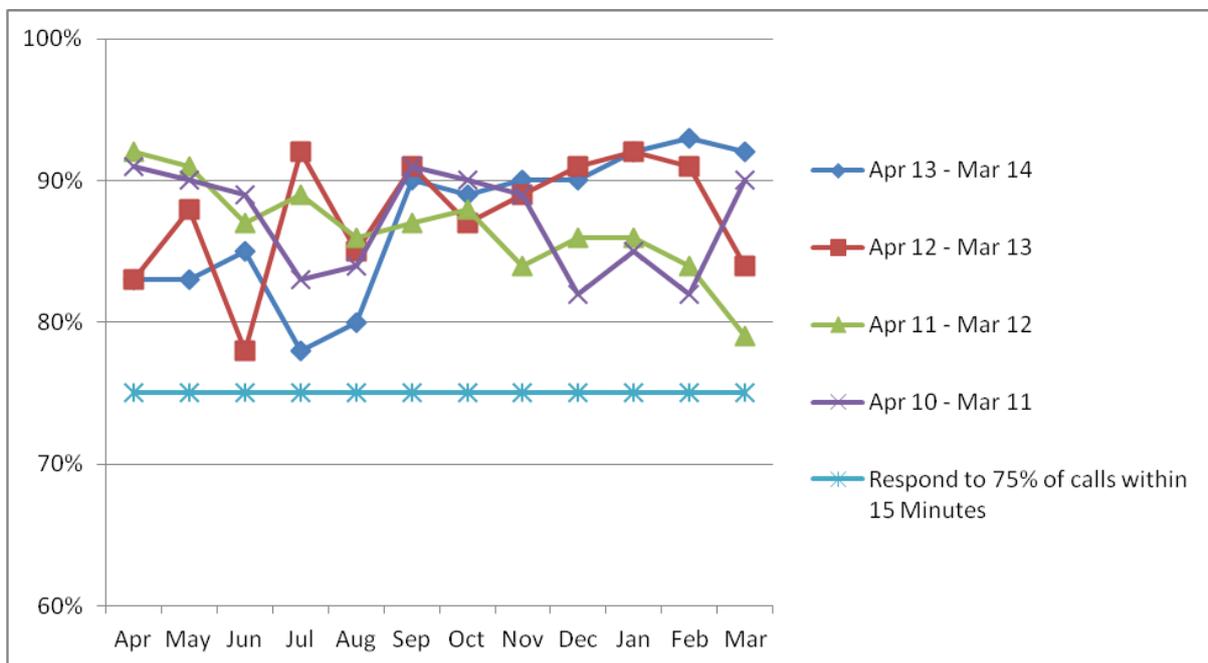


Average kilometres travelled per month – CRZ Zone



KPI 3 - Respond to 75% of incident calls within 15 minutes of receipt of the incident request.

Average percentage of calls responded to in 15 minutes by month – Zones 1 - 4



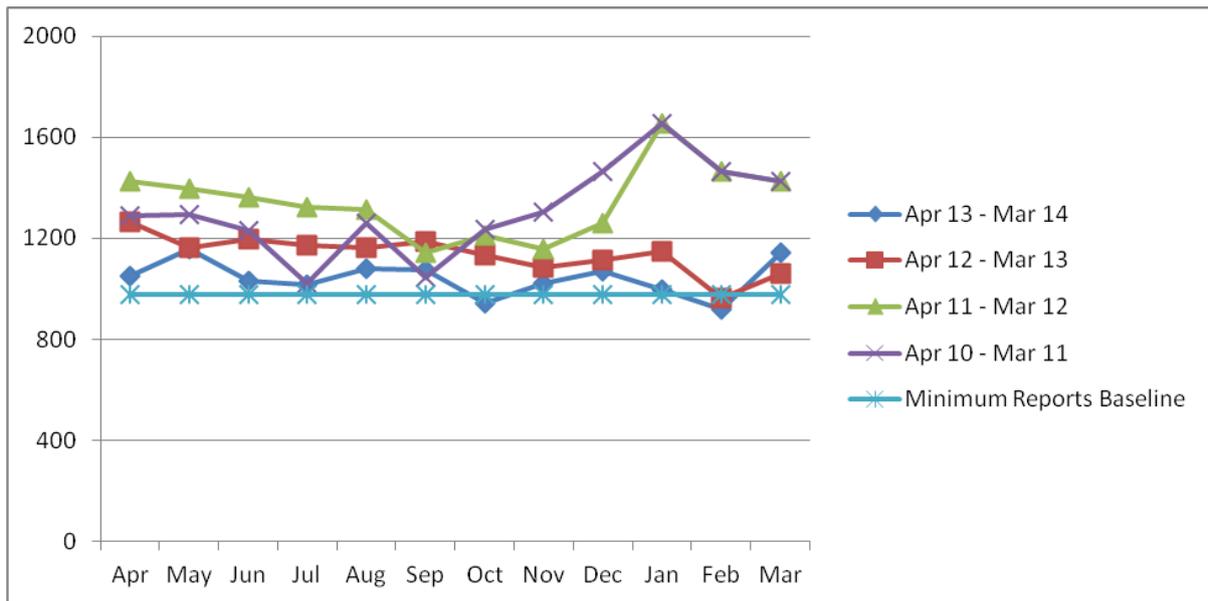
KPI 4 - Reports are delivered in the required format and submitted within the timeframes stipulated.

