

Combined Council-Reviewed Measures with Community Input

KEY

Original Measures after City Council Meeting

Community Input/Comments – (c)

Community Action for a Sustainable Alameda – (CASA)

A. Police

- A1. Percent of Priority I calls (calls in progress where there is immediate danger to life or property) responded to within 3 minutes (from call receipt to arrival on scene).
- A2. Percent of 911 emergency calls answered by a dispatcher within 10 seconds.
- A3. Percent of reported violent crimes cleared (an arrest has been made or a suspect is identified but no prosecution is desired by the victim)
- A4. Percent of complaints received per total contacts (“contacts” needs clarification)
- A5. Percent of respondents rating neighborhood safety as good or excellent.
- A6. Percent of respondents rating the overall quality of police services as good or excellent. (needs clarification)
- A7. Number of felonies. (c)
- A8. Number of website visits. (c)
- A9. Number of speeding tickets issued to control traffic (c)
- A10. Hours devoted to speed enforcement vs. number of tickets issued. (c)
- A11. Percent of Department registered as Green Businesses. (CASA)
- A12. Percent of Departments at 90% waste diversion. (CASA)
- A13. Percent of fleet vehicles converted to alternative fuels (goal is 100%). (CASA)
- A14. Reduction in tons of carbon emitted by city departments each year. (CASA)

B. Fire

- B1. Percent of fire calls responded to within 6:16 minutes (from dispatch to arrival on scene).
- B2. Percent of Emergency Medical Service (EMS) calls responded to within 4:36 minutes (from dispatch to arrival on scene).
- B3. Percent change in number of residents trained in Community Emergency Response Team (CERT) training.
- B4. Percent of apartment, commercial, hazmat, and state licensed facilities inspected annually.
- B5. Number of website visits. (c)
- B6. Percent of Department registered as Green Businesses. (CASA)
- B7. Percent of Departments at 90% waste diversion. (CASA)
- B8. Percent of fleet vehicles converted to alternative fuels (goal is 100%). (CASA)
- B9. Reduction in tons of carbon emitted by city departments each year. (CASA)

C. Public Works

- C1. Percent of sewer mains and associated lower laterals replaced per plan.

- C2. Percent of streets resurfaced per plan.
- C3. Percent of trees pruned per plan.
- C4. Percent of sidewalk repairs completed per plan
- C5. Percent of waste diverted from landfills (Landfill Diversion Rate).
- C6. Percent of Capital Improvement Projects (CIP) completed on budget and per plan.
- C7. Percent of quality-of-life service requests responded to within 1 business day. (needs clarification)
- C8. Number of sewer incidents. (c)
- C9. Time to respond to sewer incidents. (c)
- C10. Time to respond to flooded streets. (c)
- C11. Number of website visits. (c)
- C12. Traffic – managing or reducing (c)
- C13. Potholes repaired (c)
- C14. Number of trees killed. (c) (*an obverse approach to consider*)
- C15. Percent of Department registered as Green Businesses. (CASA)
- C16. Percent of Departments at 90% waste diversion. (CASA)
- C17. Percent of fleet vehicles converted to alternative fuels (goal is 100%). (CASA)
- C18. Reduction in tons of carbon emitted by city departments each year. (CASA)
- C19. Percent of ACI customers fully participating in the recycling and composting programs (goal is 100%). (CASA)
- C20. Percent of initiatives included in the Zero Waste Plan that have been implemented by the City (goal is 100%). (CASA)
- C21. Percent of transportation initiatives included in the Local Action Plan that have been implemented by the City (goal is 100%) – shared with Community Development. (CASA)

D. Recreation and Parks

- D1. Operating cost of recreation program by participant.
- D2. Percent of respondents rating the quality of recreational programs as good or excellent (by program type).
- D3. Percent of respondents rating the cleanliness of recreational and parks facilities as good or excellent.
- D4. Payroll dollars saved through Senior Center volunteer hours.
- D5. Percent of recreation program expenses recovered through fees and revenues.
- D6. Number of website visits. (c)
- D7. Golf – number of rounds played (c)
- D8. Golf – revenue up or down. (c)
- D9. Percent of Department registered as Green Businesses. (CASA)
- D10. Percent of Departments at 90% waste diversion. (CASA)
- D11. Percent of fleet vehicles converted to alternative fuels (goal is 100%). (CASA)
- D12. Reduction in tons of carbon emitted by city departments each year. (CASA)

E. Community Development

- E1. Percent of building permits completed same day/on-line.
- E2. Percent of “Express Plan Check” permits reviewed within seven days of complete application.
- E3. Percent of inspections conducted within 1 business day of request.
- E4. Percent of reported code violations corrected annually.
- E5. Percent of permit center survey respondents rating service as good or excellent.
- E6. Number of visits to the Community Development Department web page.
- E7. Measure of how we are doing at implementing the Green Building Code and going above and beyond the state law. (c)
- E8. Percent of Department registered as Green Businesses. (CASA)
- E9. Percent of Departments at 90% waste diversion. (CASA)
- E10. Percent of fleet vehicles converted to alternative fuels (goal is 100%). (CASA)
- E11. Reduction in tons of carbon emitted by city departments each year. (CASA)
- E12. Percent of new, substantially expanded and remodeled buildings that include sustainable design/green building standards (goal is to amend Municipal Code to require it –100%). (CASA)
- E13. Percent of new major developments that reduce transportation emissions by 10% (goal is 100%). (CASA)
- E14. Percent of geographic areas within the City available for work/live space (goal is to expand the ordinance). (CASA)
- E15. Number of electric vehicle charging stations, biodiesel, and compressed natural gas facilities available in the city (goal is expansion). (CASA)
- E16. Percent of transportation initiatives included in the Local Action Plan that have been implemented by the City (goal is 100%)—shared with Public Works. (CASA)

