



## Public Safety Dashboard: Data Definitions



Name: Average Fire Department Response Time

Description: The City of Bend Fire Department is responsible for providing fire suppression, emergency medical services and fire prevention services for the City of Bend and the Deschutes County Rural Fire Protection District No. 2, which contracts for services. The total fire protection area is 164 square miles. In addition, the department is responsible for ambulance service for more than 1,700 square miles. Through its records management system, the Bend Fire Department analyzes its response times and summarizes these averages each month. Response time is measured from the time the first arriving unit is notified of the call to when they arrive on the scene. Our goal is to achieve an average response time of 6 minutes for calls for service in the City and 9 minutes for the Rural District.

Data Source: City of Bend Fire Department

Date Updated: 10/10/2018

Name: Cardiac Survivability Rate

Description: According to the American Heart Association, cardiac arrest is a leading cause of death. Each year, more than 350,000 out-of-hospital cardiac arrests occur in the United States. The City of Bend strives for a 50% survivability rate for witnessed arrests and has achieved this in recent years by implementing a number of life-saving programs. This includes training all City of Bend Police Officers in advanced CPR techniques and deploying PulsePoint which empowers CPR-trained citizens to assist in case of emergency.

Data Source: City of Bend Fire Department, American Heart Association, and The Cardiac Arrest Registry to Enhance Survival (CARES)

Date Updated: 10/10/2018

Name: Average Calls per Police Officer

Description: Calls for Service (CFS) reflect the number of times a citizen calls for police services or an officer initiates a contact or incident (such as a traffic stop or person stop). The total number helps define an Officer's workload and drives staffing and budget decisions. This metric divides the total number of calls for service assigned to patrol officers (year to date) by the number of days so far this year, divided by the maximum possible number of officers working each day (18). Our goal is to achieve and sustain an average of 8.7 calls for service per primary officer per shift.

Data Source: City of Bend Police Department and Deschutes County 9-1-1 Computer Aided Dispatch (CAD) data  
Date Updated: 10/10/2018

Name: Calls for Police Service YTD

Description: Calls for Service are comprised of incident information from three sources: 9-1-1 Emergency calls (number of times a citizen dials 9-1-1), Non-Emergency calls (number of times a citizen calls the Deschutes County 9-1-1 non-emergency phone number), and officer-initiated (number of times officers initiate an incident such as a traffic stop or person stop).

Data Source: City of Bend Police Department and Deschutes County 9-1-1 Computer Aided Dispatch (CAD) data  
Date Updated: 10/10/2018

Name: Mental Health Calls Year to Date

Description: This metric reports the number of calls for service dispatched to Bend Police Department officers that have been designated as mental health or suicidal subject. Many calls last 1-2 hours and require multiple resources, which strain staffing and the budget.

Data Source: City of Bend Police Department and Deschutes County 9-1-1 Computer Aided Dispatch (CAD) data  
Date Updated: 10/10/2018