Reports delivered in required format by month

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Apr 13 - Mar 14	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Apr 12 - Mar 13	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Apr 11 - Mar 12	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Apr 10 - Mar 11	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

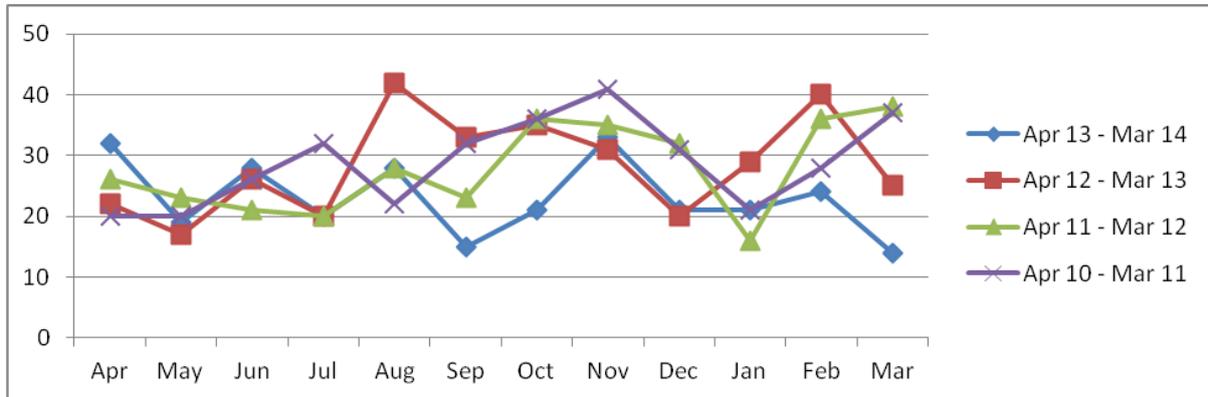
KPI 5 - Provide a minimum of 5 reports per day per zone per shift on maintenance and graffiti issues for the City and other external agencies.

