

Results

MINNEAPOLIS

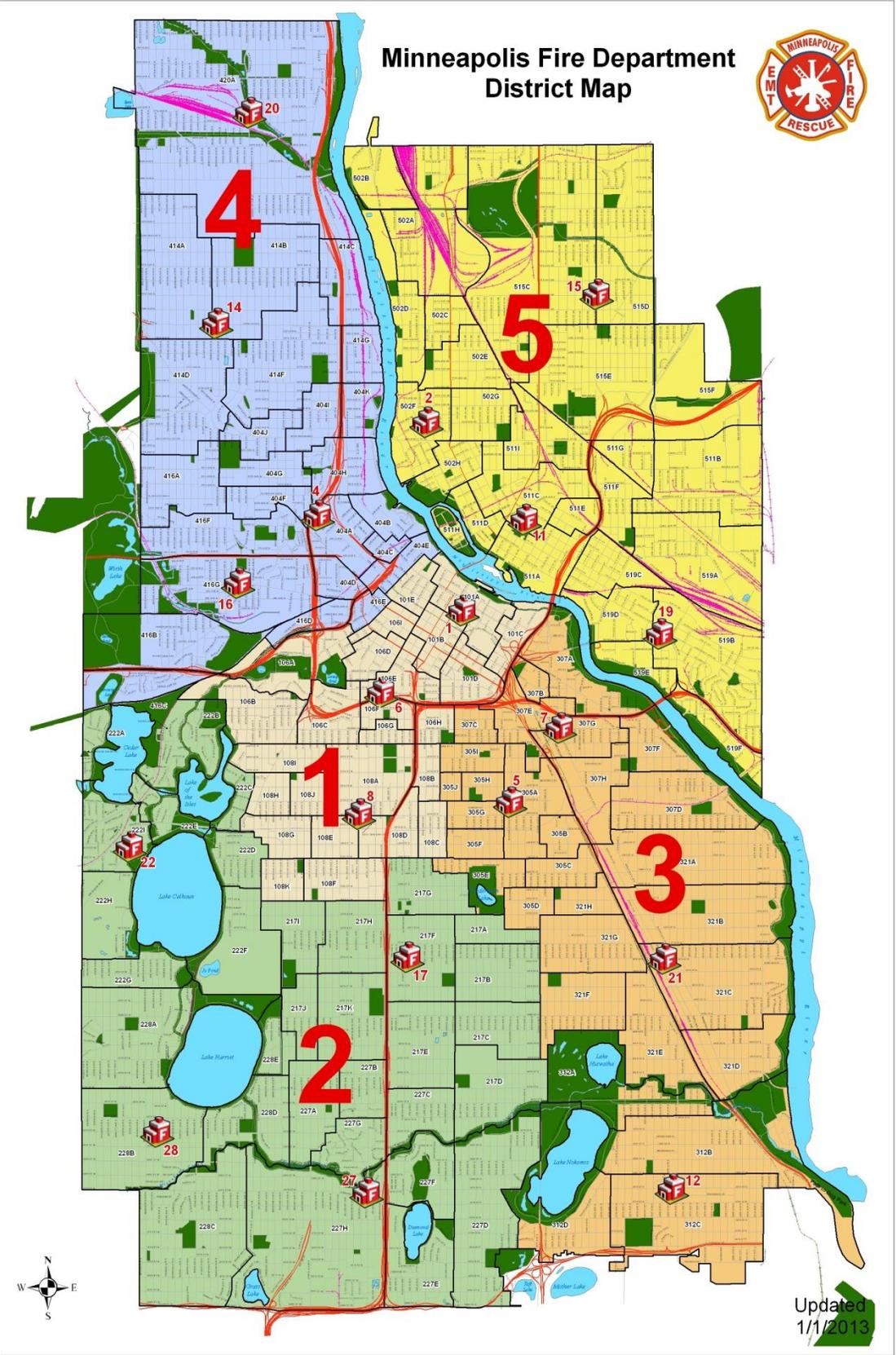
Fire

October 22, 2013

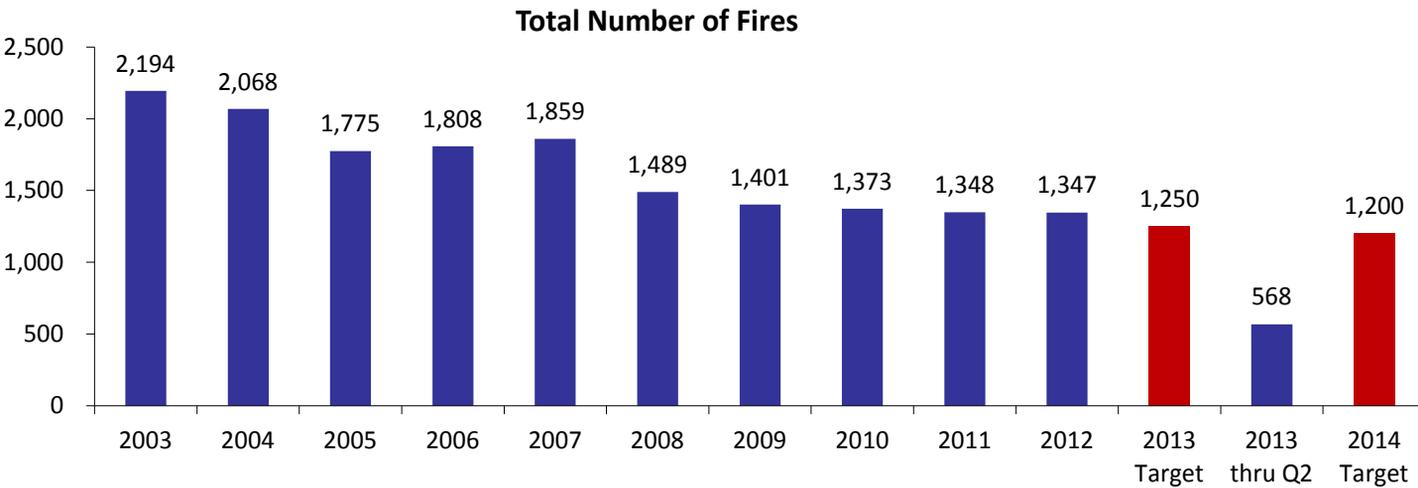
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Note: In 2012, the number of districts increased from four to five.



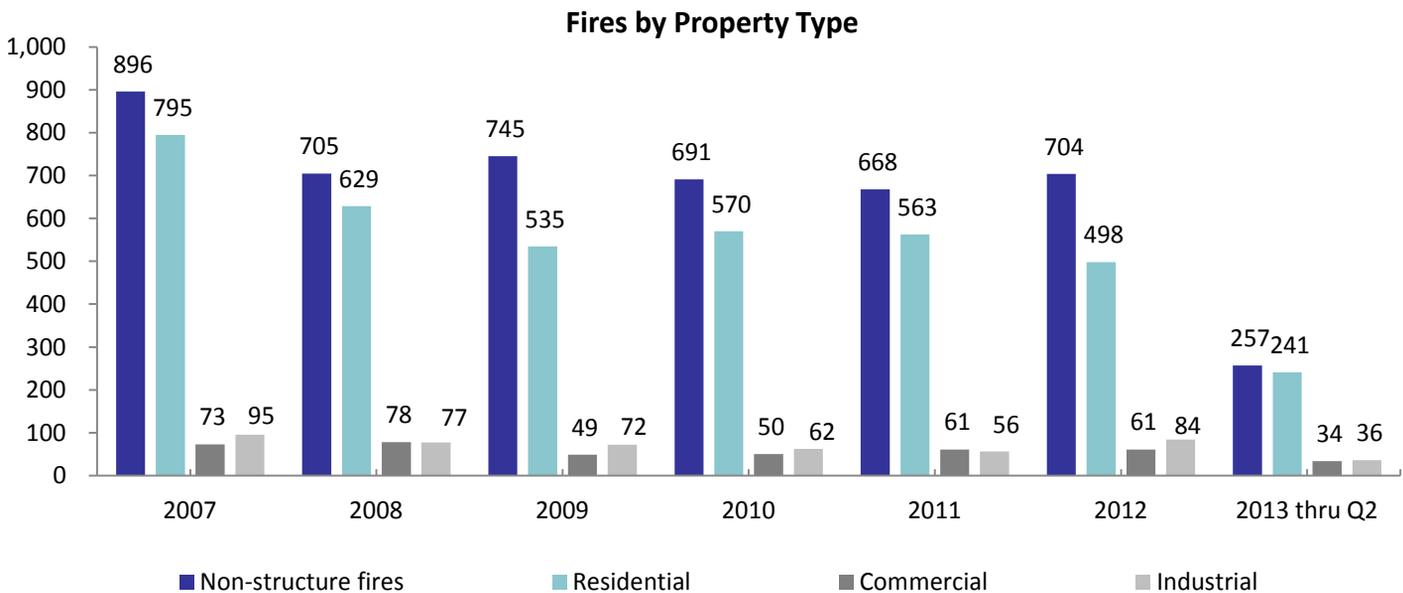
Source: Minneapolis Fire Department: Firehouse, MFD-Incident Type

Why is this measure important?

This measure is important as a gauge of overall demand for fire suppression calls for service. The total number of fires is dependent on a large number of factors. These factors include the health of the overall economy (especially the housing market), the number of vacant buildings and their location, the weather, human factors, as well as our resource commitment to the housing and fire code inspection programs.

