

**KEY OUTCOMES**

The contract with service provider NGS states that the contractor is required to provide the following key outcomes as part of the City's City Watch program:

- A visible and high profile security patrol service 24 hours a day, 365 days a year;

Key Performance Indicator: Number of kilometres travelled per month. Average per car per day to be 325 or higher. Minimum to be no lower on any one 24 hour period than 250.

- Provide a rapid response time (excepted average response time of within 10 minutes)for each call received;

Key Performance Indicator; The response time to be recorded for each call received. A minimum performance of 80% of all calls to be responded to within ten minutes is required. The response time for a further 10% of calls to be within 20 minutes is required. It is the expectation of the City that any response over twenty minutes will be a request for information or an appointment rather than an incident requiring a response.

- Incorporation of random patrols and surveillance of various hot spots, including attending to reports of anti-social behaviour, vandalism, graffiti etc.

Key Performance Indicator: Target number of visits to Special Areas of Interest listed per week. Target to be determined in conjunction with the City of Joondalup representative.

- Patrol the City's open spaces, facilities and other recreational areas;

Key Performance Indicator: Number of facility visits, target to be determined in conjunction with City of Joondalup representative. Facility visits include such areas as patrols past retirement villages, schools at closing and public open spaces etc.

- Increase the public awareness of City Watch, including liaison with community groups etc.

Key Performance Indicator: Total number of Customer Contacts per month, per zone. Target to be determined in conjunction with the City of Joondalup representative.

- Liaison and support to Neighbourhood Watch Group, Safety House, Safer WA Joondalup and the WA Police Service;

This performance indicator is not specifically measured, however, City Watch Officers have continued the operational involvement with a number of programs including Neighbourhood Watch, Safer WA, meetings with WA Police Service and the HYPE program.

- Comprehensive performance reporting, statistical data gathering and monitoring system, as determined by the City, including the reporting of surveillance times, rosters, reported incidents and outcomes, all matters reported for action, community contacts made, incident and duty statistics, reports to Police etc.

Key Performance Indicator: Reporting requirements and timelines set by the City to be met to the required standard within the required timeframe.

Reports required include: daily site reports, additional task report, weekly Desk of the CEO report, monthly report and quarterly report.

- Maintenance reports as required. This is part of the ‘observe and report’ role of the service and includes regular reports of graffiti, damage to signs, and any other maintenance issues.

Key Performance Indicator: A spot audit of one zone per quarter may be conducted. Of the maintenance issues identified in the audit, 80% or more are to have been previously reported by City Watch. Reports from that day will be included in the score.

- High level of customer service, demonstrating the ethos of the City of Joondalup.

Key Performance Indicators:  
 1. Quarterly random call-back of customer attendance will be undertaken by the City to ensure satisfaction. Customers will be surveyed for customer service rather than outcomes. A minimum score of 80% is to be obtained.

- Minimum of 75% level of community satisfaction with City Watch service.

Key Performance Indicator: Independent market research survey conducted. Minimum 75% satisfaction

This key performance indicator is measured every two years.