Number of Maintenance Reports per month

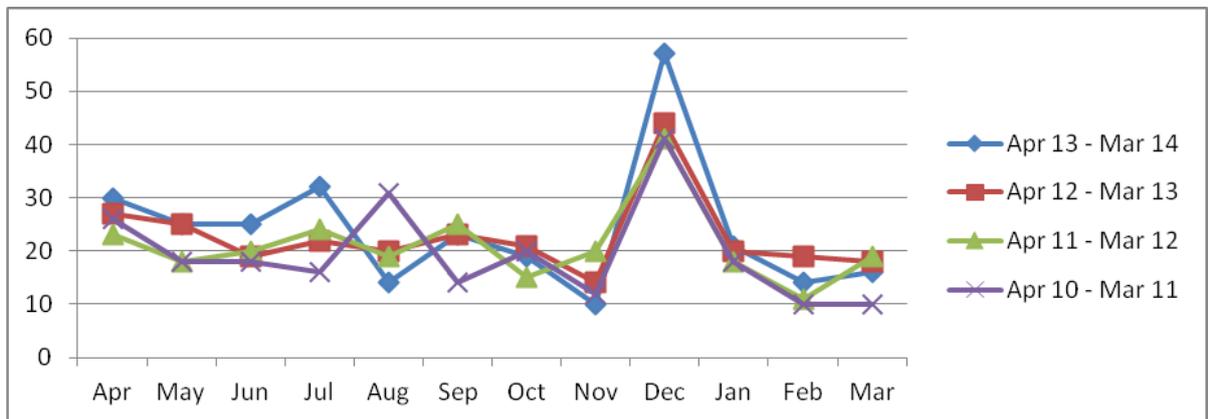


KPI 6 - Undertake 100% of all requests for additional patrols, holiday alerts, party alerts, visits to special areas of interest and identified "hot spots"

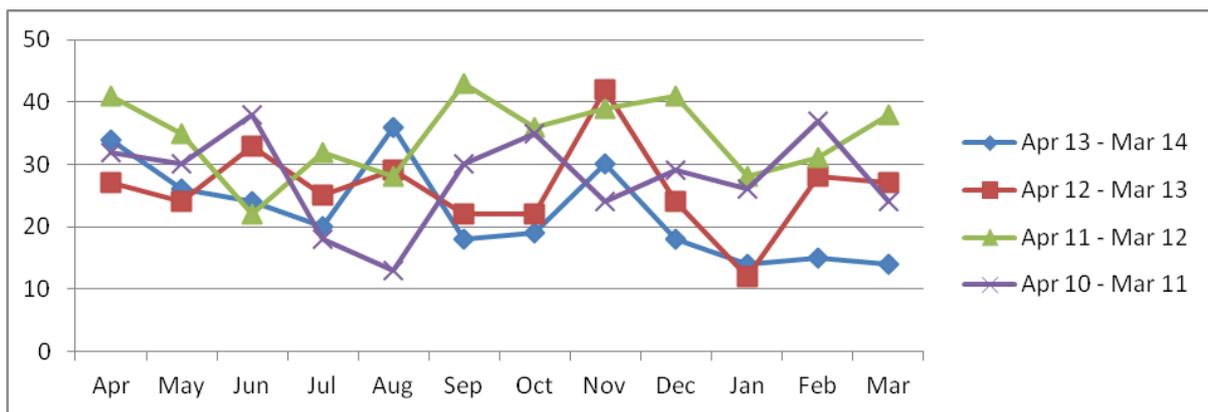
Number of Additional Patrol requests received per month – All Zones



Number of Holiday Alert requests received per month – All Zones



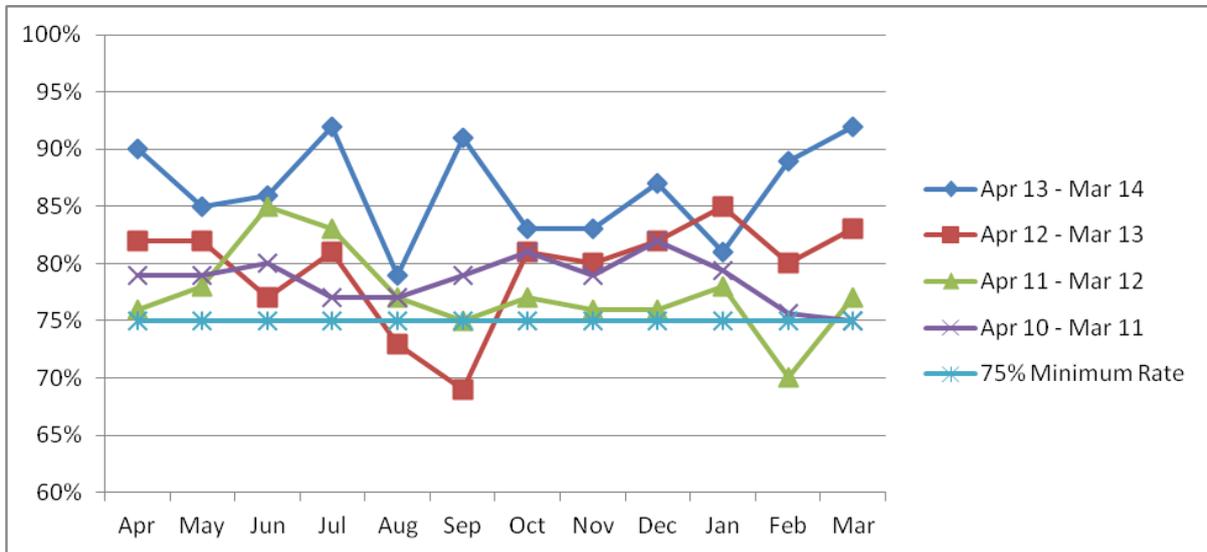
Number of Party Alert requests received per month – All Zones



