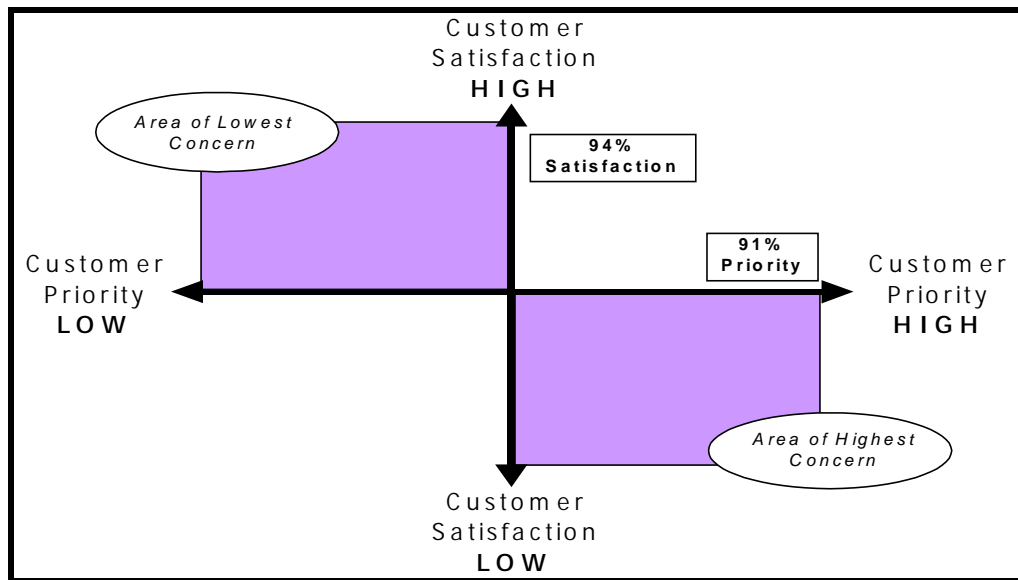


Public Safety



FIRE AND EMERGENCY MEDICAL SERVICES SCORECARD

CUSTOMER PRIORITY AND SATISFACTION



RESULTS

- While the percent of fires contained to the room of origin dropped from FY 1997 to FY 1999, the Department anticipates an increase in FY 2000 and FY 2001. NEUTRAL
- Fire's response time has been decreasing even with an increasing number of responses and the percent of calls with response time under 5 minutes is above the ICMA average. POSITIVE
- Number of fire deaths per 100,000 in FY 1999 was well below FY 1998 levels and the FY 1999 estimate. POSITIVE
- Total fire incidents per 100,000 is far below the ICMA average. POSITIVE
- Austin is above the ICMA average in the percent of cardiac arrest patients with a pulse delivered to a medical center. POSITIVE
- EMS response time in under 11 minutes is projected to increase in FY 2000 over FY 1999 levels. POSITIVE

INPUT

- Austin has the highest general fund budgeted expenditures per capita for fire and emergency medical services of the other four major Texas cities. HIGH

Fire and Emergency Medical Services

Customer Priority: *Citizens Prioritizing City Services - 1999*

City Service Priority	Ratings Percentage
Emergency Ambulance Services	97%
Fire Protection Response	95%
Fire Prevention Services	88%
Emergency HazMat Response	86%
Average Ratings Percentage	91%

Respondents in the Citizens Prioritizing City Services rated all of the fire and emergency medical services as a high priority.

Customer Satisfaction: *Voice of the Customer Survey - 1998*

City Service Satisfaction	Very Good or Good Percentage
Emergency Medical Services Provided by EMS	98%
Fire Protection Services Provided by AFD	96%
EMS Response Time to Medical Emergencies	91%
Emergency Hazardous Materials Response	90%
Average Ratings Percentage	94%

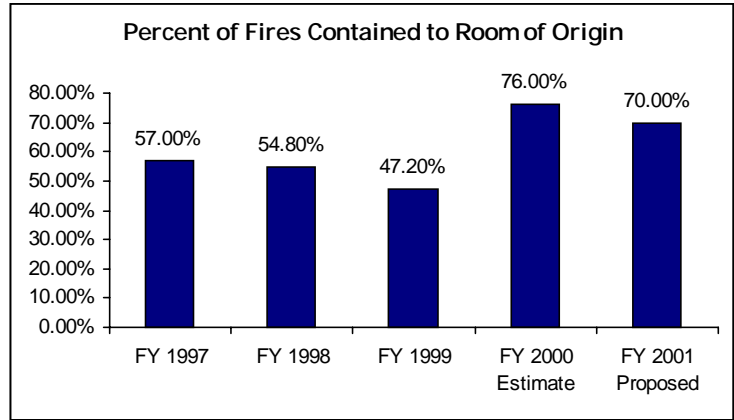
Matching the high prioritization above, the city services above received a high satisfaction rate from respondents in the Voice of the Customer survey.

Fire and Emergency Medical Services

Fires Contained to the Room of Origin

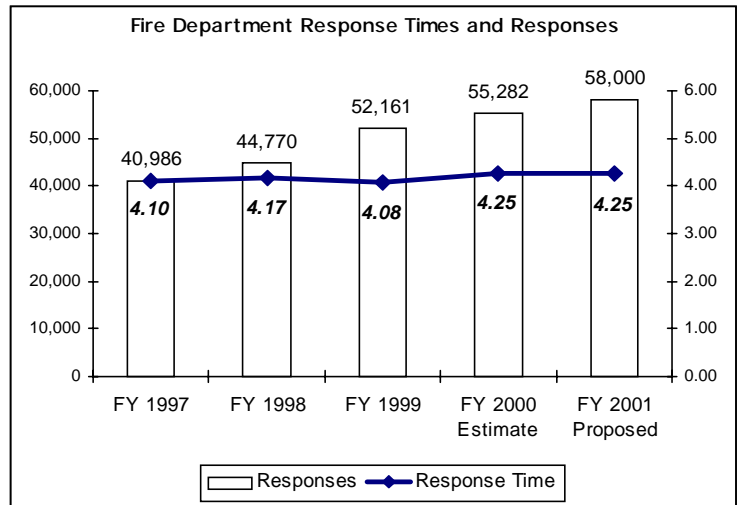
One of the key indicators associated with the Austin Fire Department is the percent of fires contained to room of origin — that is, containing the spread of fire outside of the room in which the fire started.