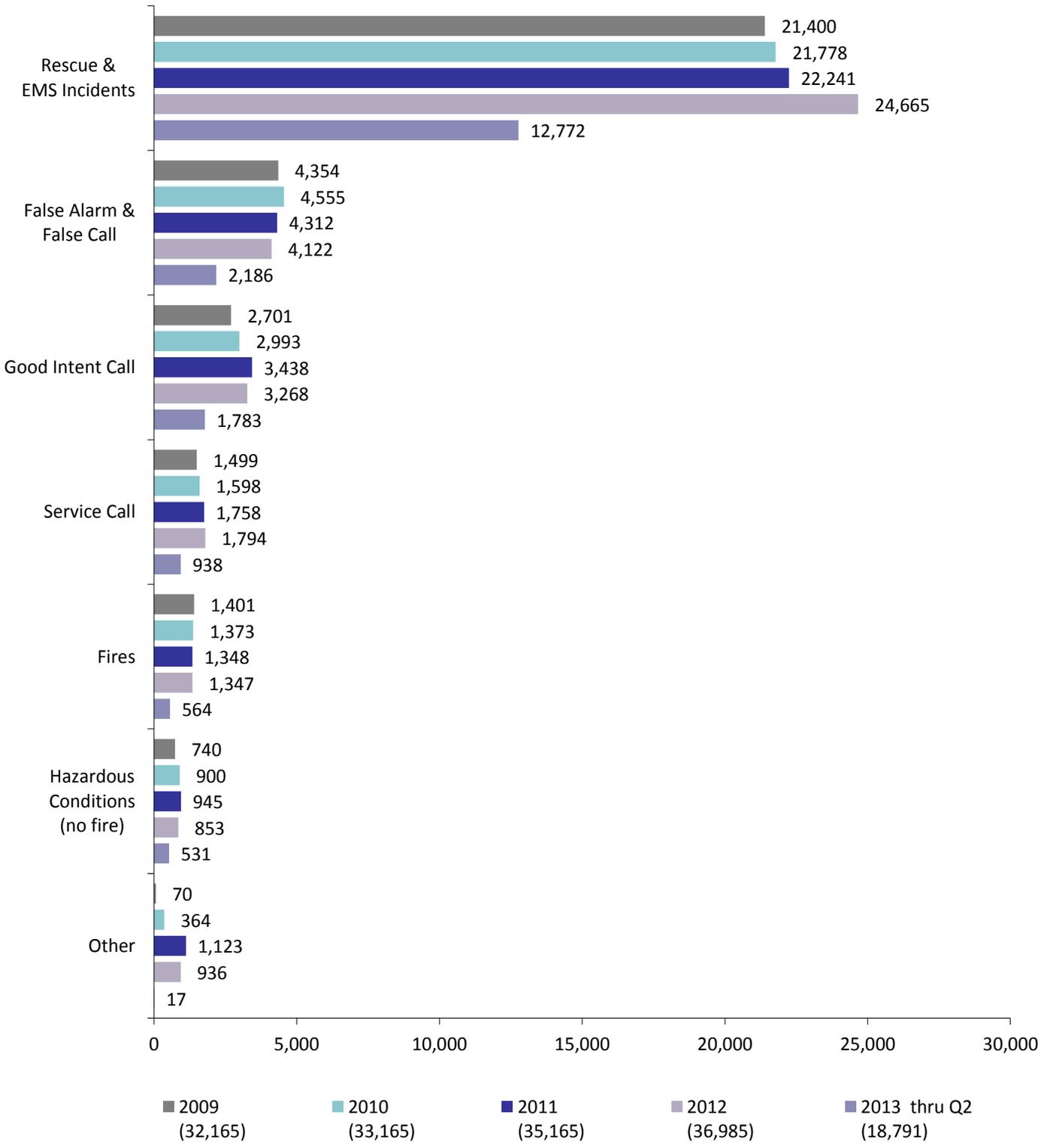
What will it take to achieve the targets?

There has been a general downward trend in the number of structure fires over the past 30 years. Our fire prevention efforts and expansion of community risk reduction strategies are the primary tactics we will use to achieve these targets. We continue to promote and deliver fire-prevention and fire-educational techniques. We also provide and install battery operated smoke detectors in areas of the City with the highest need.



Source: Minnesota State Fire Marshal's Office and Minneapolis Fire Department: Firehouse

Total Calls by Type

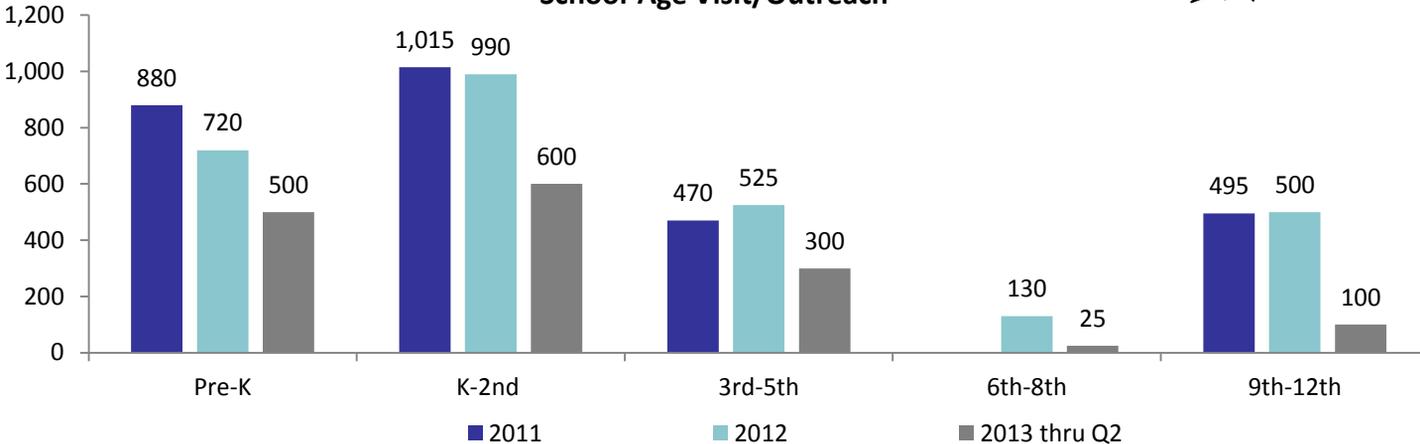


Source: Minneapolis Fire Department: Firehouse, MFD Incident Type

Fire Prevention and Education/Community Involvement



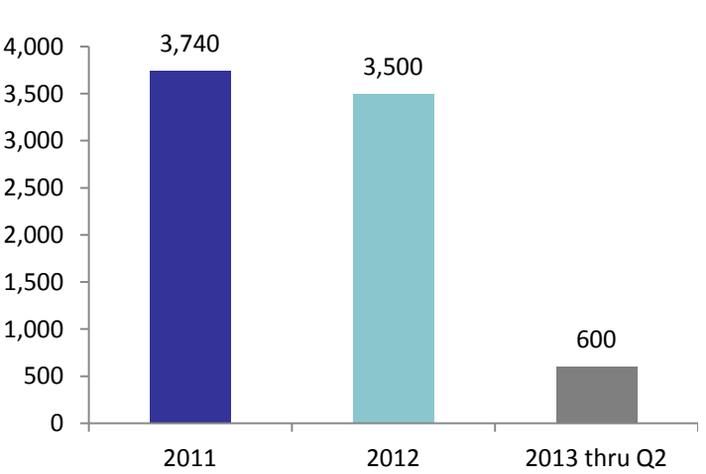
School-Age Visit/Outreach



Source: Minneapolis Fire Department

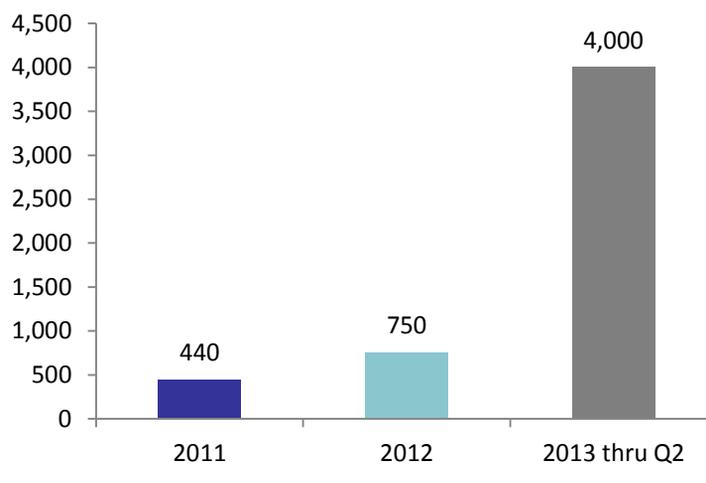


Adult/Family Fire Safety Outreach



Source: Minneapolis Fire Department

Business Fire Safety Outreach



Source: Minneapolis Fire Department

Why are these measures important?

Fire prevention is the purest form of fire suppression. The Minneapolis Fire Department Community Risk Reduction Program (CRRP) is an educational and outreach program. This program brings fire-safety, fire-prevention, injury-prevention and many other safety topics to Minneapolis citizens and businesses. The purpose of this program is to reduce the risk of injury, death and property loss to Minneapolis citizens and businesses, through education, awareness and training.

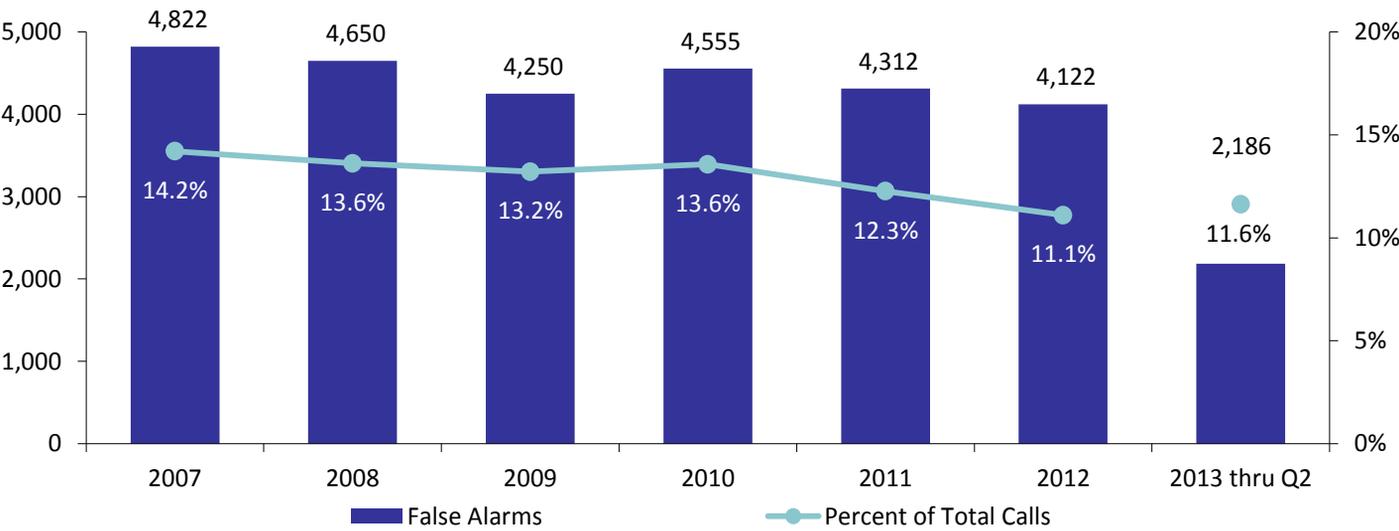
What will it take to make progress?

We will continue to reach out to school age groups, faith based organizations, community organizations, LEPP/ESL groups and high-risk groups (elderly, single parent homes, youth fire setters, low income families) through various programming and out reach methods. This includes face to face, newsletters, community newspapers, GovDelivery, Highrise Lowdown for MPH Tenants, tabling with information (Community fairs, fund Raisers, school functions) and liaison with MPD, Public Health, NCR, Communications and other City departments.

