

CITY CLERK'S OFFICE
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2020-21 Target	2020-21 Actual	2021-22 Target	2021-22 6 Months
Elections	1. Percentage of official election notices published without errors and on time.	100%	100%	100%	N/A
Legislative	2. Percentage of minutes prepared for a City Council meeting without relevant errors of fact. ^(A)	>98%	100%	>98%	100%
	3. Percentage of legal hearing notices published and mailed within legal deadlines and per the City's noticing guidelines.	100%	100%	100%	100%
Administrative/ Support to Council	4. Percent of Council service requests responded to within one working day of receipt.	100%	100%	100%	100%

(A) Measure updated for Fiscal Year 2020-21 from "Percentage of minutes prepared for a City Council meeting without errors of fact."

	Meets or exceeds target
	Unfavorable by 10.0 percent or less
	Did not meet target by more than 10.0 percent

CITY ATTORNEY'S OFFICE
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2020-21 Target	2020-21 Actual	2021-22 Target	2021-22 6 Months
City Attorney's Office	1. Total cost of legal services, in-house and outside counsel, as a percentage of General Operating Fund expenditures.	<2%	1.3%	<2%	1.3%
	2. Percentage of claims entered into the claim reporting system, reported to ACCEL, and directed to appropriate departments for response within five working days of receipt of the claim.	>90%	100%	>90%	100%
	3. Percentage of standard contracts reviewed within two working days.	>85%	97%	>85%	98%
	4. Percentage of complex contracts reviewed within 20 working days.	>80%	99%	>80%	100%
	5. Percentage of code enforcement cases responded to within five working days of receipt of complaint or observation of violation.	>95%	97%	>95%	98%

CITY MANAGER'S OFFICE
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2020-21 Target	2020-21 Actual	2021-22 Target	2021-22 6 Months
City Management Division	1. Percentage of City Manager's Office cost as a percent of the General Operating Fund expenditures. ^(A)	<2%	1.8%	<2%	1.8%
	2. Number of communications regarding the City's position on legislation or legislative issues made annually to the State Legislature, Congress, and other branches of government.	9	25 ^(B)	9	19
Communications and Outreach Division	3. Number of outreach and support activities the Multicultural Engagement Program conducted to support City initiatives (in-person and virtual attendance at special events, community, and resident meetings; and interpretation requests fulfilled).	60	212 ^(C)	80	141
	4. Number of written translation requests the Multicultural Engagement Program fulfilled to support City initiatives.		New for FY21-22	60	100
	5. Number of Community Information and Outreach Program products provided (newsletters, press releases, Internet postings, media contacts, etc.).	900	1,150 ^(C)	900	400 ^(D)
	6. Number of media inquiries.		New for FY21-22	120	85
	7. Engagement rate of City's social media channels for:				
	• Twitter (@MtnViewGov)		New for FY21-22	0.75%	2%
	• Facebook			5.0%	5%
	8. Number of film permits and inquiries.		New for FY21-22	25	14

CITY MANAGER'S OFFICE
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2020-21 Target	2020-21 Actual	2021-22 Target	2021-22 6 Months
Sustainability Division	9. Percentage of Sustainability Division "Sustainability Action Plan" items completed.	>80%	50% ^(E)	>80%	38%
	10. Increase in the number of community engagement points of contact.	150	458 ^(C)	150	331
	11. Increase in the number of people "Informed" or "Engaged" through Collaborate Mountain View.	150	299 ^(F)	150	90
	12. Increase in the number of people who participate in at least one program/event.	100	146	100	106
	13. Percentage of event attendee survey respondents who reported increased knowledge.	>75%	100% ^(G)	>75%	82%

(A) Percentage is for the City Management Division only.

(B) Due to a higher volume of State/Federal legislative matters related to Council priorities, the City produced a higher volume of communications stating the City's position.

(C) Due to COVID-19, outreach activities increased and many were conducted virtually.

(D) FY20-21 actual information and outreach products were greatly increased due to frequent COVID-19 communications.

