

**CITIZEN EXPECTATIONS FOR RESPONSE TIME VERSUS ACTUAL PERFORMANCE**

	Home Burglary And Burglar May Still Be There		Home Burglary But Burglar Has Left		Gun Fired In Neighborhood But No One Hurt		Teenager Racing Car Up And Down Street	
	Citizen Expectation	Department Performance	Citizen Expectation	Department Performance	Citizen Expectation	Department Performance	Citizen Expectation	Department Performance
5 Minutes Or Less	99.0%	31.6%	33.6%	6.3%	81.5%	11.6%	36.3%	8.1%
5 Minutes To 15 Minutes	0.8%	56.6%	7.3%	33.5%	10.8%	33.5%	41.4%	26.3%
15 Minutes To 30 Minutes	0.0%	10.7%	43.6%	30.0%	6.3%	25.3%	18.8%	24.6%
30 Minutes To 60 Minutes	0.3%	1.0%	15.3%	19.0%	1.4%	16.3%	3.3%	18.0%
60 Minutes Or More	0.0%	0.1%	0.3%	11.3%	0.0%	13.2%	0.3%	23.0%
Response In 15 Minutes	99.8%	88.2%	40.9%	39.8%	92.3%	45.2%	77.7%	34.4%
Response In 30 Minutes	99.8%	98.9%	84.5%	69.8%	98.6%	70.5%	96.5%	59.0%

**CITIZEN EXPECTATIONS FOR RESPONSE TIME VERSUS ACTUAL PERFORMANCE**

	Fight In Neighborhood Where Someone Has Been Cut Or Shot		Nuisance Such As Barking Dog		Street Robbery And Robber Has Left		Suspicious Person Loitering In Neighborhood	
	Citizen Expectation	Department Performance	Citizen Expectation	Department Performance	Citizen Expectation	Department Performance	Citizen Expectation	Department Performance
5 Minutes Or Less	93.5%	66.2%	14.3%	2.8%	51.4%	17.8%	39.8%	9.0%
5 Minutes To 15 Minutes	5.3%	31.0%	9.3%	24.3%	25.6%	45.4%	40.4%	38.0%
15 Minutes To 30 Minutes	0.3%	1.8%	20.8%	27.7%	18.5%	24.5%	18.3%	28.2%
30 Minutes To 60 Minutes	0.3%	0.4%	38.1%	20.8%	3.5%	9.8%	1.5%	15.6%
60 Minutes Or More	0.8%	0.6%	17.6%	24.3%	1.0%	2.4%	0.0%	9.2%
Response In 15 Minutes	98.8%	97.2%	23.6%	27.1%	77.0%	63.2%	80.2%	47.0%
Response In 30 Minutes	99.1%	99.0%	44.4%	54.8%	95.5%	95.7%	98.5%	75.2%