

Revised Standard Hours of Operation

The proposed reduction in patrol zones and patrol vehicles on the road, equates to a significant reduction in patrol hours. The following tables demonstrate this fact.

Standard Hours of Service Provision with Six Zones:

Hours/Shift	Hours	Vehicles	Days	Zones	Total Hrs Per Annum
0430 hrs - 1630 hrs – Mon - Fri	12	3	5	6	9360
0430 hrs - 1630 hrs – Sat - Sun	12	6	2	6	7488
1630 hrs - 0430 hrs – Mon - Sun	12	6	7	6	26208
2000 hrs - 0500 hrs – Thu – Sat CBD	9	1	3	1	1404
					44460

Proposed Standard Hours of Service Provision with Four Zones:

Hours/Shift	Hours	Vehicles	Days	Zones	Total Hrs Per Annum
0430 hrs - 1630 hrs - Mon - Fri	12	2	5	2	6240
0430 hrs - 1630 hrs – Sat - Sun	12	4	2	4	4992
1630 hrs - 0430 hrs – Thu - Mon	12	4	5	4	12480
1630 hrs - 0430 hrs – Tue - Wed	12	2	2	2	2496
2000 hrs - 0500 hrs – Thu – Sat CBD	9	1	3	1	1404
					27612

Council's resolution in this regard equates to a reduction in patrol hours by approximately 38%. ie From 44,460 Hrs to 27,612 Hrs = 16,848 Hrs.

Whilst the above table of hours indicates a significant reduction, it is expected that all responsibilities can be met within the times and with the patrol vehicles as proposed.

Factors to be considered:

- Remove need to travel every street every day;
- Replaced with a focus on hot spots;
- Where warranted, additional patrols can be utilised to fill gaps that occur;
- Provision included in the City Watch budget additional patrols as appropriate.

ATTACHMENT 2

REVISED KEY PERFORMANCE INDICATORS

KPI 1 - *Number of kilometers traveled per day. Average per patrol vehicle per 12 hour shift to be 200km or higher.*

Reduction in Kms to 100 km Average per 12 hour shift due to a new focused approach to target Hot Spots rather than every street, every day. The City Watch vehicles to be driven at 10 kmph lower than the speed limit when patrolling in residential streets and engage /acknowledge residents. To address criticism of travelling too fast and therefore couldn't observe anything while patrolling.

KPI 2 - *Respond to 75% of incident calls within 10 minutes*

Remain the same. Concentration on Hot Spots expected to see vehicles in close proximity to areas of concern thereby enabling response time to be met.

KPI 3 - *Independent market research survey conducted. Minimum levels of 70% satisfaction and 80% awareness of the service, to be achieved and maintained.*

Remain the same.

KPI 4 - *Reporting requirements and timelines as set by the City to be met on time and to the standard established in the tender documentation and templates provided.*

As part of the contract management process, the contractor must provide reports of matters attended daily and a comprehensive monthly report. Inclusion of the following wording sets timelines for reporting – Daily/monthly reports to be received by 10 am next working day or three working days from the end of the month respectively.

KPI 5 - *To attend all target patrols and visits to special areas of interest and identified hot spots in consultation with the City and other agencies. Target to be 50 per month under standard hours and to rise proportionately with increased patrols, determined and measured as an output of service provision.*

KPI to change to:

All Target Patrols and Additional Patrols (Hot Spots) be provided as required by the City. Attend Target Patrols - a minimum of two patrols within a 24 hour period per request. Additional Patrols (Hot Spots) to be carried out as instructed for each request by the City. Random checks of four Target Patrols to be carried out by City staff each month after report completion. Additional Patrols (Hot Spots) to be reported separately, reporting instruction and format to be provided by the City.

KPI 6 - *To attend all additional patrols over and above those outlined at "Standard Hours of service provision per year" and requested by the City.*

Remain as is.

KPI 7 - *Achieve a 75% satisfaction and acceptance rating from service recipients responding to follow up survey by City Staff.*

Remain as is.

New KPI 8 - *Facility Checks. A minimum of one check to be conducted during the hours of 2000 hours to 0600 hours (subject to review). A random check of four patrol reports per month to be conducted by the City staff.*

New KPI 9 - Alarm Response. Respond to 75% of alarm calls within 10 minutes.
Alarm calls will need to be reported separately to incident calls.

PATROL CRITERIA

The following criteria is applied to determine the types of patrolling that is required to address specific concerns. As can be seen, patrols do escalate to Hot Spot category requiring additional patrols to be put in place to achieve the required outcome.

Security Alert Criteria:

A security alert is used to raise the awareness of City Watch Officers to incidents or events of an infrequent nature. These may include; residents away on holidays, random acts of vandalism or damage or suspicious activity.

City Watch administration assesses each issue on an individual basis, to determine the amount of time that the security alert will be in place.