Communication strategy was adjusted for FY21-22 to provide more focused COVID-19 messaging along with information of general City interest, while managing the frequency of communication to ensure effectiveness.

(E) Lower than target completion rate due to COVID-19 and staff vacancy impacts.

(F) Higher volume of online communication due to COVID-19.

(G) One hundred percent reported increase in knowledge during events the first half of the fiscal year. No data is available for the second half of the fiscal year.

HUMAN RESOURCES DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2020-21 Target	2020-21 Actual	2021-22 Target	2021-22 6 Months
Human Resources	1. Employee turnover rate. ^(A)	<10%	8%	<10%	8%
	2. Percentage of recruitments/vacant positions filled by existing personnel (excludes promoting within positions classified as I/II).	>30%	38%	>30%	40%
	3. Percentage of new employee orientations conducted within seven days of hire.	>98%	100%	>98%	100%
	4. Percentage of retirement planning informational meetings conducted with retiring employees.	>90%	95%	>90%	96%
	5. Percentage of employee benefit inquiries responded to within two working days.	>90%	97%	>90%	100%

(A) Includes voluntary separations only.

INFORMATION TECHNOLOGY DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2020-21 Target	2020-21 Actual	2021-22 Target	2021-22 6 Months
Information Technology	1. Cost of information technology as a percentage of total City department expenditures.	<3%	2.7%	<3%	2.7%
	2. Percentage of time the City's website is up.	>98%	99%	>98%	99%
	3. Percentage of IT Helpdesk Tickets responded to within SLA targets. ^(A)	>90%	96%	>90%	96%

(A) IT Service Level Agreement (SLA) targets:

- Critical Priority within 30 business minutes (system down or work stopped for multiple business units).
- Medium Priority within one business hour (system degraded or performance affected for multiple users).
- Low Priority within eight business hours (system degraded or performance affected for single user).

FINANCE AND ADMINISTRATIVE SERVICES DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2020-21 Target	2020-21 Actual	2021-22 Target	2021-22 6 Months
Financial Management	1. Accuracy of final budget numbers – percentage of budget corrections needed due to error.	<2%	0.1%	<2%	0.0%
	2. Percentage of time portfolio's market-risk target (modified duration) is within:				
	– 3.0 percent of the benchmark (policy requires 25.0 percent of time within 3.0 percent).	>50%	92%	>50%	100%
	– 15.0 percent of the benchmark (policy requires 100.0 percent of time within 15.0 percent).	100%	100%	100%	100%
	3. Percentage of utility accounts and accounts receivables written off as a percent of total receivables.	<2%	0.03%	<2%	0.0% ^(A)
Accounting	4. Percentage of correcting accounting entries to total accounting entries.	<10%	4%	<10%	4.0%
	5. Percentage of month-end closes completed within 10 working days (target assumes June and July will not close within 10 working days due to year-end workload).	83%	83%	83%	83%
	6. Cost of Accounts Payable processing as a percentage of total dollars spent.	<1%	0.2%	<1%	0.2%
	7. Cost per payroll check issued (cost of payroll operation to total paychecks issued).	<\$30.00	\$30.60	<\$32.00	\$27.65
	8. Percentage of reissued payroll checks due to errors versus total issued. ^(B)	<1%	0.00%	<1%	0.00%
	9. Payroll checks issued.	21,500	19,316	21,500	10,248

**FINANCE AND ADMINISTRATIVE SERVICES DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES**

Program	Performance Measure/ Workload Measures	2020-21 Target	2020-21 Actual	2021-22 Target	2021-22 6 Months
Purchasing and Support Services	10. Cost of procurement services as a percentage of total dollars spent.	<5%	3%	<5%	2%
	11. Percentage of time purchase orders issued timely.	>89%	89%	>89%	92%
	12. Percentage of time City Council documents are completed timely.	>90%	98%	>90%	99%
	13. Percentage of time non-City Council documents are completed timely.	>90%	99%	>90%	99%
	14. Percentage of time Copy Center documents are completed timely.	>90%	92%	>90%	99%
Risk Management	15. Percent of Workers' Compensation program costs to total payroll.	<5%	2.1%	<5%	Reported Annually
	16. Percentage of hours lost to occupational injury compared to total hours worked.	<2.5%	0.9%	<2.5%	Reported Annually
	17. Percentage of dollars recovered compared to expenditures paid to repair damage to City property.	>85%	95%	>85%	Reported Annually

(A) The collection process for utilities and other accounts receivable is on hold due to the COVID-19 pandemic.