Some of our stand out programs in 2013 include:

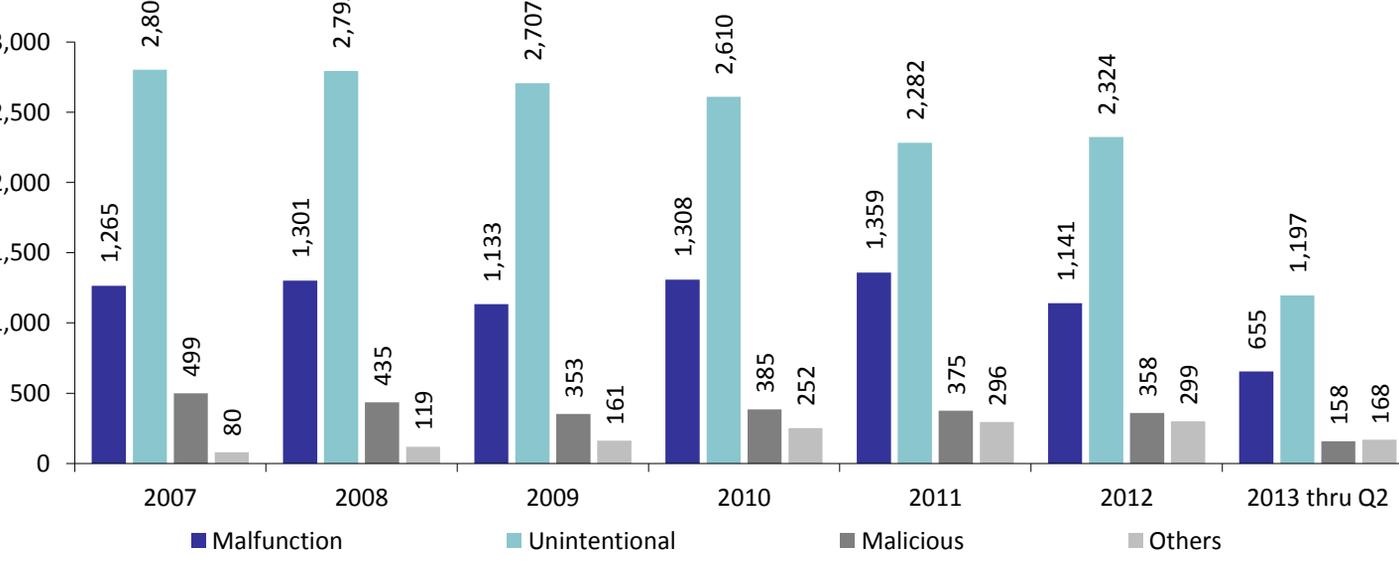
- Cedar Riverside Fire Ambassador Program
- Minneapolis Prepare Fair Highlights
- Minneapolis Public Schools STEM Partnership
- Smoke/CO Alarm Program
- CERT revival
- ECHO Project: Minneapolis Cultural Services Unit
- Harrison Neighborhood Healthy Living Initiative
- 23rd Annual Safety Camp
- PIKE Fraternity HCMC Burn Unit Fundraise

False Alarms and Percent of Total Calls



Source: Minneapolis Fire Department: Firehouse, MFD Incident Type Report

False Alarms Types

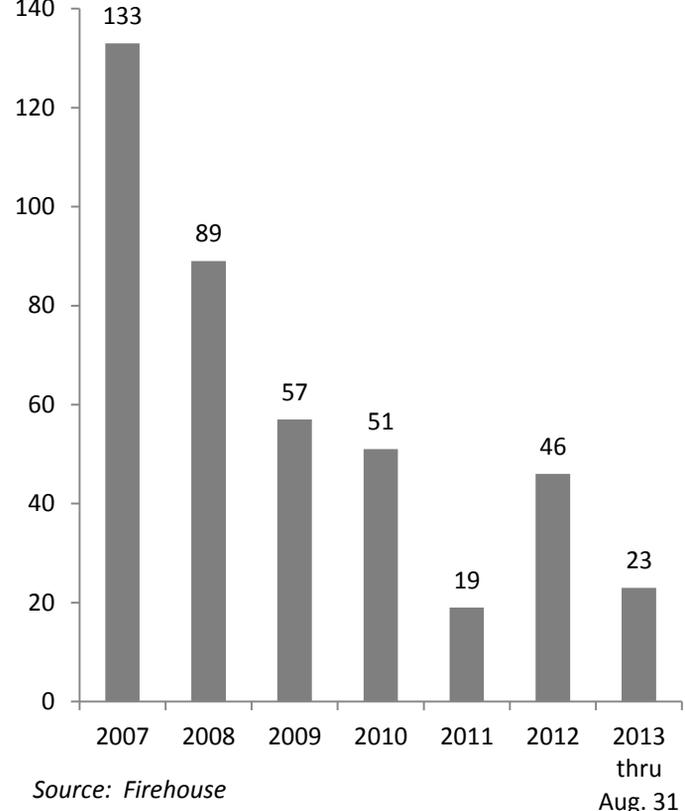


Source: Firehouse

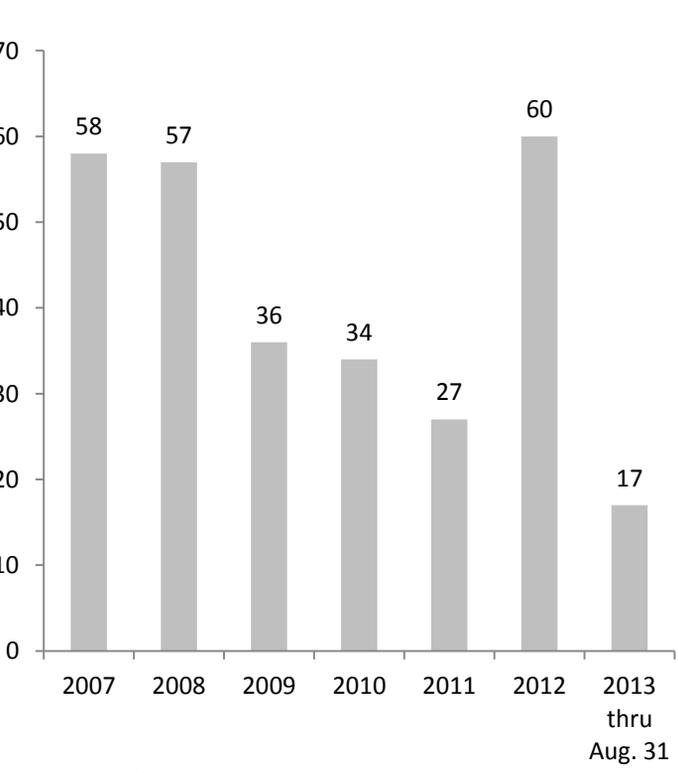
Number of Kitchen Fires



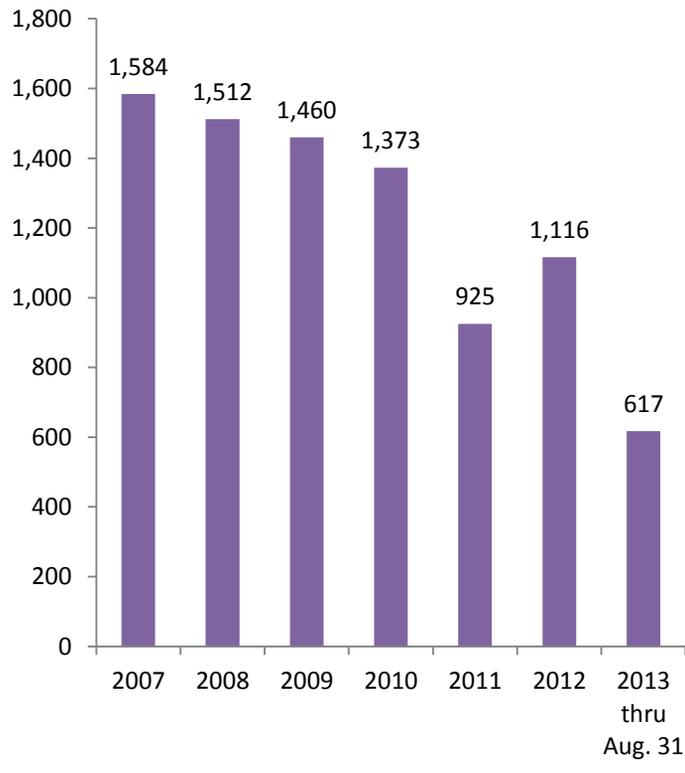
Number of Prank Calls



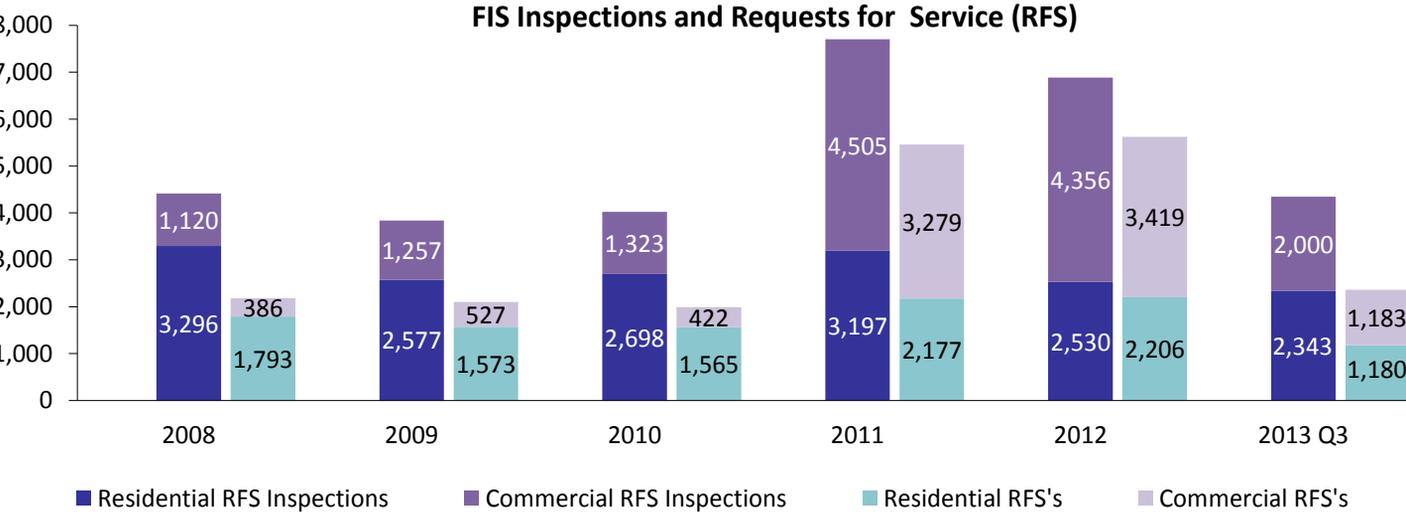
Number of Malicious Pull of Fire Alarms



Number of Unintentional Alarms



FIS Inspections and Requests for Service (RFS)



Note: An RFS Inspection includes scheduled inspections and complaints. One RFS can result in numerous violations and a series of inspections.

Source: Kiva

Why are these measures important?

Fire inspections are another valuable tool to limiting fire deaths. Beginning in 2013, the MFD Fire Marshal took over the supervising role of the fire inspectors of Regulatory Services. This close collaboration will improve communications between the two departments. The MFD suppression forces and Regulatory Services will continue to focus in a combined effort on code compliance issues that directly relate to fire safety.

According to the Minnesota Fire Code, the Fire Code Official is the Chief of the Fire Department. His designee, the Fire Marshal oversees Fire Inspections Services (FIS) inspectors who are responsible for the inspections of all residential properties with four units or more and all commercial buildings within the City of Minneapolis, including hazardous material sites, mixed use buildings and assembly occupancies of 50 or greater persons.