As show in the first chart on the right, the percentage dropped from FY 1997 to FY 1999. The department estimate for the current year is 76% with 70% for the FY 2001 Proposed Budget, due to the completion of additional stations.

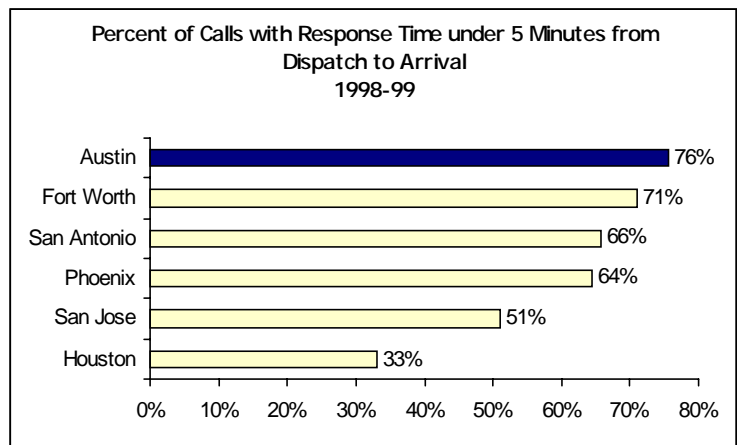


Fire Average Response Time

In relation to the total number of responses, the Fire Department response time has fluctuated between 4.08 and 4.25 minutes since FY 1997. For the Proposed Budget, the number of responses is expected to increase by an estimated 4.9% over the estimated FY 2000 levels and responses have increased 41.5% since FY 1997.



Austin has the highest percent of calls with a response time of under 5 minutes. Austin's percent response time is also 6% higher than the average of 70% for all reporting ICMA jurisdictions.

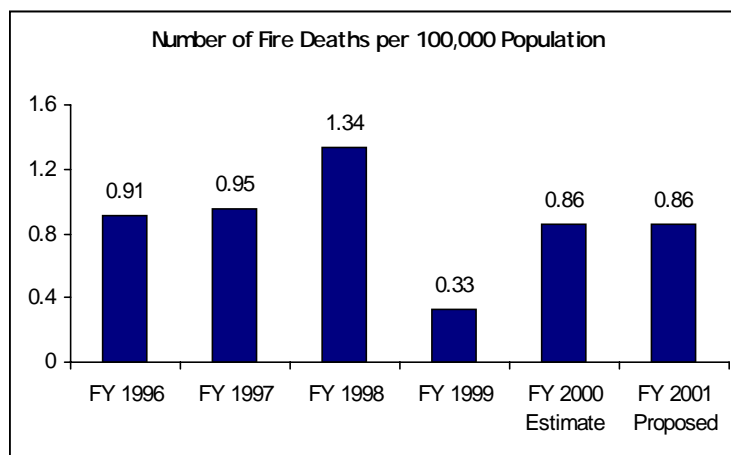


Source: 1999 ICMA Comparative Performance Measures
*the graph shows reporting jurisdictions with a population over 500,000

Fire and Emergency Medical Services

Total Fire Deaths per 100,000

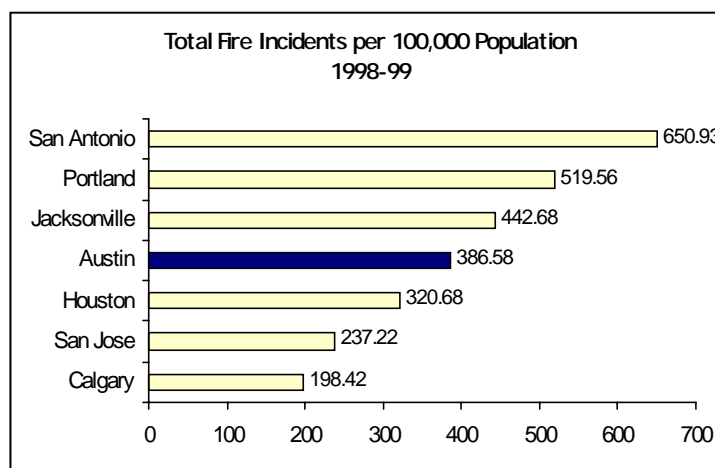
The chart to the right indicates that the number of fire deaths per 100,000 population was highest in FY 1998 at 1.34. The actual for FY 1999 was lower at 0.33 per 100,000, with 0.86 per 100,000 for the FY 2000 estimate and FY 2001 Proposed Budget. The average number of fire deaths per 100,000 population for all ICMA jurisdictions is 1.21.



Source: Austin Fire Department

Total Fire Incidents

In 1998-99, Austin's total fire incidents per 100,000 population is the fourth lowest at 386.58 per 100,000. San Antonio has the highest fire incidents per 100,000 at 650.93. Austin's 368.58 fire incidents per 100,000 population is well below the ICMA average for all reporting jurisdictions of 471.99.