(B) Measure updated in Fiscal Year 2020-21 from "Percentage of reissued payroll checks versus total issued."

COMMUNITY DEVELOPMENT DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2020-21 Target	2020-21 Actual	2021-22 Target	2021-22 6 Months
Planning	1. Percentage of on-time response rates by Project Coordinating Committee members. ^(A)	>75%	32% ^(B)	>75%	57% ^(C)
Economic Development	2. Number of new and existing Mountain View businesses assisted.		New for FY21-22	60	42
Housing and Neighborhood Services	3. Percentage of Federally funded contracts carried out in compliance with City and Federal requirements.	100%	100%	100%	100%
	4. Number of low-/moderate-income persons served by City housing programs.	4,500	5,549 ^(D)	4,500	3,899 ^(E)
Building Inspection	5. Percentage of time where City provides 24-hour building inspection response for those inspection requests received by 3:00 p.m. on weekdays.	100%	100%	100%	100%
	6. Number of Inspections Performed.	35,000	55,282	40,000	56,295 ^(F)
	7. Number of Plan Checks Performed.	4,200	4,779	3,800	5,129 ^(F)

(A) Response rates for a three-week time frame by Departments/Divisions (Building, Public Works, Fire, CSD, etc.) providing comments regarding planning applications to the Planning Division.

(B) Lower due to high volume of submittals and staffing vacancies. For Fiscal Year 2020-21, Planning received 382 on-time comments out of 1,179 items.

(C) This measure will be replaced for FY22-23.

(D) The actual number of people served came in much higher than the target due to new programs and projects during the fiscal year, such as Project Homekey.

(E) Trending higher due to high use of rent relief services during the COVID-19 pandemic and the end of the eviction moratorium.

(F) Numbers reflect Building and Fire services during the reporting period.

PUBLIC WORKS DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2020-21 Target	2020-21 Actual	2021-22 Target	2021-22 6 Months
Transportation and Business Services	1. Pounds of disposed waste per person per day.	<7.8	4.2	<7.8	3.2
	2. Percentage of Facilities Section work orders completed in 30 days or fewer.	>90%	87% ^(A)	>90%	90%
	3. Percentage of Fleet Section work orders completed in 30 days or fewer.	>95%	96%	>95%	96%
	4. Percentage of time frontline fleet units are available (Public Services and Community Services field vehicles).	>95%	98%	>95%	98%
Engineering	5. Percentage of construction projects completed with less than 10.0 percent time increase over the original contract award.	>85%	100%	>85%	100%
	6. For capital improvement projects, the percentage of time the low bid is within 25.0 percent of the Engineer's Estimate.	>75%	89%	>75%	83%
	7. Percentage of time all tentative maps and private development applications are reviewed within the departmental standard review time.	>70%	55% ^(B)	>70%	81% ^(C)
	8. Percentage of time building plans are reviewed within the departmental standard review time.	>90%	69% ^(D)	>90%	80%
	9. Pavement condition index (PCI) for asphalt (Metropolitan Transportation Commission rating scale of 0-100, 70-100 being good to excellent).	>75	72 ^(E)	>75	72 ^(F)

PUBLIC WORKS DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2020-21 Target	2020-21 Actual	2021-22 Target	2021-22 6 Months
Public Services	10. Number of feet of sewer mains cleaned.	>500,000	901,092	>500,000	444,586
	11. Total number of sanitary sewer overflows.	<6	4	<6	1
	12. Total number of water main breaks.	<6	15 ^(G)	<6	6
	13. Total number of water quality reportable events.	0	1 ^(H)	0	0
	14. Total number of air and/or water quality reportable events at the closed landfills.	<4	0	<4	0