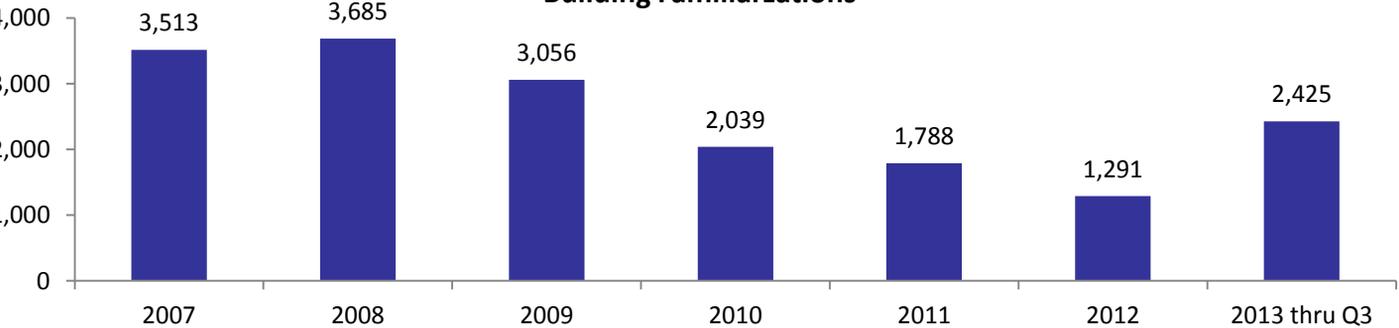
Identifying violations at inspections and working towards compliance with all noted codes and ordinance enhances the safety and livability of the people who live and work in the City.

What will it take to make progress?

Our target objective is to ensure the safety of every person who lives or works in the City of Minneapolis. An inspection is not just an opportunity to achieve compliance of the fire code, but to also educate the community about fire and life safety concerns. Cyclical residential and commercial inspection programs result in an increased frequency of inspections and greater compliance. As violations are identified and corrected, the result will be safer structures for the occupants.



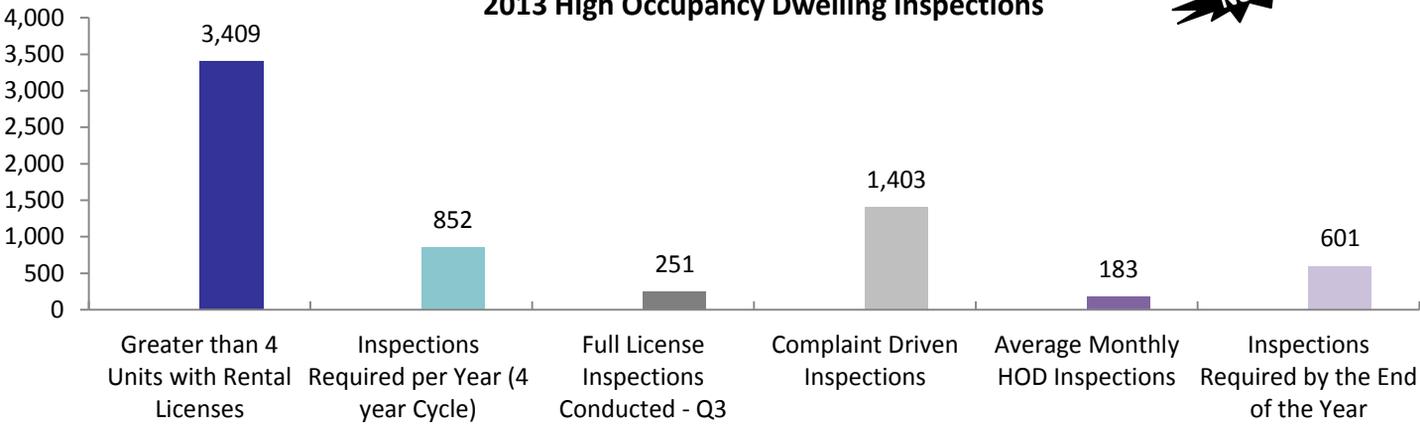
Building Familiarizations



Source: Firehouse

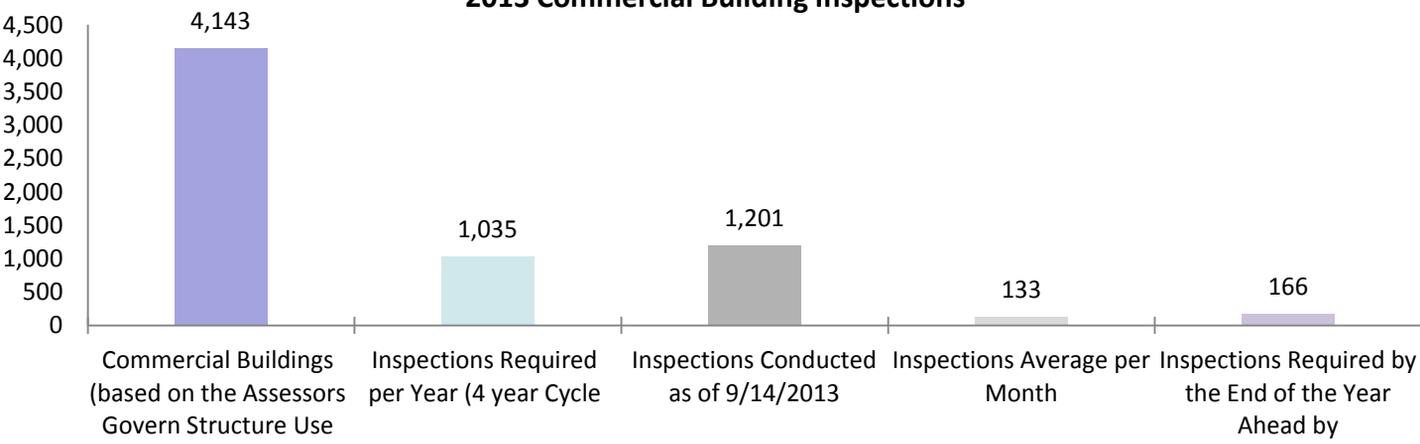
Results Minneapolis: Fire

2013 High Occupancy Dwelling Inspections



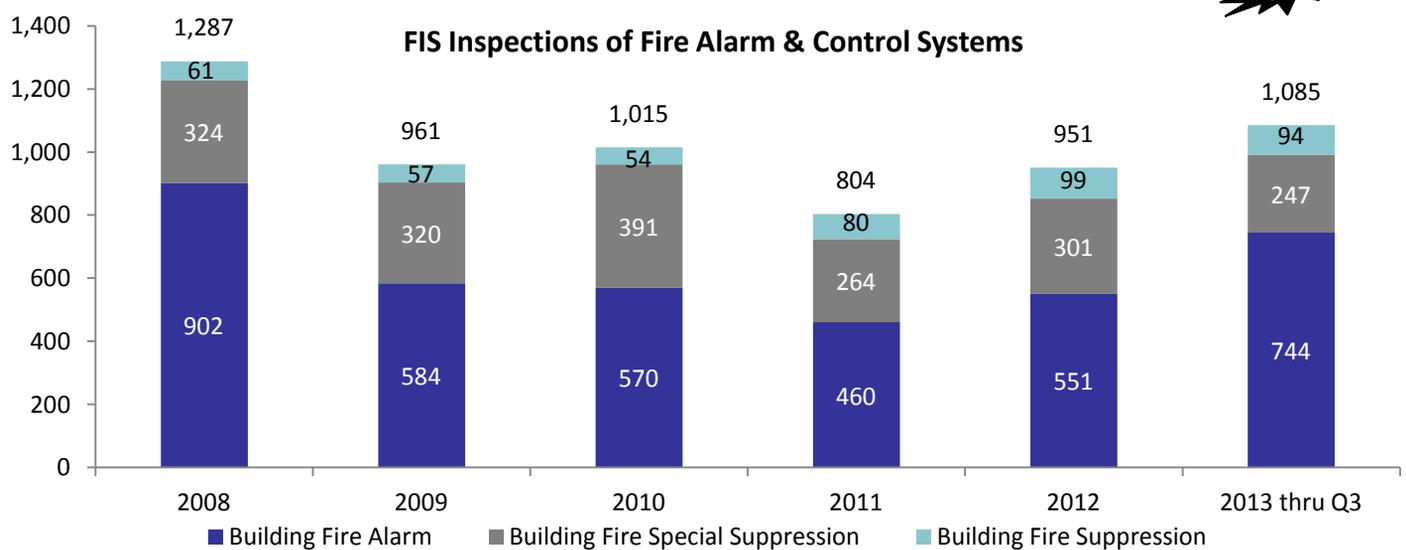
Source: FIS-Kiva

2013 Commercial Building Inspections



Source: FIS-Kiva

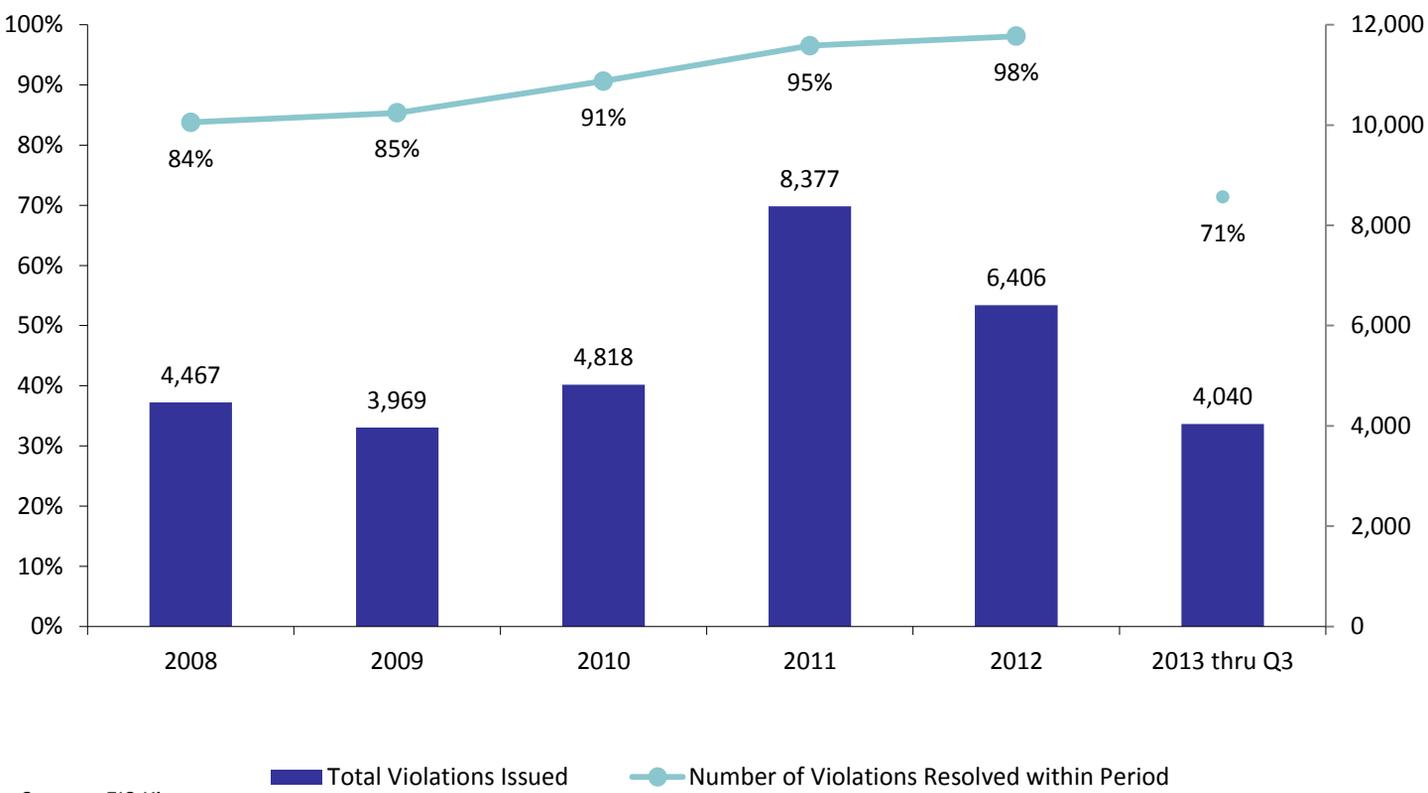
FIS Inspections of Fire Alarm & Control Systems



Note: The FIS Inspections of Fire Alarm & Control Systems measures show that the inspectors not only provide the inspection service line, but also the testing and inspecting of all fire alarm & control systems. Again, this is different than a full commercial or residential inspection. This helps explain why we are not achieving a four year cycle in commercial and HOD inspections.