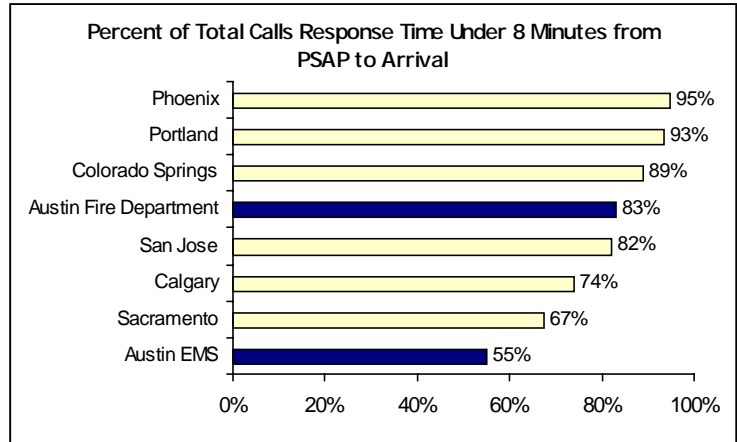
Source: 1999 ICMA Comparative Performance Measures

*the graph shows reporting jurisdictions with a population over 500,000

Fire and Emergency Medical Services

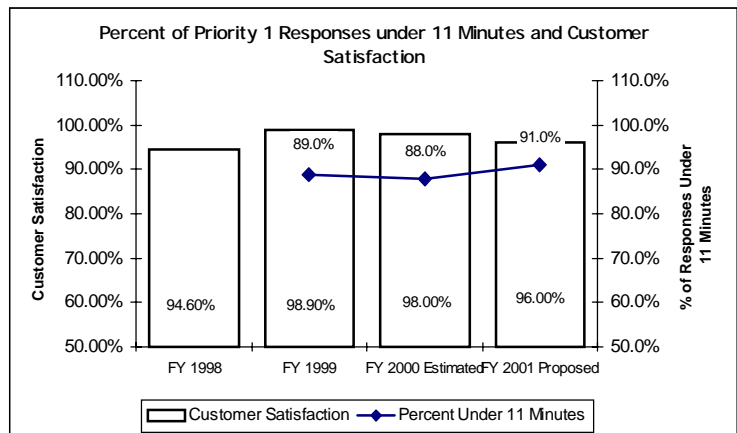
EMS Responses and Response Time

For the ICMA Comparative Performance Measure report, jurisdictions are asked to report the percent of responses for all calls that are under 8 minutes, which is reflected in the first graph. This chart shows response time for both Austin EMS and Austin Fire Department. The Fire Department, which is the first responder to incidents in the most serious cases, has a response rate of 83%. The lower response rate for EMS does not include the first response component. Phoenix's 95% response time is the highest. The ICMA average for all jurisdictions is 91%.



Source: 1999 ICMA Comparative Performance Measures
*the graph shows reporting jurisdictions with a population over 300,000

The second chart represents responses under 11 minutes on Priority 1 calls and customer satisfaction. EMS does not have data before FY 98-99 for Priority 1 calls because the department did not categorize calls as priority 1's, 2's, or 3's prior to FY 98-99. Beginning in FY 2001, the Department is moving to this measure because it is becoming a standard among urban providers of emergency medical services. The department is estimating that responses under 11 minutes to Priority 1 calls will decrease slightly in FY 2000 but is projected to increase in FY 2001. The department also anticipates that customer satisfaction will decrease slightly over FY 1999 levels.

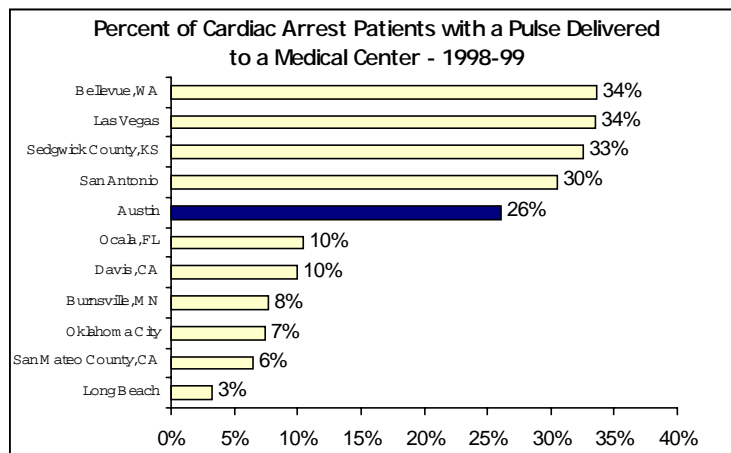


Source: Austin Emergency Medical Services

Fire and Emergency Medical Services

Percent of Patients with a Pulse Delivered to Medical Center by EMS

This chart shows the percentage of patients with a pulse delivered to a medical center. Austin has the fifth highest percentage of 26%. Bellevue, Washington and Las Vegas had the highest percentage of 34% while Long Beach, California reported the lowest percentage at 3%. Austin is above the ICMA reporting average of 18%.