- (A) Significant temporary reductions in work force due to COVID-19 resulted in work order completion delays.
- (B) Three hundred thirty-five (335) out of 548 excavation permits and 121 out of 282 planning commentaries were reviewed within the standard time. The increase in review time was due to continued high level and complexity of the workload performed by existing staff resources and COVID-19 pandemic impacts on work processes. Additionally, staff resources for FY20-21 were not fully filled and new staff needed to be trained on processes.
- (C) Two hundred fifty (250) out of 313 building plans were reviewed within the standard time. The increase in review time was due to the continued high level and complexity of workload performed by existing staff resources and COVID-19 pandemic impacts on work processes. Staff resources are fully filled, but new staff need to be trained on processes.
- (D) Five hundred six (506) out of 731 building plans were reviewed within the standard time. The increase in review time was due to the significant increase in volume of plans and complexity of the work performed by the existing staff resources. Additionally, staff resources for FY20-21 were not fully filled and new staff needed to be trained on processes.
- (E) The MTC hired a new consulting firm to assess the City's PCI in FY20-21 (different firm than the 2 previous assessments). The firm has completed and certified the recent assessment and determined the PCI is higher than the previous assessments. The City still strives to reach a PCI target of 75 and since FY19-20 has continued to allocated more funding to street reconstruction and resurfacing projects.
- (F) The City still strives to reach a PCI target of 75 points. Staff met with the Metropolitan Transportation Commission staff in 2021 to evaluate the data integrity from the 2018 pavement evaluation. MTC and the City agreed that there were significant data issues that called into question the accuracy of the 2018 PCI value for the City's network. This value will not be used in the City's 3-year average or for considering future funding.
- (G) Four of the breaks were mains due to be replaced in FY21-22 and one break was on a main replaced in FY20-21. Eight of the 15 were "beam breaks" attributed to ground movement and seven breaks were from to holes in the main due to aging infrastructure.
- (H) The positive bacteriological sample was due to a sampling error. The sample was retaken and came back negative.

COMMUNITY SERVICES DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2020-21 Target	2020-21 Actual	2021-22 Target	2021-22 6 Months
Administration	1. Number of open space acres per 1,000/population: Including North Bayshore area	>3	13.5	>3	13.5
	Excluding North Bayshore area	>3	2.7 ^(A)	>3	2.8 ^(A)
Center for the Performing Arts	2. Number of use days. ^(B)	>450	79 ^(C)	>255 ^(D)	174
	3. Number of performances.	>390	77 ^(C)	>195 ^(D)	162
	4. Percentage of clients surveyed who rate the theatre experience as "very good" or "outstanding".	>90%	100% ^(C)	>90%	100%
	5. Percentage of patrons surveyed who say they enjoyed their experience at the MVCPA.	>90%	N/A	>90%	N/A ^(E)
Shoreline	6. Number of Rengstorff House rentals.	>500	22 ^(C)	>350 ^(D)	155
Shoreline Golf Links	7. Number of paid rounds of golf.	>63,700	79,355	68,549	42,384
	8. Number of tournament rounds.	>4,950	4,657 ^(C)	5,109	2,720
	9. Number of memberships.	>740	508 ^(C)	>740	373
Forestry	10. Average maintenance cost per landscaped median acre.	<\$10,000	\$13,157 ^(F)	<\$14,000 ^(F)	\$5,611
	11. Number of trees planted.	>256	180 ^(C)	>256	70 ^(G)
	12. Number of trees trimmed.	>2,700	2,668	>2,700	1,678
Parks and Open Space	13. Average maintenance cost per park acre (not including Shoreline park).	<\$22,000	\$23,796 ^(H)	<\$22,000	\$12,252
	14. Average water consumption per park acre.	<820 units	749 units	<820 units	430 units