Source: FIS Kiva

FIS Violations Issued and Percent Resolved



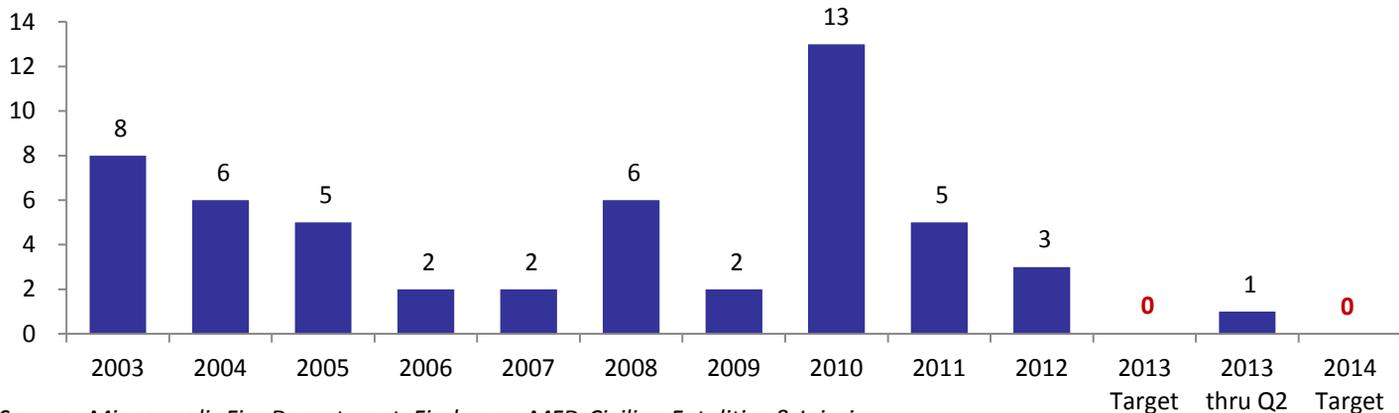
Source: FIS Kiva

Top 20 Housing Violations By Type				
2012			2013 thru Q2	
	Description	Volume	Description	Volume
1	Doors Close and Latch Required	137	Repair ceilings	85
2	Penetrations Prohibited	134	Extinguishers, service required	64
3	Carbon Monoxide Detectors	118	Provide co alarms	61
4	Self Closing Apartment Unit doors	108	Repair walls	56
5	Utility Room Door Labels	108	Smoke detector installation	52
6	No Smoking Signs	99	Water damaged surfaces	48
7	Service Fire Extinguishers	84	Plumbing fixtures	46
8	Screens	78	Pest extermination	38
9	License/ Registration Post	68	Licensing	36
10	Repair/ Replace Smoke Detector	68	Remove rubbish	30
11	Interior Maintenance	67	Provide screens	25
12	Electrical Fixtures	62	Security doors md4+	25
13	Install Smoke Detectors	57	Cabs/counter	23
14	Window /Exterior Maintenance	48	Rpr/rpl appliances	23
15	Combustible Material Accumulation	45	Bed bugs exterminate	22
16	Storage Under Stairs Prohibited	44	Illegal wiring	20
17	Foundation / Roof Exterior	43	Rep/rpl int. Door/locks/hinges	20
18	Install Fire Extinguishers	39	Repair floors	20
19	Post Address	38	Repair glass	19
20	Electrical Box Covers	35	Repair buzzer	17

Top 20 Commercial Violations By Type				
2012			2013 thru Q2	
	Description	Volume	Description	Volume
1	Service Fire Extinguishers	206	Maintenance of hood & duct systems	89
2	Utility Room Door Labels	203	Extinguishers, service required	79
3	Hang Fire Extinguishers	142	Hazardous conditions	61
4	Electrical Panel Access	120	Mounting of fire extinguishers	55
5	Fire Department Key Box	97	Install extinguishers	55
6	No Smoking Signs	97	Exits shall be openable	48
7	Install Fire Extinguishers	96	Commercial building registration	45
8	Post Address	93	Install directional exit signs	40
9	Storage Near Furnace Prohibited	87	Maintenance of emergency lighting	40
10	Directional Exit Signs	84	Maintenance of extinguishing systems	38
11	Gas Shut off Valve Access	81	Post address	37
12	Penetrations Prohibited	77	Extension cords	36
13	Electrical Box Covers	74	Electrical panel access	35
14	Fire Alarm System Maintenance	73	Fire alarm system maintenance	28
15	Combustible Material Accumulation	71	Obstruction of exits prohibited	27
16	Extension Cords	69	Combustible matls accumulation inside	27
17	Maintenance of Emergency Lighting	68	Sprinkler system service	26
18	Sprinkler System Service	61	Utility room labels	22
19	Electrical Fixtures	57	Doors, close & latch required	21
20	Storage Height Restrictions	56	Heat producing appliances	21

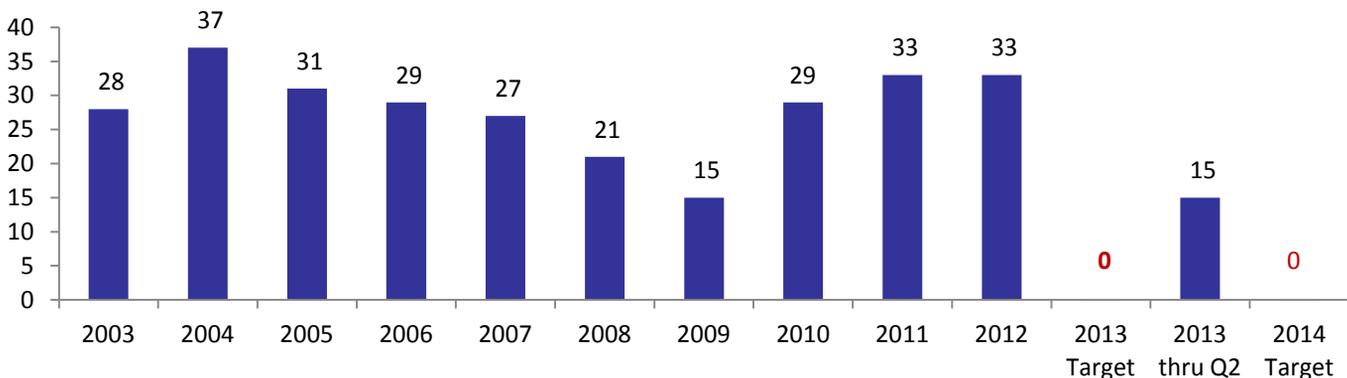
Effective Response

Number of Lives Lost Due to Fires



Source: Minneapolis Fire Department: Firehouse, MFD-Civilian Fatalities & Injuries

Number of Civilian Injuries Due to Fire



Source: Minneapolis Fire Department: Firehouse, MFD-Civilian Fatalities & Injuries

Why are these measures important?

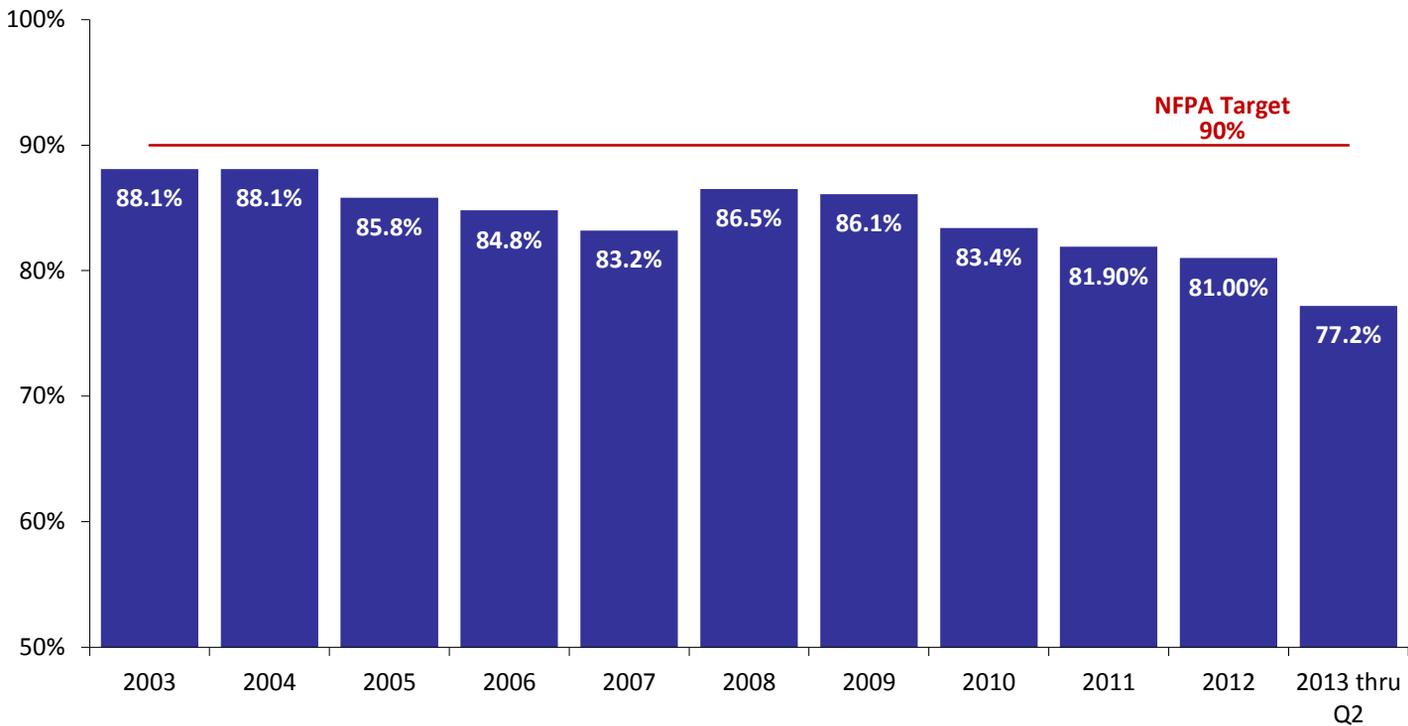
A quick and efficient response provides the best possible chance to save victims trapped in buildings that are on fire. More importantly, our goal is to prevent fires before they occur. This prevention effort requires effective code enforcement inspections, professional and thorough construction plan reviews as well as targeted public fire education efforts.