NB – 100% of requests received were completed.

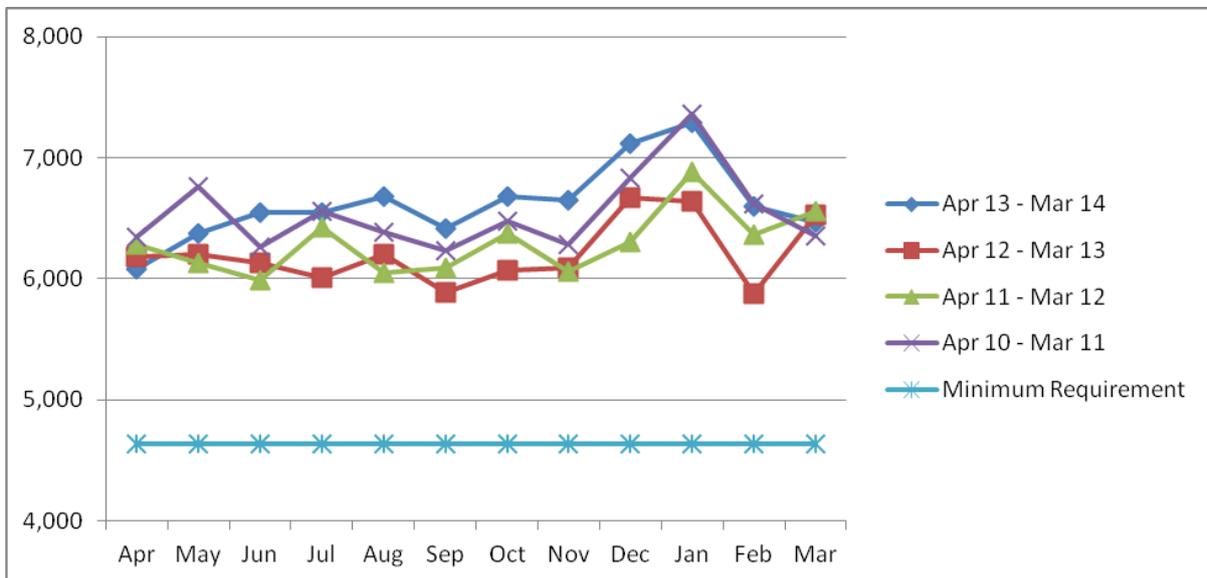
KPI 7 - Achieve a 75% satisfaction and acceptance rating from service recipients responding to the follow up Customer Survey by the City's Superintendent or Superintendent's Representative.