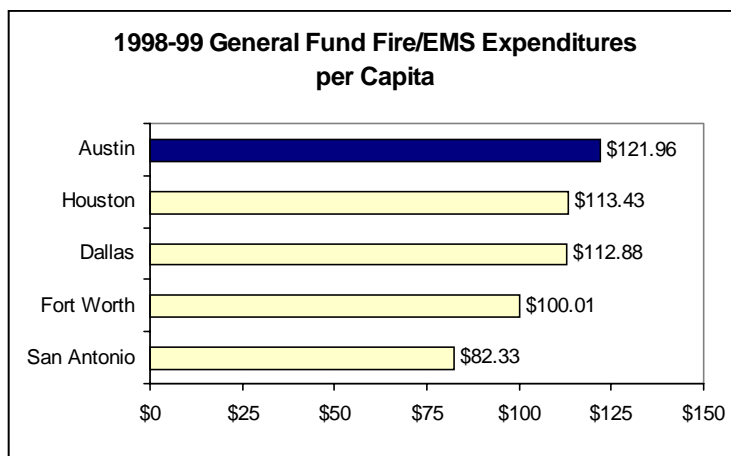


Source: 1999 ICMA Comparative Performance Measures
*the graph shows all reporting jurisdictions

General Fund Budgeted Expenditures per Capita for Fire/EMS

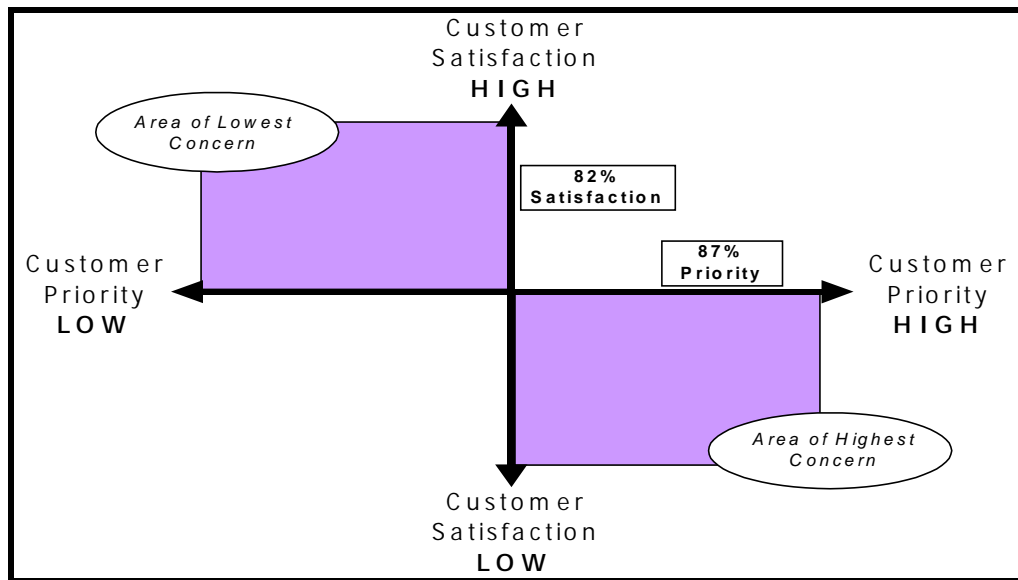
Austin has separate fire and emergency medical services. The other cities shown in the chart combine these services. Therefore, for comparison purposes, this chart shows combined Fire and EMS budgeted expenditures per capita for each city. The 6.4% increase in FY 1999 budgeted expenditures over the previous year put Austin back at the top in Fire/EMS expenditures per capita.

Austin led this category in FY 1997, with Dallas having the highest expenditures in FY 1998. In FY 1999, Houston, Fort Worth and San Antonio increased expenditures by 4.5%, 5.2% and 7.7%, respectively.



POLICE SERVICES SCORECARD

CUSTOMER PRIORITY AND SATISFACTION



RESULTS

- The percentage of respondents feeling safe walking alone in Austin during the day has remained high while those feeling safe walking alone at night has been POSITIVE
- The violent crime rate per 1,000 has been dropping since FY 1996 and is below the ICMA average POSITIVE
- The property crime rate per 1,000 has been dropping since FY 1996, but is above the ICMA average NEUTRAL
- Traffic fatalities have been dropping since FY 1996 but is above the ICMA average NEUTRAL
- Police response time has been dropping since FY 1997 but is above the ICMA average NEUTRAL

INPUT

- Austin has the lowest general fund budgeted expenditures per capita of the other four major Texas cities LOW
- The number of sworn FTEs per 1,000 population is higher than but close to the ICMA average NEUTRAL

Police Services

Customer Priority: *Citizens Prioritizing City Services - 1999*

City Service Priority	Ratings Percentage
Emergency Police Response	96%
911 Emergency Services	96%
Community/Neighborhood Policing	84%
Vice Enforcement	72%
Average Ratings Percentage	87%

Respondents made emergency police response and 911 emergency services a high priority, while community/neighborhood policing and vice enforcement had a lower priority.

Customer Satisfaction: *Voice of the Customer Survey - 1998*

City Service Satisfaction	Very Good or Good Percentage
911 Emergency Services	88%
Quality of Services Provided to the Public by APD	83%
Knowledge and skill of APD Officers and Staff	81%
Cooperation of Police in Addressing Neighborhood Concerns*	77%
Average Ratings Percentage	82%

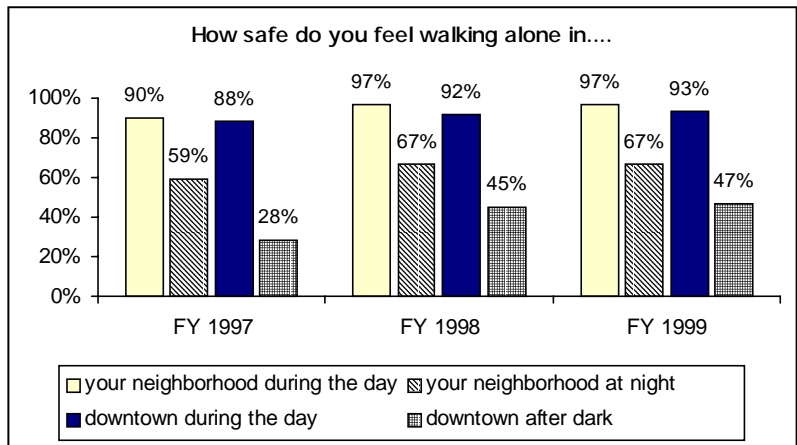
*From the 1999 Citizens Prioritizing City Services

In the Voice of the Customer Survey, respondents had high satisfaction with 911 emergency services and moderately high satisfaction with the quality of services provided to the public, police cooperation in neighborhood concerns and the knowledge and skills of APD staff.