What will it take to make progress?

The very young and very old are the most vulnerable to death by fire. These are the people we need to reach and educate. Accomplishing this will require a city-wide and departmental commitment to the community risk reduction program in combination with the Fire Department’s dedication to community engagement. As stated, fire inspections are another valuable tool to limiting fire deaths. The MFD suppression forces and Regulatory Services will continue to focus in a combined effort on code compliance issues that directly relate to fire safety.

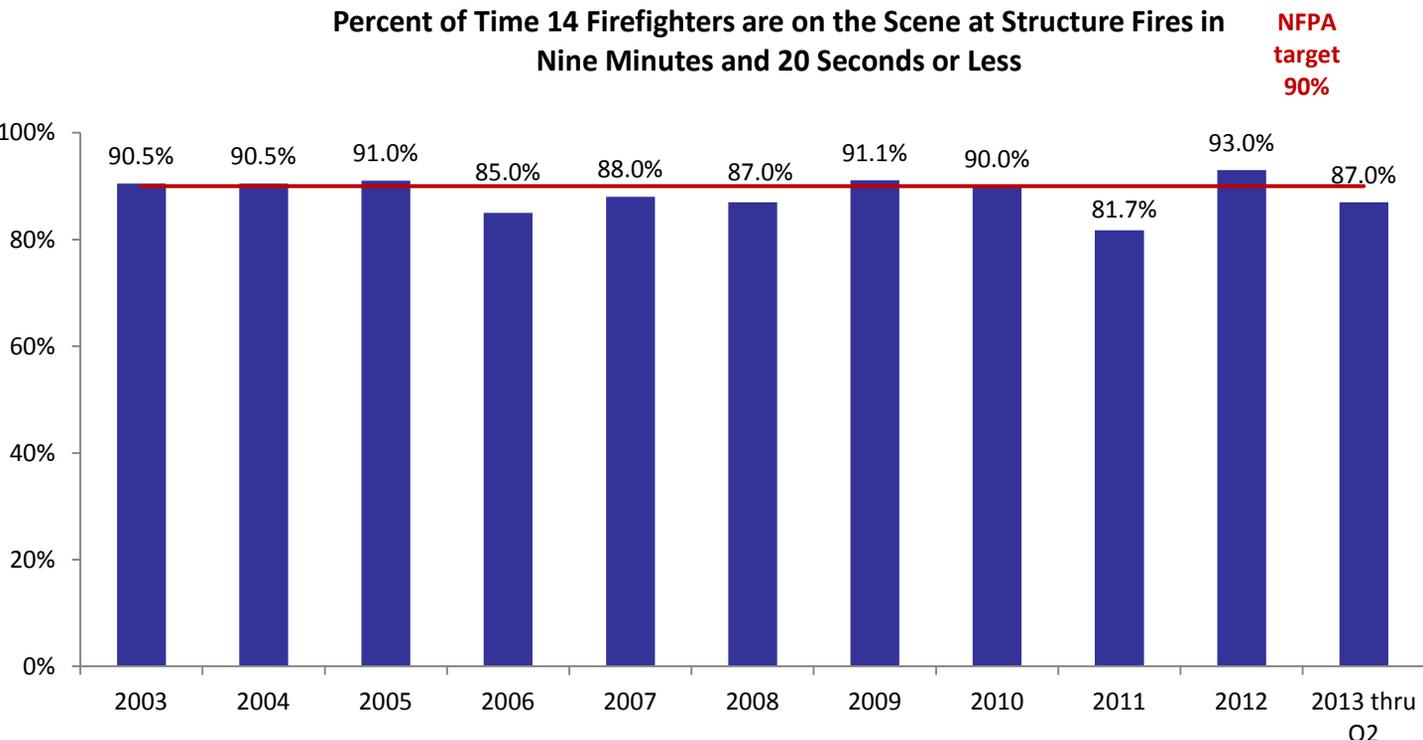
We will continue to work towards decreasing our response time. Response time is one of several measures contained in the National Fire Prevention Association (NFPA) standards that were developed to provide an evaluation tool for fire departments nationwide. Specifically, NFPA has adopted a standard that recommends a minimum of 14 personnel deployed at a first alarm fire within nine minutes and 20 seconds or less, 90 percent of the time and to respond to emergency event in five minutes or less 90 percent of the time. Research has shown that medical intervention begun within five minutes of a traumatic injury or cardiac even gives the patient a much greater changes of survival.

Percent of Time Response to Emergency Events is Five Minutes or Less



Source: Minneapolis Fire Department: Firehouse

Percent of Time 14 Firefighters are on the Scene at Structure Fires in Nine Minutes and 20 Seconds or Less



Note: NFPA standard of 9 minutes used; before 2009, the percentages were based on a standard of 14 firefighters on the scene in eight minutes or less. In 2009, the standard was changed to 9 minutes. In 2010, the NFPA changed the standard to 9 minutes and 20 seconds.

Source: Minneapolis Fire Department: Firehouse

Results Minneapolis: Fire

October 22, 2013

Additional Data on Next Page...