COMMUNITY SERVICES DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2020-21 Target	2020-21 Actual	2021-22 Target	2021-22 6 Months
Recreation	15. Percentage of class registrations completed online (net, not including golf, tennis, drop-in or lap swim).	>70%	89%	>70%	84%
	16. Number of participants registered in Recreation classes.	>8,300	6,834 ^(C)	>4,000 ^(D)	Reported Annually
	17. Number of facility rental bookings/hours:				
	Community Center	>5,000	5,930 ^(C)	>3,000 ^(D)	4,712 ^(I)
	Senior Center	>800	130 ^(C)	>400 ^(D)	575
	Adobe Building	>650	0 ^(C)	>325 ^(D)	284
	Gyms	>5,940	479 ^(C)	>2,000 ^(D)	1,655
	Athletic Fields	>30,000	21,323 ^(C)	>25,000 ^(D)	14,464
	18. Barbecue Rentals	>6,000	2,408 ^(C)	>3,000 ^(D)	4,356
	19. Annual Citywide volunteer hours.	>45,000	7,845 ^(C)	>10,000 ^(D)	8,426
	20. Number of Lap Swim participants.	>26,000	22,550 ^(C)	>20,000 ^(D)	13,353
	21. Number of swim lesson participants.	>2,200	242 ^(C)	>1,000 ^(D)	1,822
	22. Number of meals served through the Senior Center Nutrition Program.	>30,000	46,307	>30,000	26,162
	23. Number of summer camp participants.	>1,800	174 ^(C)	>600 ^(D)	1,045
	24. Number of preschool participants.	>80	36 ^(C)	>40 ^(D)	38
	25. Number of participants in contract classes.	>3,600	1,872 ^(C)	>1,000 ^(D)	3,036
	26. Number of attendees participating at teen programs and events.	>9,000	812 ^(C)	>4,000 ^(D)	2,721
27. Number of permits issued for special events and activities.	>125	16 ^(C)	>60	51	

COMMUNITY SERVICES DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2020-21 Target	2020-21 Actual	2021-22 Target	2021-22 6 Months
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- (A) Citywide target set at three acres per 1,000 population as defined by the City's Park Land Dedication Ordinance. The City continues to develop new open space, but an increase in population has kept the actual below target.
- (B) Total includes rental of the rehearsal studio.
- (C) Targets missed due to COVID-19 and Shelter-in-Place orders reducing or ceasing operations, services, and/or rentals. For FY20-21, the number of use days for the Center for the Performing Arts is mostly for COVID-19 testing and a few actual Spring events; and rental bookings/hours for the Community Center reflect the usage as a Vaccination Site and Cooling Center.
- (D) Target adjusted to account for COVID-19 and Shelter-inPlace orders reducing or ceasing operations, services, and/or rentals.
- (E) Center for the Performing Arts has not administered patron surveys during the COVID-19 pandemic but expect to transition to digital surveys in FY22-23.
- (F) The Fiscal Year 2017-18 and 2018-19 actuals were incorrectly reported as \$8,096 and \$9,032, respectively, due to a miscalculation. As a result, the target was not updated and the increase in maintenance costs due to increases in salaries, benefits, and supplies over recent years was not captured. This target has been evaluated and updated for Fiscal Year 2021-22.
- (G) FY21-22 decrease in tree plantings due to staff shortages, competing workload demands and need for process improvements. Operations and tree planting opportunities will be evaluated when vacant Forestry Manager position filled.
- (H) Due to the addition of two new parks in Fiscal Year 2020-21 and increased maintenance costs over recent years, the average cost per acre has increased. Future targets will be evaluated and adjusted for additional parks and cost increases.
- (I) Majority of hours booked at the Community Center for the first six months are related to the County of Santa Clara's use as a COVID-19 Vaccination and Testing Site. Private rental hours are a small portion of this total.