Target Patrol Criteria:

A target patrol is used for specific residential and council property within standard hours of patrolling.

The amount of residential concern, a proven and continual pattern of antisocial behaviour and the times and days of the incidents, determine if a target patrol is required.

If a proven pattern of antisocial behaviour can be determined, Target Patrols will be put in place initially for a period no longer than one month.

These patrols are undertaken during standard operational hours.

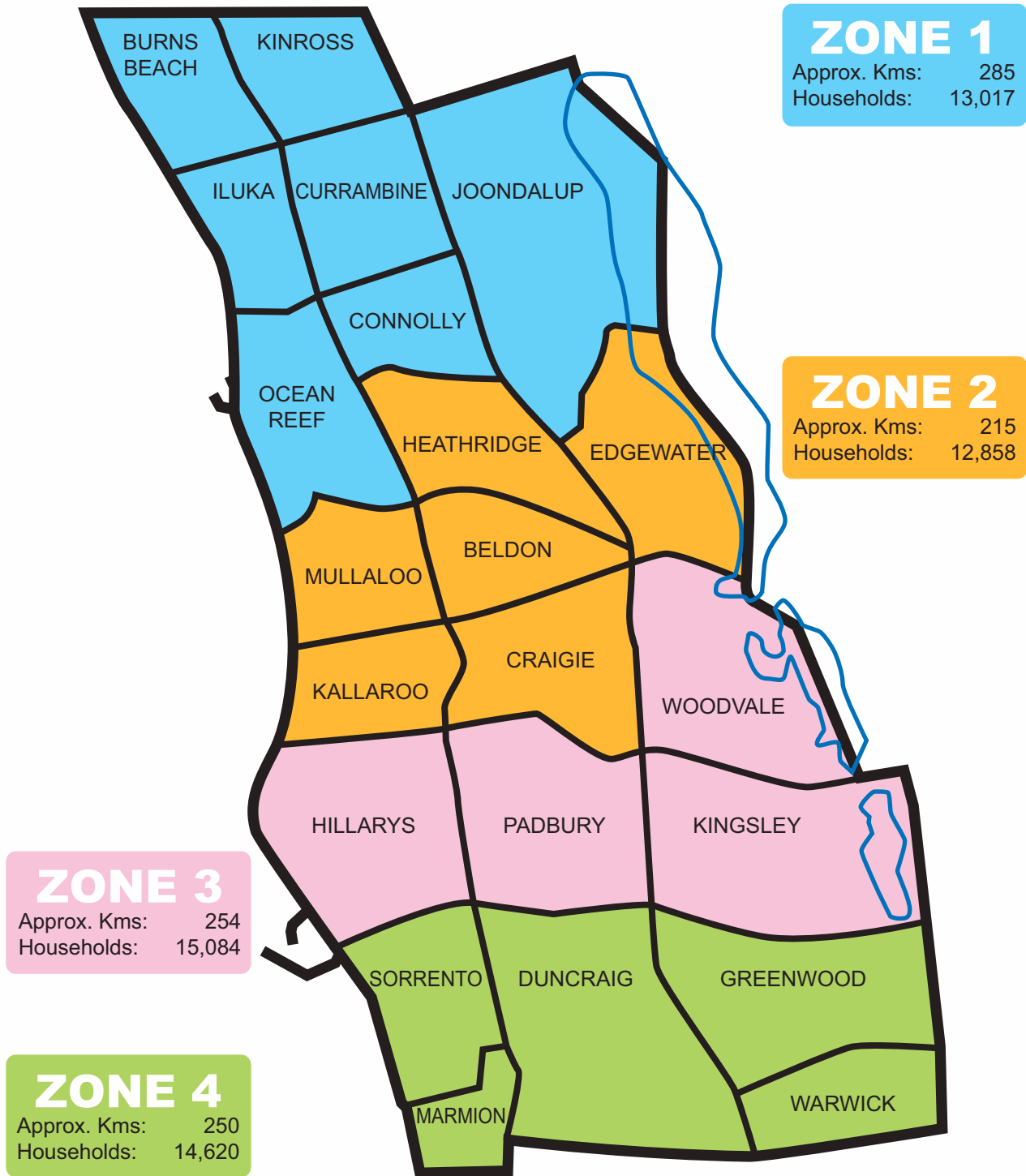
Additional Patrol/Hot Spot Criteria:

An additional patrol/Hot Spot is a patrol in addition to standard operational hours of patrolling, with a specific City Watch vehicle and Officer being designated to the task. These patrols are given specific and individual instruction by the City.

An additional patrol is used where patrolling from a Hot Spot request has not assisted in reducing long-term antisocial behaviour reported to the City Watch Service.

Police information can also assist in identifying an area within the City that may need hot spot patrolling.

Zone Structure



Zones for 0430 hrs to 1630 hrs, Monday to Friday will be:

- Zone 1 & 2 Combine
- Zone 3 & 4 Combine