Average satisfaction and acceptance rating per month



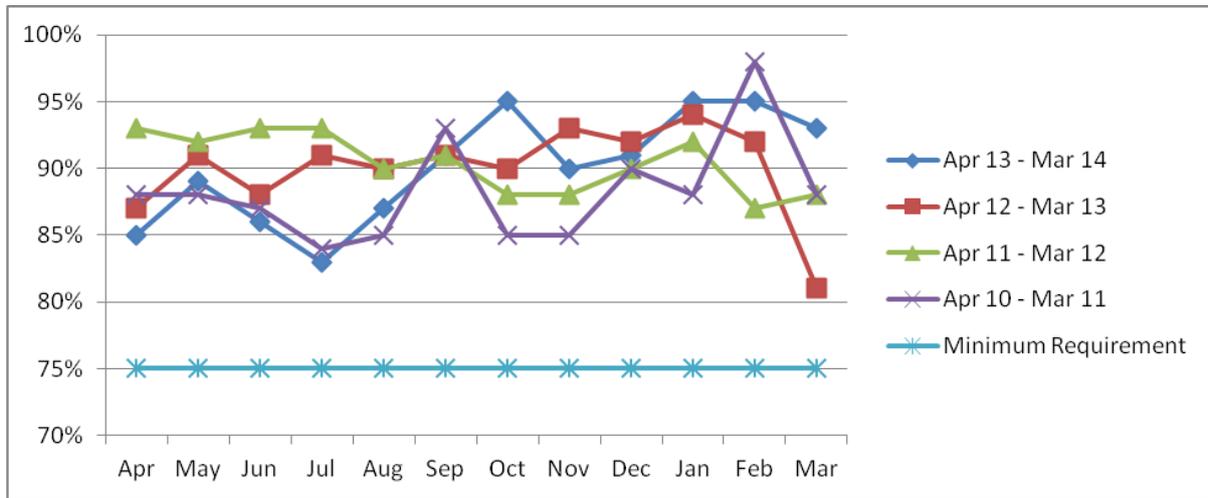
KPI 8 - Undertake a minimum of 1 building perimeter check of each City building during the hours of 2000 hours and 0600 hours.

Number of building perimeter checks completed per month – All zones



KPI 9 - Respond to 75% of City building alarm calls within 15 minutes

Average of alarm calls responded to within 15 minutes per month – All Zones



LOCAL GOVERNMENT COMMUNITY PATROL SERVICE COMPARISON

COST COMPARISON EXISTING SERVICES LIKE FOR LIKE									
LG	ANNUAL COST	AREA COVERED (sq km)	NUMBER OF RESIDENTS	TOTAL PATROL HOURS PER WEEK	TOTAL COST PER HOUR	TOTAL COST PER VEHICLE PER HOUR	COST PER RESIDENT PER ANNUM	COST PER RESIDENTIAL RATEABLE PROPERTY	LEVY CHARGED
Joondalup	\$1,592,084	99	167,000	531	\$57.66	\$11.53	\$9.53	\$30.10	\$0
COMPARISON TO LGs USING OUTSOURCED PATROL SERVICE PROVIDERS									
Belmont	\$67,000	40	40,000	252	\$51.13	\$25.56	\$16.75	\$56.83	\$0
Cockburn	\$1,890,000	170	100,000	672	\$54.09	\$13.52	\$18.90	\$62.91	\$65.00
Rockingham	\$1,760,000	260	110,000	672	\$50.37	\$12.59	\$16.00	\$65.06	\$34.25
COMPARISON TO LGs USING IN-HOUSE PATROL SERVICES									
Bayswater	\$1,260,000	32	56,000	400	\$60.58	\$10.10	\$22.50	\$53.28	\$0
Canning	\$2,000,000	65	93,000	672	\$57.23	\$14.31	\$21.51	\$66.19	\$48.00
Melville	\$2,100,000	52	104,000	504	\$80.13	\$26.71	\$20.19	\$63.23	\$52.70
Stirling	\$2,500,000	100	200,000	672	\$71.54	\$17.89	\$12.50	\$40.48	\$29.00
Wanneroo	\$650,000	686	180,000	137	\$91.24	\$45.62	\$3.61	\$10.10	\$0
COMPARISON TO RECOMMENDED OPTION									
4b	\$1,158,084	99	167,000	396	\$56.24	\$10.45	\$6.93	\$21.89	\$0

SERVICE PROVISION								
LG	HOLIDAY ALERT	PARTY ALERT	ADDITIONAL PATROLS	AUTHORISED OFFICERS	SINGLE PATROLS	GPS IN VEHICLES	ALARMS AT CITY BUILDINGS	MAINTENANCE AND GRAFFITI REPORTING
Joondalup	✓	✓	✓	✓	✓	✓	✓	✓
COMPARISON TO LGs USING OUTSOURCED PATROL SERVICE PROVIDERS								
Belmont	✓	✓			✓		✓	✓
Canning			✓		✓		✓	✓
Rockingham	✓				✓		✓	✓
COMPARISON TO LGs USING IN-HOUSE PATROL SERVICES								
Bayswater	✓			✓	✓		✓	✓
Canning			✓	✓	✓		✓	✓
Melville	✓		✓		✓		✓	✓
Stirling	✓			✓	✓	✓	✓	✓
Wanneroo	✓	✓	✓		✓		✓	✓