LIBRARY SERVICES DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2020-21 Target	2020-21 Actual	2021-22 Target	2021-22 6 Months
Public Services	1. Number of visits to the Library.	>600,000	74,328 ^(A)	>60,000 ^(B)	124,711
	2. Total circulation.	>1,100,000	741,871 ^(A)	>650,000 ^(B)	606,908
	3. Total electronic items circulated.		New for FY 2021-22	>200,000	116,433
	4. Total physical items circulated.		New for FY 2021-22	>425,000	490,475
	5. Total questions answered.		New for FY 2021-22	>3,000	7,466
	6. Total attendees at Library programs.	>50,000	16,207 ^(A)	>15,000 ^(B)	4,732 ^(A)
	7. Satisfaction rate of Library programs.	>90%	97%	>90%	96%
Support Services	8. Average number of calendar days between receipt of new item and availability to check out.	<10	6.8	<10	9.6
	9. New book and media items processed.	>22,000	19,333 ^(A)	>17,000 ^(B)	10,956
	10. Number of public computer sessions in the Library.	>30,000	924 ^(A)	>1,000 ^(B)	8,424

(A) The measures were affected by the Library closure due to COVID-19 global pandemic starting in March 2020.

(B) The target has been adjusted for Fiscal Year 2021-22 due to continuing impacts of COVID-19.

FIRE DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2020-21 Target	2020-21 Actual	2021-22 Target	2021-22 6 Months
Suppression	1. For prehospital medical emergencies, rescues, and small fires: <ul style="list-style-type: none"> • Turnout time of two minutes.* • Travel time of four minutes for the first-due unit.* • First-due unit should arrive within 7 minutes 30 seconds of the time from the receipt of the 9-1-1 call.* 2. For building fires: <ul style="list-style-type: none"> • Turnout time of two minutes.* • Travel time of eight minutes for all units.* • Multiple-unit effective response force (ERF) of 15 personnel should arrive within 11 minutes 30 seconds from the time of 9-1-1 call receipt.* 		New for FY21-22 New for FY21-22 New for FY21-22 New for FY21-22 New for FY21-22 New for FY21-22	>90% >90% >90% >90% >90% >90%	100%
					42% ^(A)
					96%
					100%
					100%
					100%
Fire and Environmental Protection	5. Percent of plans checked within 15 working days of receipt by division.	100%	100%	100%	100%
	6. Number of inspections conducted by Environment Safety Section.	1,500	1,605	1,500	851

(A) Below target as a result of traffic congestion and simultaneous incident activity at peak hours of the day. In addition, the department's training model of using the Engine 54 crew citywide with incident activity and traffic congestion thins out available crews too much at peak hours of the day. This deficiency is addressed in a report conducted by Citygate Associates: "Community Hazard and Risk Assessment, Stands of Cover Study, and Location Analysis (2020)."

* Performance standards are based on best practice guidelines and criteria in the field of deployment analysis, including National Fire Protections Association (NFPA) standards, the Self-Assessment Criteria on the Commission of Fire Accreditation International (CFAI), Insurance Services Office (ISO), and Citygate's recommended best practices

POLICE DEPARTMENT
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2020-21 Target	2020-21 Actual	2021-22 Target	2021-22 6 Months
Field Operations	1. Sustain a violent crime rate below the rate most recently reported by the California Department of Justice for Santa Clara County.	<315	178	<324	134
	2. Sustain property crime rate below the rate most recently reported by the California Department of Justice for Santa Clara County.	<2,320	1,542	<2,427	1,368
	3. Sustain a fatal and injury traffic collision rate that is below the rate most recently reported by the California Highway Patrol for Santa Clara County.	<410.4	140	<401	95
	4. Maintain an average response time (dispatch to on-scene) of five minutes or less to emergency (Priority 0) calls for service.	<5	2.8	<5	2.3
Special Operations	5. Continue an opt-in growth of 10 percent per year across digital media platforms.	>10%	9.9%	>10%	8.9% ^(A)
	6. Sustain a violent and property crime clearance rate above the rate most recently reported by the California Department of Justice for Santa Clara County.	>11%	18%	>11%	14%
Public Safety Support Services	7. Answer incoming calls to 9-1-1 within nine seconds.	>95%	98%	>95%	98%
	8. Dispatch emergency (Priority 0) and urgent (Priority 1) calls in fewer than two minutes.	>95%	96%	>95%	94%

(A) Lower due to digital media platforms removing profiles for violating terms of service, as well as changes to how registered users are counted.