Police Services

Citizen Fear of Crime

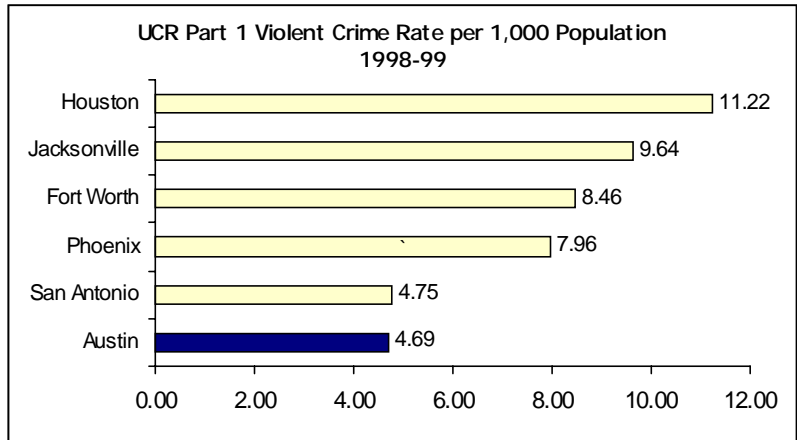
The chart at the right gauges citizen's perception of safety in Austin. In the Citizens Prioritizing City Services survey, respondents were asked how safe they felt walking alone in their neighborhood during the day and at night and downtown during the day and at night. In FY 1999, 97% of respondents felt safe walking in their neighborhood during the day and 93% felt safe walking alone downtown during the day. The percentage for both categories has been 88% or higher since FY 1997. While in FY 1997, 59% of the respondents felt safe walking in their neighborhood at night, the percentage jumped to 67% in FY 1998 and FY 1999. The lowest percentage was found among respondents who felt safe walking downtown at night. In FY 1997, the percentage was 28%, but has increased to 45% and 47% in FY 1998 and FY 1999, respectively.



Violent Crime Rate

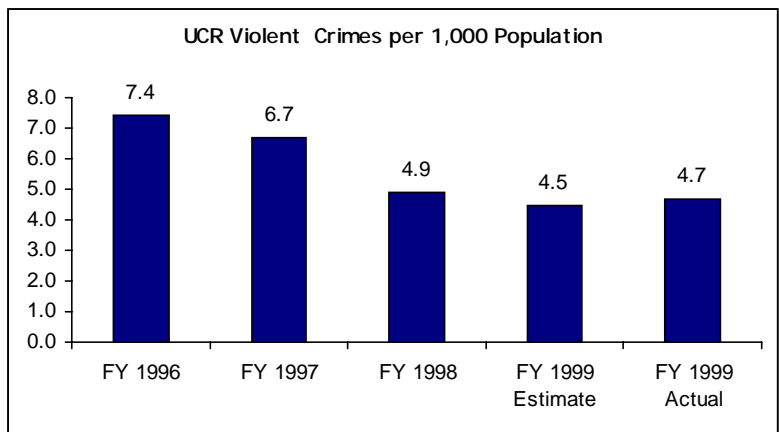
The two charts to the right compare Austin's violent crime rate per 1,000 population against other jurisdictions and over time.

Austin has the lowest rate at 4.69 per 1,000 population, while Houston had the highest rate at 11.22 per 1,000. The average violent crime rate of all ICMA reporting jurisdictions is 6.3 violent crimes per 1,000.



Source: 1999 ICMA Comparative Performance Measures

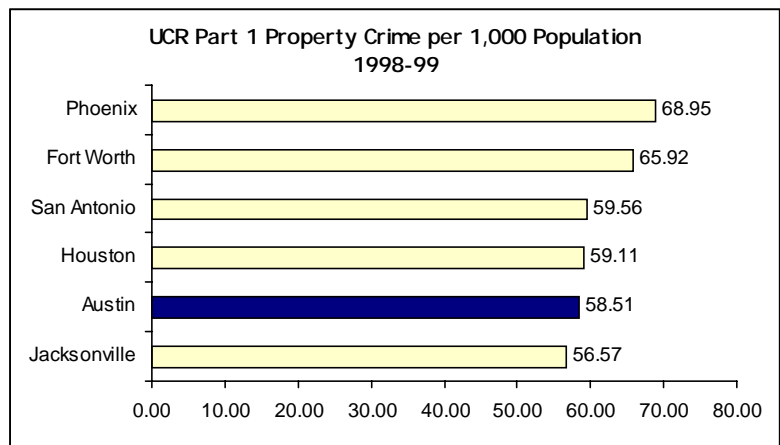
Since FY 1996, Austin's violent crime rate has decreased by 57%, falling from 7.4 per 1,000 in FY 1996 to 4.7 per 1,000 in FY 1999.