COMMUNITY PATROL OPTION COMPARISON								
			Services Under each Option					
Current Service Provided	Description	Who is Delivering Current Service and when	Option 1	Option 2	Option 3	Option 4a	Option 4b	Comment
Alarms/ Premise Insecure- Council only	These are alarms, late to close (Where alarm has not been set by designated time) and where premises are found insecure.	City Watch 24 Hours a day/7 days a week	City Watch 24 Hours a day/7 days a week	Contract Alarm Security Provider	City Watch night only	Rangers 24 Hours a day/7 days a week	Contract Alarm Security Provider	Contract provider can deliver the same service for less cost 1365 alarm responses in 2013-14
Anti Social Behaviour (ASB) – Public Places	Reported or observed incidents of ant-social behaviour on Council premises but also in any other public area inclusive of verges/front yards.	City Watch 24 Hours a day/7 days a week	City Watch 24 Hours a day/7 days a week	Rangers 6.00 am to 8.00 pm	City Watch night only	Rangers 24 Hours a day/7 days a week	Patrol Service	Role is to investigate where safe to do so, gather information and contact Police if required. Equally able to respond. City can further investigate the use of CCTV in vehicles 246 ASB reports in 2013-14

COMMUNITY PATROL OPTION COMPARISON

Services Under each Option								
			Option 1	Option 2	Option 3	Option 4a	Option 4b	
Current Service Provided	Description	Who is Delivering Current Service and when	Continue Existing Service (with or without changes)	Discontinue Current Service	Night Shift Only City Watch Service	24 Hours a day/7 days a week Full Ranger Service	24 Hours a day/7 days a week Combined Ranger and Community Patrol Service.	Comment
Enforcement of Local Laws and Acts on a response and proactive basis	Investigative activity Related to the Dog Act, Cat Act, Bushfire Act etc	Rangers 6.00am to 8.00pm	Rangers 6.00 am to 8.00 pm	Rangers 6.00 am to 8.00 pm	Rangers 6.00 am to 8.00 pm	Rangers 24 Hours a day/7 days a week	Rangers	Rangers address these issues as core business.
	Parking and Local Govt and Public Property, Sign, Verge and Off-road incidents and any other Local Law issues. Incidents not requiring detailed investigation	Rangers 24 Hours a day/7 days a week	Rangers 6.00 am to 8.00 pm	Rangers 6.00 am to 8.00 pm	Rangers 6.00 am to 8.00 pm	Rangers 24 Hours a day/7 days a week	Rangers and Patrol Officers	City Watch not qualified. Patrol Officers are qualified and can attend outside Ranger core hours

COMMUNITY PATROL OPTION COMPARISON

Services Under each Option								
			Option 1	Option 2	Option 3	Option 4a	Option 4b	
Current Service Provided	Description	Who is Delivering Current Service and when	Continue Existing Service (with or without changes)	Discontinue Current Service	Night Shift Only City Watch Service	24 Hours a day/7 days a week Full Ranger Service	24 Hours a day/7 days a week Combined Ranger and Community Patrol Service.	Comment
	Suburban Parking proactive enforcement around schools, train stations, time and restricted parking zones and private property agreement areas.	Rangers 8.30am - 5.00pm Mon-Fri	Rangers 6.00 am to 8.00 pm	Rangers 6.00 am to 8.00 pm	Rangers 6.00 am to 8.00 pm	Rangers 24 Hours a day/7 days a week	Patrol Officers	Some training to City watch. Parking Officers and Rangers equally qualified; Rangers less likely to be available at all times
Facility checks	Provide patrols as per a revised schedule (based on risk and history) of city facilities to monitor security /damage and report anything out of service or requiring attention	City Watch 24 Hours a day/7 days a week	City Watch 24 Hours a day/7 days a week	Service not undertaken	City Watch night only	Rangers	Patrol service	Parking Officers and Rangers equally qualified Patrol Officers a more efficient and value for money service delivery option