Minneapolis Fire Department

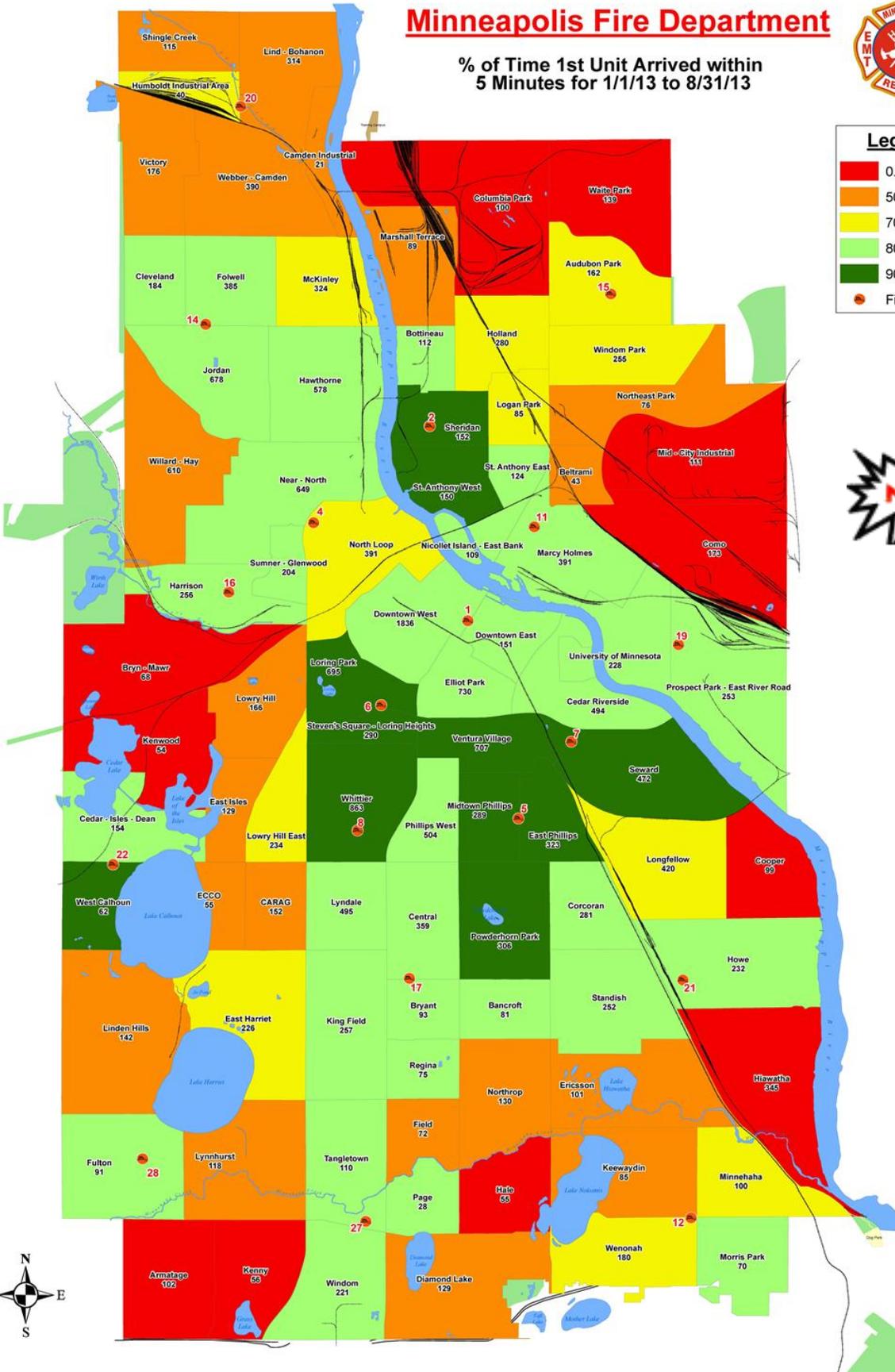


% of Time 1st Unit Arrived within 5 Minutes for 1/1/13 to 8/31/13

Legend

- 0.0 - 49.9
- 50 - 69.9
- 70 - 79.9
- 80 - 89.9
- 90 - 100

Fire Stations



Updated 09/26/2013

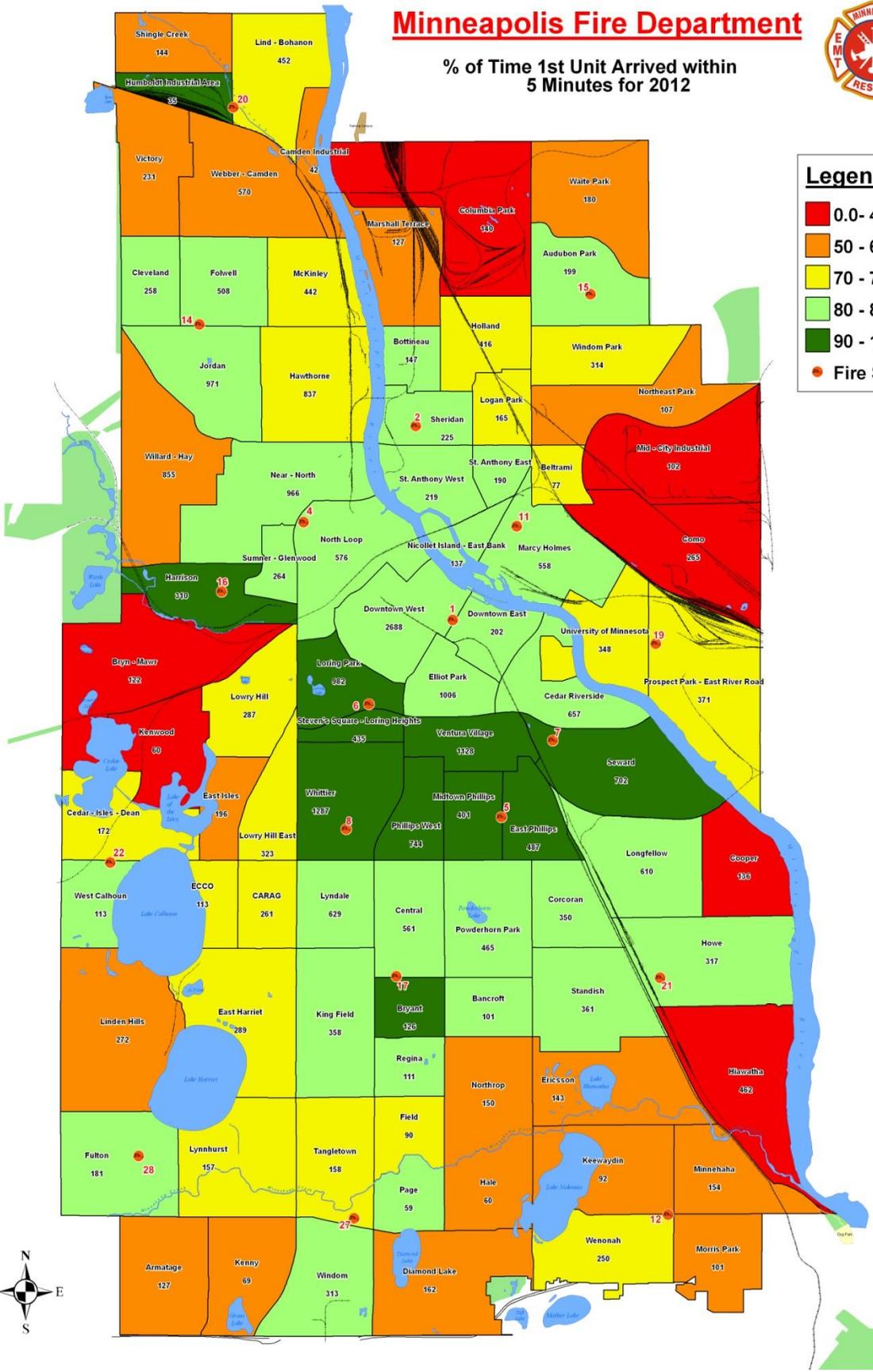
Minneapolis Fire Department



% of Time 1st Unit Arrived within 5 Minutes for 2012

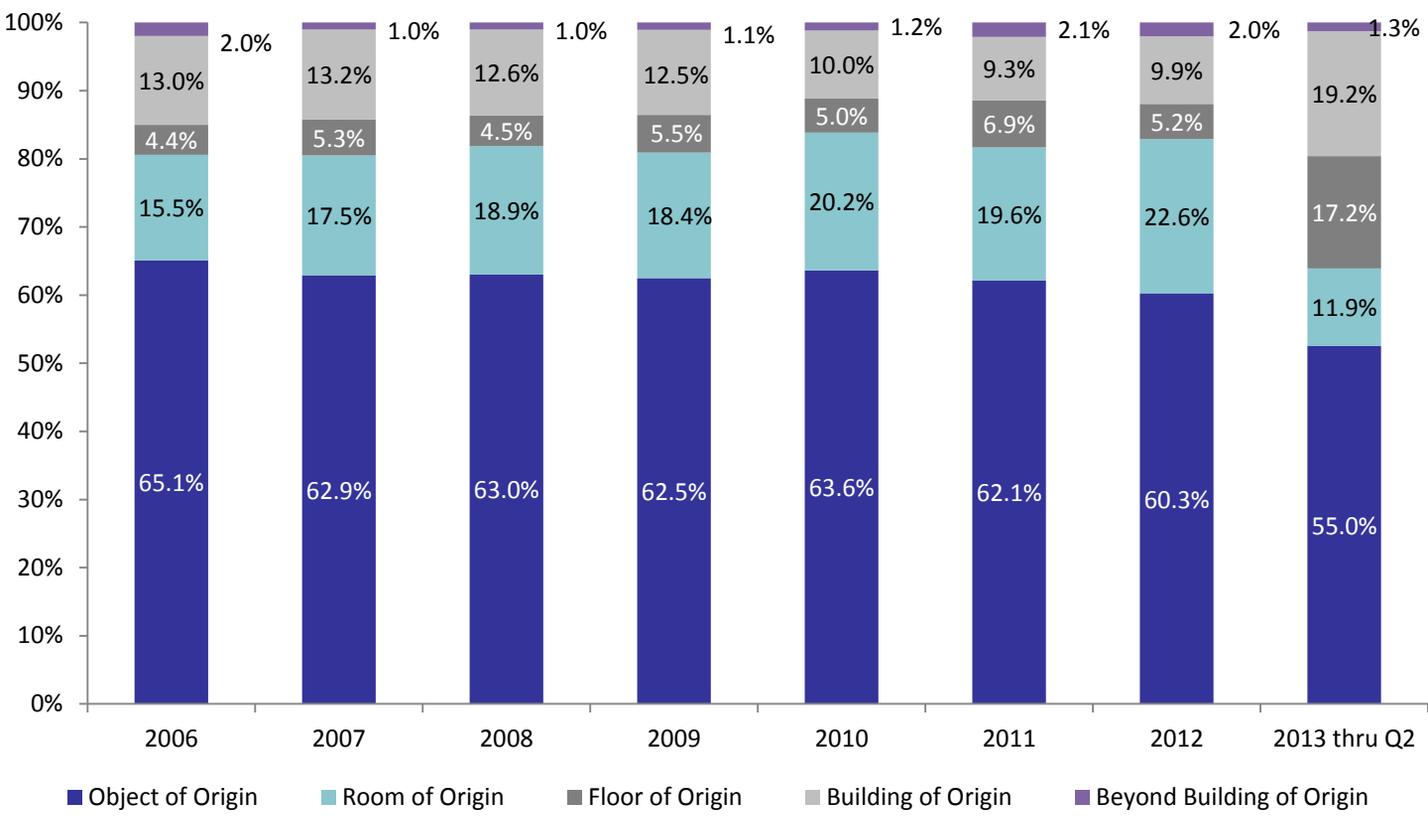
Legend

- 0.0 - 49.9
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- Fire Stations



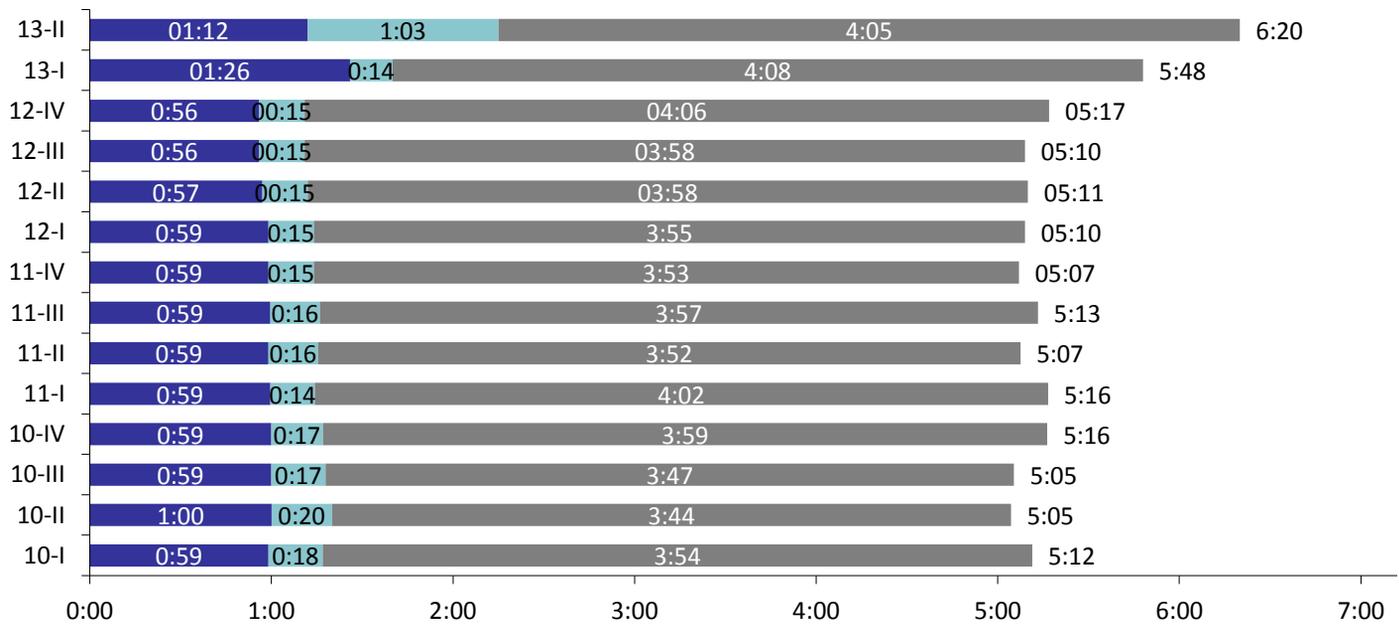
Updated 02/27/2013

Fire Containment



Source: Firehouse MFD All Structure Fires - Containment Query

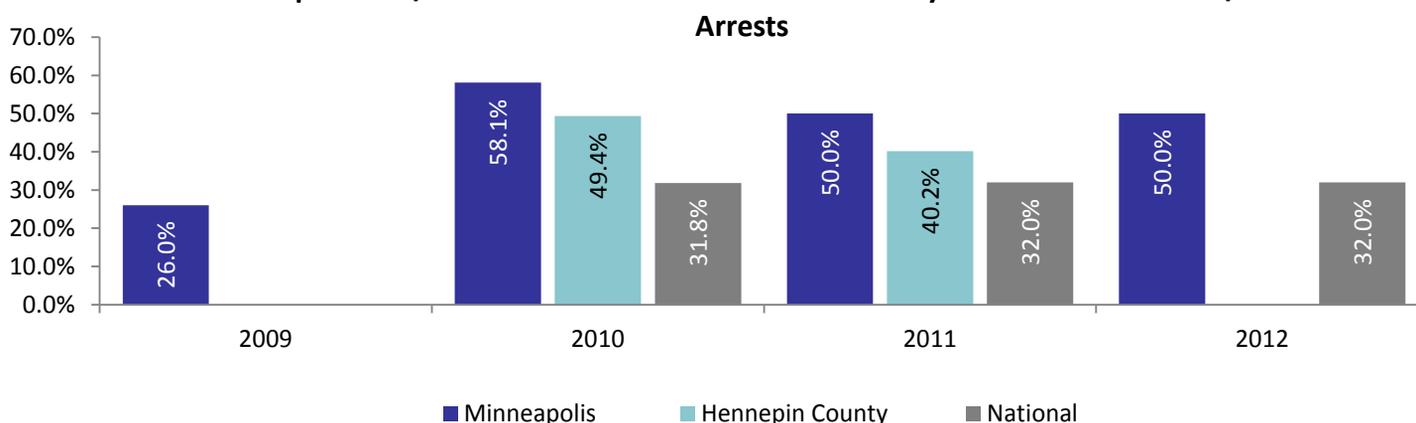
Fire Priority 1 Quarterly Response Time (in minutes)



Source: CAD

■ Receipt to entry ■ Entry to dispatch ■ Dispatch to arrival

Minneapolis Fire/EMS Cardiac Arrest Survival Rate for Bystander Witnessed VF/VT*



Note: *Ventricular Tachycardia (VT) and Ventricular Fibrillation (VF) are the most likely cardiac arrest rhythms to survive. They provide the best reproducible measure of quality of an EMS system

Source: Cardiac Arrest Registry for Enhanced Survival (CARES) data meeting Utstein criteria 1/1/2010-12/31/2010 and 1/1/2011-6/30/2011 Minneapolis.