Police Services

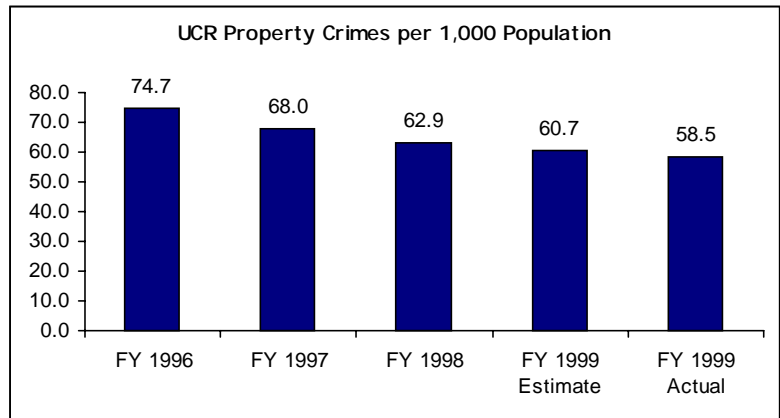
Property Crime Rate

Austin has the third lowest property crime rate at 58.51 per 1,000. Jacksonville has the lowest at 56.57 per 1,000 while Phoenix has the highest rate of 68.95 per 1,000. Austin's rate is above the average of all ICMA reporting jurisdictions of 46.82 property crimes per 1,000.



Source: 1999 ICMA Comparative Performance Measures

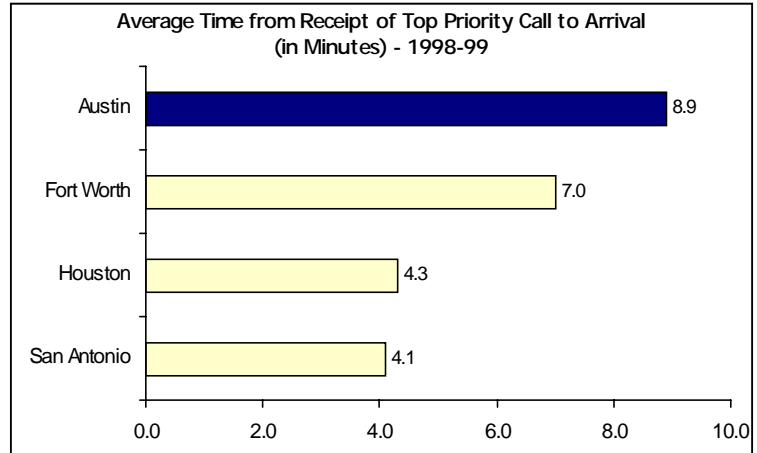
Austin's property crime rate has dropped every year since FY 1996, decreasing from 74.7 per 1,000 in FY 1996 to 58.5 per 1,000 in FY 1999 — a drop of 27.7% over this time period.



Police Services

Response Time

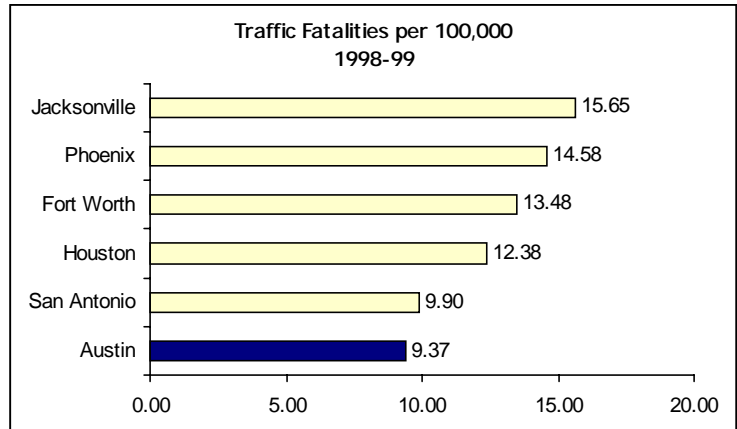
ICMA requests information on the number of minutes from receipt of a top priority call to arrival in scene. Compared to the other cities in the graph, Austin had the highest response time of 8.9 minutes. The lowest response time was San Antonio at 4.1 minutes. While Austin's response time has been steadily dropping since FY 1997, it is higher than the ICMA average for all reporting jurisdictions of 6.3 minutes.



Source: 1999 ICMA Comparative Performance Measures

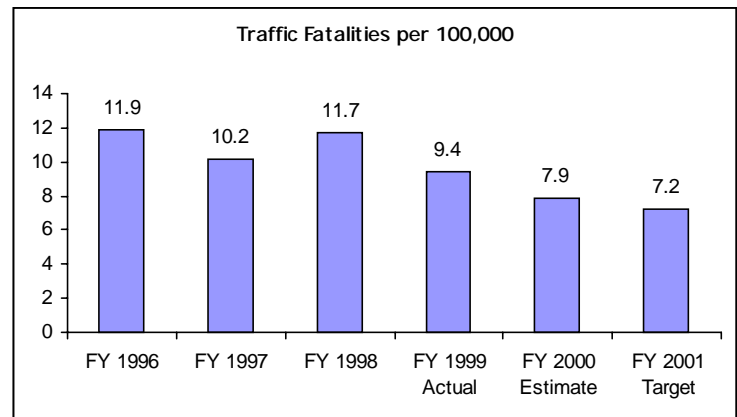
Traffic Fatalities per 100,000

Comparing the cities in the chart, Austin's traffic fatality rate is the lowest at 9.37 traffic fatalities per 100,000, while Jacksonville, Florida had the highest rate for the second year in a row, coming in at 15.65 per 100,000. Austin's rate is above the ICMA average of 7.19 per 100,000.