COMMUNITY PATROL OPTION COMPARISON

Services Under each Option								
			Option 1	Option 2	Option 3	Option 4a	Option 4b	
Current Service Provided	Description	Who is Delivering Current Service and when	Continue Existing Service (with or without changes)	Discontinue Current Service	Night Shift Only City Watch Service	24 Hours a day/7 days a week Full Ranger Service	24 Hours a day/7 days a week Combined Ranger and Community Patrol Service.	Comment
Holiday Alert	Residents call to request patrol attention while on holidays	City Watch 24 Hours a day/7 days a week	City Watch 24 Hours a day/7 days a week	Service not undertaken	City watch night only	Service not undertaken	Service not undertaken	Discontinue the service or continue it with Patrol Officers on a "fee for service" basis.
Fire Control	Reported by residents where no permit issued or fire in parks/public property	Rangers 6.00am to 8.00pm	Rangers 6.00am to 8.00pm	Rangers 6.00am to 8.00pm	Rangers 6.00am to 8.00pm	Rangers 6.00am to 8.00pm	Rangers 6.00am to 8.00pm	Firebreaks are Ranger core business. Rangers to attend re fire offence during duty hours, after hours refer issue to Police/DFES
Maintenance Reports	Provided direct to the City or other agencies such as Western Power and Main Roads to repair or replace defective infrastructure	City Watch 24 Hours a day/7 days a week	City Watch 24 Hours a day/7 days a week	Service not undertaken	City Watch night only	Rangers 24 Hours a day/7 days a week	Patrol service	Equally qualified but more cost efficiently provided by Patrol Officers 12,650 CoJ reports in 2013-14 1132 Western Power street light reports

COMMUNITY PATROL OPTION COMPARISON

COMMUNITY PATROL OPTION COMPARISON								
			Services Under each Option					
			Option 1	Option 2	Option 3	Option 4a	Option 4b	
Current Service Provided	Description	Who is Delivering Current Service and when	Continue Existing Service (with or without changes)	Discontinue Current Service	Night Shift Only City Watch Service	24 Hours a day/7 days a week Full Ranger Service	24 Hours a day/7 days a week Combined Ranger and Community Patrol Service.	Comment
Noise Complaints	Reports of noisy parties but also refers to machinery noise conflicting with EPA requirements – investigate and where required refer to Police.	City Watch 24 Hours a day/7 days a week	City Watch 24 Hours a day/7 days a week	Rangers 6.00am - 8.00pm	City Watch, night only	Rangers 24 Hours a day/7 days a week	Patrol service	City Watch report only. Parking Officers and Rangers equally qualified but more cost efficiently provided by Patrol Officers 1100 noise complaints including requests from Compliance and regulatory services business unit
Party Alert	Request for a patrol by a resident having a party. Role is to patrol past and report anything suspicious to police.	City Watch 24 Hours a day/7 days a week	City Watch 24 Hours a day/7 days a week	Service not undertaken	City Watch, night only	Service not undertaken	Service not undertaken	The City could discontinue the service as it is already provided by WA Police or it could become a 'fee for service' option

COMMUNITY PATROL OPTION COMPARISON

Services Under each Option								
			Option 1	Option 2	Option 3	Option 4a	Option 4b	
Current Service Provided	Description	Who is Delivering Current Service and when	Continue Existing Service (with or without changes)	Discontinue Current Service	Night Shift Only City Watch Service	24 Hours a day/7 days a week Full Ranger Service	24 Hours a day/7 days a week Combined Ranger and Community Patrol Service.	Comment
Suspicious Activity	<p>Similar to anti-social behaviour, suspicious activity in public areas that may lead to a criminal or anti-social incident.</p> <p>Role is to attend and if needed direct to Police, gather information as required</p>	<p>City Watch</p> <p>24 Hours a day/7 days a week</p>	<p>City Watch</p> <p>24 Hours a day/7 days a week</p>	Rangers if available	City Watch, night only	<p>Rangers</p> <p>24 Hours a day/7 days a week</p>	<p>Patrol service</p> <p>24 Hours a day/7 days a week</p>	<p>City Watch report only.</p> <p>Parking Officers and Rangers equally qualified but more cost efficiently provided by Patrol Officers.</p> <p>299 reports in 2013-14</p>