F. Library

- F1. Number of visitors by location.
- F2. Number of books lent electronically.
- F3. Number of items lent by branch.
- F4. Number of programs offered.
- F5. Number of users of the computer lab.
- F6. Percent of youth residents with a library card
- F7. Percent of adult residents with a library card
- F8. Percent of respondents rating the quality of programs as good or excellent (children’s programs/adult programs).
- F9. Percent of respondents rating the quality of customer service at the Library as good or excellent.
- F10. Number of website visits. (c)
- F11. Number of logins (c)
- F12. Percent of Department registered as Green Businesses. (CASA)
- F13. Percent of Departments at 90% waste diversion. (CASA)

- F14. Percent of fleet vehicles converted to alternative fuels (goal is 100%). (CASA)
- F15. Reduction in tons of carbon emitted by city departments each year. (CASA)

G. Alameda Point

- G1. Percent change in number of jobs created (by type; e.g., food and beverage, maritime, commercial).
- G2. Percent new square footage leased by type (e.g., retail, office, industrial).
- G3. Number of residents and businesses participating in outreach events.
- G4. Number of business contacts made.
- G5. Number of visits on Alameda Point website.
- G6. Average time spent on the Alameda Point website per visit
- G7. Percent of commercial tenants rating customer services as good or better.
- G8. Percent of commercial tenants who receive a personal contact annually.
- G9. Profit/Loss for Alameda Point. (c)
- G10. Percent of Department registered as Green Businesses. (CASA)
- G11. Percent of Departments at 90% waste diversion. (CASA)
- G12. Percent of fleet vehicles converted to alternative fuels (goal is 100%). (CASA)
- G13. Reduction in tons of carbon emitted by city departments each year. (CASA)
- G14. Percent of new, substantially expanded and remodeled buildings that include sustainable design/green building standards (goal is to amend Municipal Code to require it –100%). (CASA)
- G15. Percent of geographic areas within the City available for work/live space (goal is to expand the ordinance). (CASA)
- G16. Number of electric vehicle charging stations, biodiesel, and compressed natural gas facilities available in the city (goal is expansion). (CASA)
- G17. Percent of new major developments that reduce transportation emissions by 10% (goal is 100%). (CASA)

H. Internal Services

Finance

- H1. Percent of business licenses issued within 14 days (from receipt of complete application).
- H2. Percent of respondents rating quality of service (what the other departments think). (c)
- H3. Number of website visits. (c)
- H4. Percent of Department registered as Green Businesses. (CASA)
- H5. Percent of Departments at 90% waste diversion. (CASA)
- H6. Percent of fleet vehicles converted to alternative fuels (goal is 100%). (CASA)
- H7. Reduction in tons of carbon emitted by city departments each year. (CASA)

Information Technology

- H8. Percent of time network service is available.

- H9. Number of website visits received.
- H10. Number of software application updates per strategic plan.
- H11. Number of complaints regarding City website (c)
- H12. Percent of Department registered as Green Businesses (CASA)
- H13. Percent of Departments at 90% waste diversion. (CASA)
- H14. Percent of fleet vehicles converted to alternative fuels (goal is 100%). (CASA)
- H15. Reduction in tons of carbon emitted by city departments each year. (CASA)

Human Resources

- H16. Average number of applications received per recruitment (sworn and non-sworn).
- H17. Number of Recruitments handled. (c)
- H18. Average length of time to fill positions. (c)
- H19. Percent of (non-frozen) positions that are vacant. (c)
- H20. Number of website visits. (c)
- H21. Percent of Department registered as Green Businesses. (CASA)
- H22. Percent of Departments at 90% waste diversion. (CASA)
- H23. Percent of fleet vehicles converted to alternative fuels (goal is 100%). (CASA)
- H24. Reduction in tons of carbon emitted by city departments each year. (CASA)

City Clerk

- H25. Percent of public record requests responded to within 48 hours.
- H26. Percent change in number of civil marriage ceremonies performed.
- H27. Time to post minutes of meetings. (c)
- H28. Number of website visits. (c)
- H29. Percent of Department registered as Green Businesses. (CASA)
- H30. Reduction in tons of carbon emitted by city departments each year. (CASA)
- H31. Percent of Departments at 90% waste diversion. (CASA)

City Attorney

- H32. Percent of agenda staff reports and legislation reviewed in accordance with the agenda review schedule.
- H33. Number/Types of cases in litigation. (c)
- H34. Percent of cases won. (c)
- H35. Number of website visits. (c)
- H36. Response time to a lawsuit. (c)
- H37. Number of people suing City for slips and falls. (c)
- H38. Number/Types of cases in litigation (c)
- H39. Percent of Department registered as Green Businesses. (CASA)
- H40. Reduction in tons of carbon emitted by city departments each year. (CASA)
- H41. Percent of fleet vehicles converted to alternative fuels (goal is 100%). (CASA)
- H42. Percent of Departments at 90% waste diversion. (CASA)

City Manager

- H43. A Measure that evaluates effective Civic Engagement. (c)
- H44. Percent of City Council actions that include an analysis or evaluation of whether the action supports or is consistent with the Local Action Plan (goal is 100%) (CASA)
- H45. Percent of initiatives included in the Local Action Plan and Zero Waste Plan that have been implemented by the City (goal 100%). (CASA)
- H46. Reduction in tons of carbon emitted citywide each year (goal is 25% below 2005 levels by the year 2020). (CASA)

AMP - (AMP IS CONDUCTING THEIR OWN PERFORMANCE MEASURES WITH THE PUBLIC UTILITIES BOARD)

- Percent of carbon free energy purchases (goal is 100%). (CASA)
- Number of megawatts of installed solar capacity. (CASA)