Source: 1999 ICMA Comparative Performance Measures

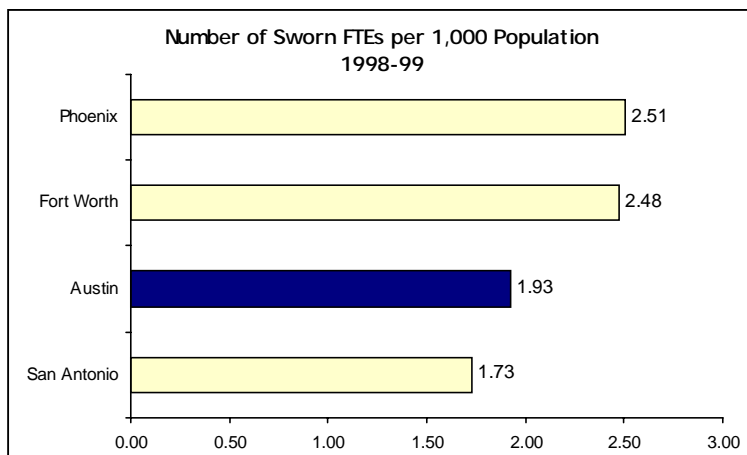
Since FY 1996, traffic fatalities per 100,000 has fluctuated somewhat, with a trend toward reduction.



Police Services

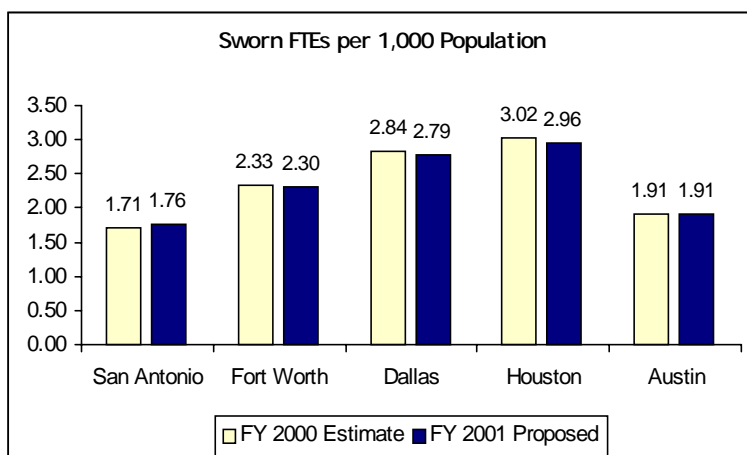
Sworn FTEs per 1,000 Population

The first chart shows that Austin has the second lowest sworn FTEs per 1,000. This number includes overtime expenditures in its calculation. Of these jurisdictions, Phoenix leads the way with 2.51 FTEs per 1,000 while San Antonio has the lowest at 1.73 sworn FTEs per 1,000. Austin's 1.93 sworn FTEs per 1,000 population is slightly higher than the ICMA average of 1.84 FTEs per 1,000.



Source: 1999 ICMA Comparative Performance Measures

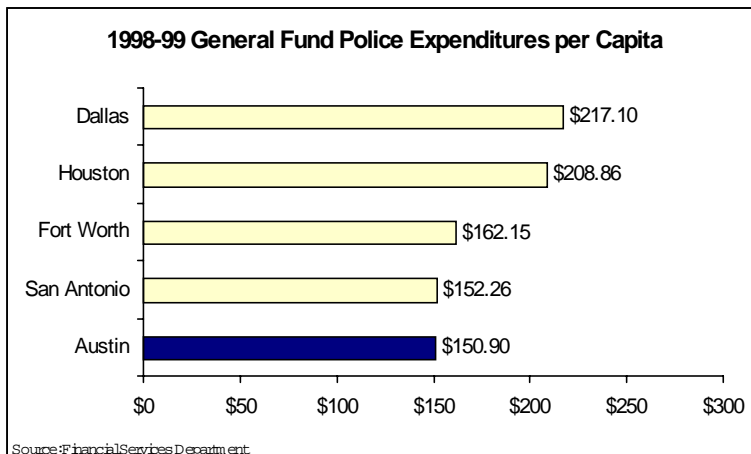
The second chart compares Austin's sworn FTEs per 1,000 against the other major Texas cities for FY 2000 and FY 2001. This calculation does not include expenses for overtime.



Source: Austin Police Department

General Fund Budgeted Expenditures per Capita for Police Services

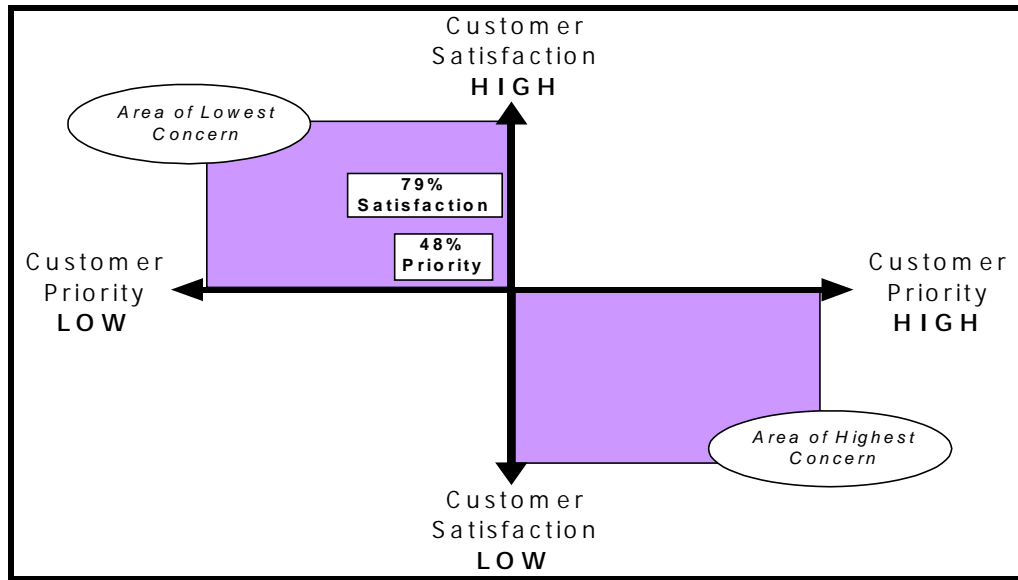
Since FY 1997, Austin has budgeted the least per capita on police services compared to the other major Texas cities. The per capita spending increase from 1997-98 to 1998-99 for Austin was 11%, a higher rate of increase than the other cities. Fort Worth had the second-highest increase of 4%. To provide additional perspective, the Austin Police Department's FY 1999 approved budget was \$95 million with 1,682 FTEs while Dallas and Houston's budgets were \$246 million and 3,887 FTEs and \$390 million and 7,482 FTEs, respectively.