COMMUNITY PATROL OPTION COMPARISON

Services Under each Option								
Current Service Provided	Description	Who is Delivering Current Service and when	Option 1	Option 2	Option 3	Option 4a	Option 4b	Comment
Target Patrols	Additional patrols are requests for patrols due to anti-social or unlawful behaviour at particular times/days can be multiple attendances and last for 2 – 4 weeks. Specific instruction is provided in regard to attention required. Role to respond to patrol request details and report accordingly	City Watch 24 Hours a day/7 days a week	City Watch 24 Hours a day/7 days a week	Rangers 6.00am - 8.00pm	City Watch, night only	Rangers 24 Hours a day/7 days a week	Patrol Service or Parking Officers	Provided by Patrol Officers or by Parking Officers depending on the nature of the issue

COMMUNITY PATROL OPTION COMPARISON

COMMUNITY PATROL OPTION COMPARISON								
			Services Under each Option					
Current Service Provided	Description	Who is Delivering Current Service and when	Option 1 Continue Existing Service (with or without changes)	Option 2 Discontinue Current Service	Option 3 Night Shift Only City Watch Service	Option 4a 24 Hours a day/7 days a week Full Ranger Service	Option 4b 24 Hours a day/7 days a week Combined Ranger and Community Patrol Service.	Comment
Bulk Rubbish	Visit suburbs ahead of schedule to manage bulk rubbish being put out too early	City Watch 24 Hours a day/7 days a week	City Watch 24 Hours a day/7 days a week	Service not undertaken	City Watch, night only	Rangers 24 Hours a day/7 days a week	Patrol Service	At present, early placement is reported to Rangers for action. Patrol Service could respond directly to the resident.
Establishment Costs (vehicles, equipment, etc)						\$205,163	\$228,664	
Annual Operating Costs						*\$1,790,736	*\$1,158,084	
Total First Year Cost		\$1,592,012	\$1,592,012	\$168,074	\$1,001,947	\$1,995,899	\$1,386,748	
Total Ongoing Cost		\$1,592,012	\$1,592,012	\$168,074	\$1,001,947	\$1,790,736	\$1,158,084	
Current City Watch Contract		\$1,592,012	\$1,592,012	\$1,592,012	\$1,592,012	\$1,592,012	\$1,592,012	
Net Saving/(Cost) First Year		N/A	N/A	\$1,423,938	\$590,065	(\$403,887)	\$205,264	
Net Saving/(Cost) Ongoing		N/A	N/A	\$1,423,938	\$590,065	(\$198,724)	\$433,928	

* Annual operating costs for Options 4a and 4b include the estimated cost of \$168,000 for a contracted alarm response service as per Option 2.

LOCAL GOVERNMENT COMMUNITY SAFETY PATROLS WORK PATTERN COMPARISON							
	Total number of officers in service	Number of officers/vehicles working each shift	Shift Structure	Single or dual patrols	Security Staff only	City building alarm attendances	After hours call centre
Stirling	21 officers (includes 3 casuals for leave relief)	<ul style="list-style-type: none"> 7 vehicles in total 1 x Team leader and 3 x officers on each 12 hour shift. 2 x dedicated "hotspot" officers utilised on a flexible roster over the 24 hours as needed by the service 	7.00am to 7.00pm and 7.00pm to 7.00 am 7 days	Single patrols Dual patrols allowed if an operational requirement	Yes Security officers will address Ranger related issues such as dog attack/ dog wandering/ parking after Ranger working hours	Yes	Yes Calls also directed straight to Team leader mobile
Wanneroo	4 officers	<ul style="list-style-type: none"> 1 x vehicle 2 x officers 	9.00pm to 6.30 am 7 days	Dual patrols Implemented due to OHS issue	No	Yes – combination of Rangers and Security staff	Yes Calls are directed to Senior officer's mobile
Joondalup	15 officers (includes 3 casual officers for leave relief)	<ul style="list-style-type: none"> 6 vehicles 1 x supervisor and 1 x officer on each 12 hour shift Mon – Thur 1 x supervisor 3 x officers – dayshift Friday 1 x supervisor 5 x officers – nightshift Friday 1 x supervisor 4 x officers – dayshift Sat/Sunday 1 x supervisor 5 x officers nightshift Sat/Sun 	6.00am to 6.00pm and 6.00pm to 6.00am 7 Days	Single with 1 x trial dual vehicle	Yes	Yes	Yes Calls directed to officers mobile