Source: Financial Services Department

MUNICIPAL COURT SERVICES SCORECARD

CUSTOMER PRIORITY AND SATISFACTION



RESULTS

- The satisfaction with municipal court services has fluctuated since FY 1994, reaching a low in FY 1996 and increasing in FY 1998

NEUTRAL

INPUT

- Austin has the second highest general fund budgeted expenditures per capita for municipal court services of the other four major Texas cities.

HIGH

Municipal Court Services

Customer Priority: *Citizens Prioritizing City Services - 1999*

City Service Priority	Ratings Percentage
Convenient Traffic Ticket Payment Sites	53%
Extended Payment Hours at Municipal Court	49%
Information to Pay/Contest Traffic Tickets	43%
Average Ratings Percentage	48%

In the Citizens Prioritizing City Services, respondents prioritized convenient traffic ticket payments sites as moderately low and gave a low priority to extended payment hours and information to pay and/or contest traffic tickets.

Customer Satisfaction: *Voice of the Customer Survey - 1998*

City Service Satisfaction	Very Good or Good Percentage
Municipal Court Services	79%
Average Ratings Percentage	79%

Survey respondents' satisfaction with municipal court services is moderately high.

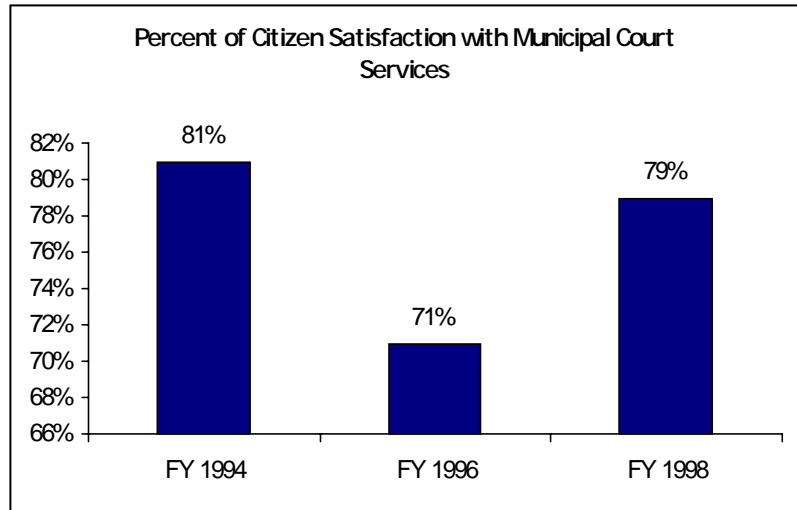
Municipal Court Services

Trend for Citizen Satisfaction with Municipal Court Services

The data in the chart comes from the Voice of the Customer survey, conducted by the city of Austin every two years.

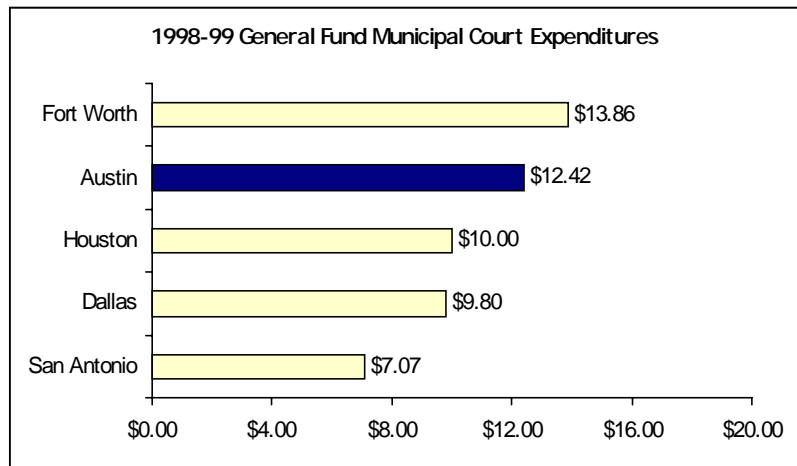
During the FY 1997-98 survey, respondents were asked whether they felt “favorable”, “neutral”, or “unfavorable” about Municipal Court services. The FY 1995-96 survey posed the following question: “Would you say you are Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied with Municipal court services?”

The satisfaction with Municipal Court services rebounded in FY 1998 at 79% after hitting its low of 71% in FY 1996.



General Fund Budgeted Expenditures per Capita for Municipal Court Services

Austin was second to Fort Worth in budgeted expenditures per capita for Municipal Court services. Austin’s budget increased 12.3% over FY 1998; however, levels in both FY 1998 and 1999 remains slightly lower than the FY 1997 level of \$12.74. Varying increases and decreases in municipal court budgeted expenditures per capita has occurred among the other Texas cities since FY 1997; only San Antonio has decreased its budget each year during this time period.



Source: Financial Services Department