Why is this measure important?

Utstein is the one metric used to determine overall quality of an EMS system. This data is provided by Brian D. Mahoney, MD, FACEP, Medical Director of Emergency Medical Services at Hennepin County Medical Center. To achieve a high Utstein number you have to have all the pieces and they have to work together very well. The Utstein number is the one that is referred to when you hear someone like Seattle or Rochester speak of their survival rate being around 50 percent. This is the one metric that can be used to compare systems apples to apples.

What will it take to make progress?

Once again Minneapolis is amongst the best in the country. To have results that rank amongst the best in the country we need to have a systems based approach to management of cardiac arrest. It includes the following steps:

- It starts with dispatch instructed CPR and bystander CPR and bystander use of an automatic external defibrillator (AED).
- Rapid response by first responders providing excellent CPR, early defibrillation with an AED, airway management with the King airway, and controlled ventilation with the impedance threshold device. This of course is MFD.
- Rapid response by advanced life support paramedics bringing additional circulatory support with the LUCAS2 mechanical CPR, endotracheal intubation, IV or intraosseous medication delivery.
- For resuscitated cardiac arrests you need early hypothermia, field EKG to identify ST elevation myocardial infarction, early access to coronary artery angiography and angioplasty if a culprit lesion is found.
- Then you need continued hypothermia, excellent integrated post resuscitative intensive care, placement of an implanted cardiac defibrillator if indicated.
- Finally excellent cardiac rehabilitation.

In Minneapolis we have every one of these steps in place. It has taken years of effort by countless people to build our system to the one we have. Our results are a credit to the thousands of people who all contribute to saving another life. For a breakdown of results see page 30 in Appendix.

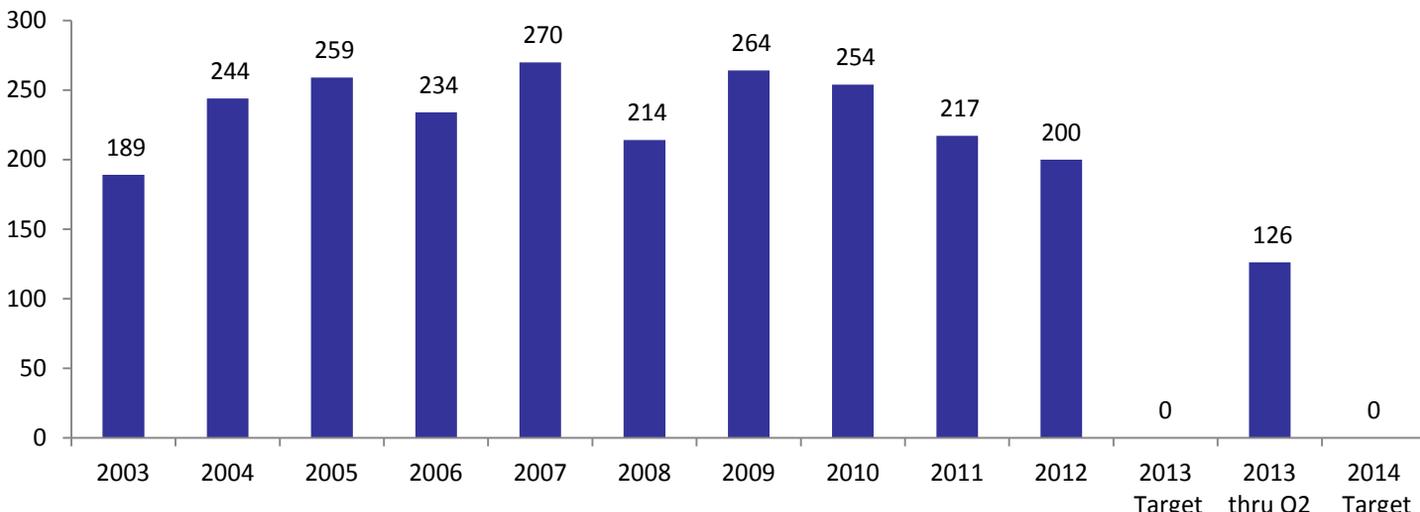
Additional Data on Next Page...

EMS Runs by Type						
	2012			2013 thru Q2		
Problem Nature Code	# of Runs In 2012	% of EMS Runs	% of Total Runs	# of Runs In 2013	% of EMS Runs	% of Total Runs
Shortness of Breath (FE)	5,426	21.14%	14.66%	4,328	21.32%	15.18%
Heart (FE)	4,828	18.81%	13.04%	3,708	18.27%	13.01%
Unconscious (FE)	3,431	13.37%	9.27%	2,698	13.29%	9.46%
Personal Injury Accident (FE)	1,811	7.06%	4.89%	1,406	6.93%	4.93%
Fall	1,723	6.71%	4.66%	1,547	7.62%	5.43%
Seizure (F)	1,456	5.67%	3.93%	1,013	4.99%	3.55%
Severe Bleeding (FE)	1,338	5.21%	3.62%	1,133	5.58%	3.97%
Down Outside-One w/Fire (PFE)	1,183	4.61%	3.20%	1,107	5.45%	3.88%
Stroke (FE)	996	3.88%	2.69%	759	3.74%	2.66%
Assist EMS Crew (F)	741	2.89%	2.00%	517	2.55%	1.81%
Assault in Progress	473	1.84%	1.28%	388	1.91%	1.36%
Medical Emergency (Misc)	405	1.58%	1.09%	269	1.33%	0.94%
Ob-Gyn Medical (E)	407	1.59%	1.10%	258	1.27%	0.90%
PI Accident - Freeway Response	236	0.92%	0.64%	199	0.98%	0.70%
Shooting	210	0.82%	0.57%	172	0.85%	0.60%
Stabbing (PE)	163	0.64%	0.44%	130	0.64%	0.46%
Personal Inj/Hit and Run (F)	151	0.59%	0.41%	100	0.49%	0.35%
Diabetic	145	0.56%	0.39%	100	0.49%	0.35%
Slumper w/Fire (PFE)	130	0.51%	0.35%	168	0.83%	0.59%
Overdose-Accidental (E)	119	0.46%	0.32%	66	0.33%	0.23%
Attempted Suicide (PE)	99	0.39%	0.27%	67	0.33%	0.23%
Baby Not Breathing (PFE)	79	0.31%	0.21%	61	0.30%	0.21%
PI w/trapped (FE)	52	0.20%	0.14%	38	0.19%	0.13%
CO Alarm w/Symptoms (FE)	40	0.16%	0.11%	41	0.20%	0.14%
Elevator Emergency w/Med (FE)	12	0.05%	0.03%	11	0.05%	0.04%
Medical Alm (E)	4	0.02%	0.01%		0.00%	0.00%
Animal Bite	3	0.01%	0.01%	6	0.03%	0.02%
Drowning (PFE)	2	0.01%	0.01%	3	0.01%	0.01%
Injuries from a Fight	2	0.01%	0.01%	3	0.01%	0.01%
PI/Hit and Run-Fwy Resp (FE)	2	0.01%	0.01%	1	0.00%	0.00%
Total EMS Runs	25,667			20,297		

Source: Minneapolis Fire Department: Firehouse, MFD-Problem Nature

Workforce

Number of Firefighter Injuries



Source: Minneapolis Fire Department: Firehouse, MFD-FF-Injuries

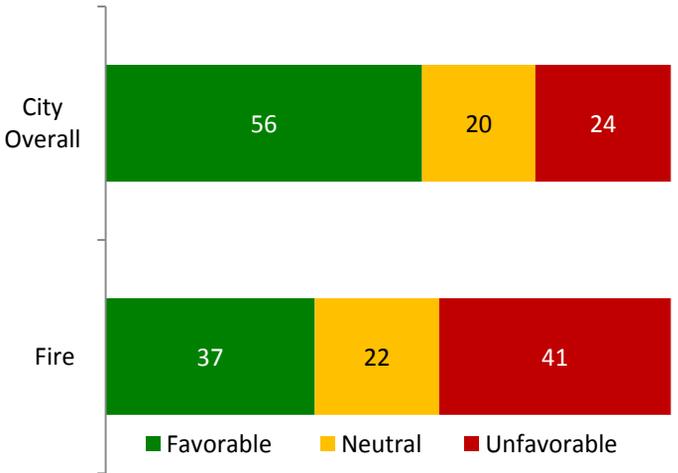
Why is this measure important?

The safety of firefighters is a significant measure for two reasons: (1) safety is our first priority on all our incidents, which includes firefighters, and (2) the safety of those we respond to is directly dependent on firefighter's well-being. Once an injury is sustained, there is a greater likelihood of reoccurrence that leads to additional lost time and budgetary impacts to worker's compensation liability and staffing.

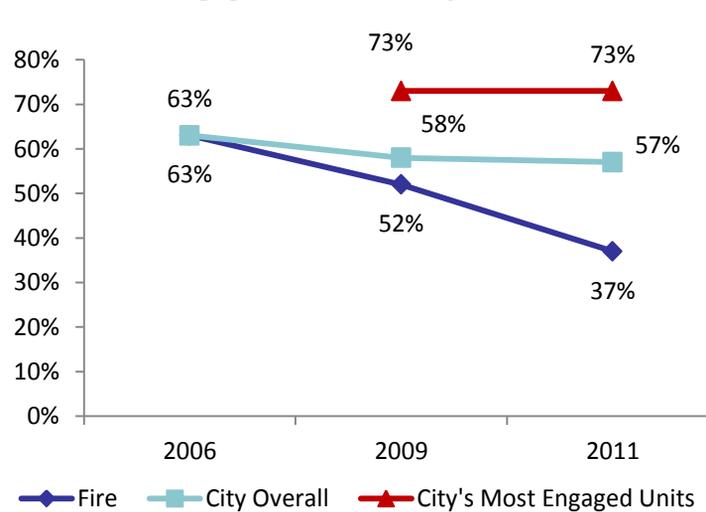
What will it take to achieve the targets?

The continued focus on firefighter wellness, situational awareness and on-scene safety with the requirement of a dedicated incident safety officer make the reduction firefighter injuries a possibility. Supervisors are responsible for safety when dealing with environmental issues and rapidly changing conditions. Historically, the number of reported injuries does not mean elevated periods of lost time from work.

Engagement Summary 2011

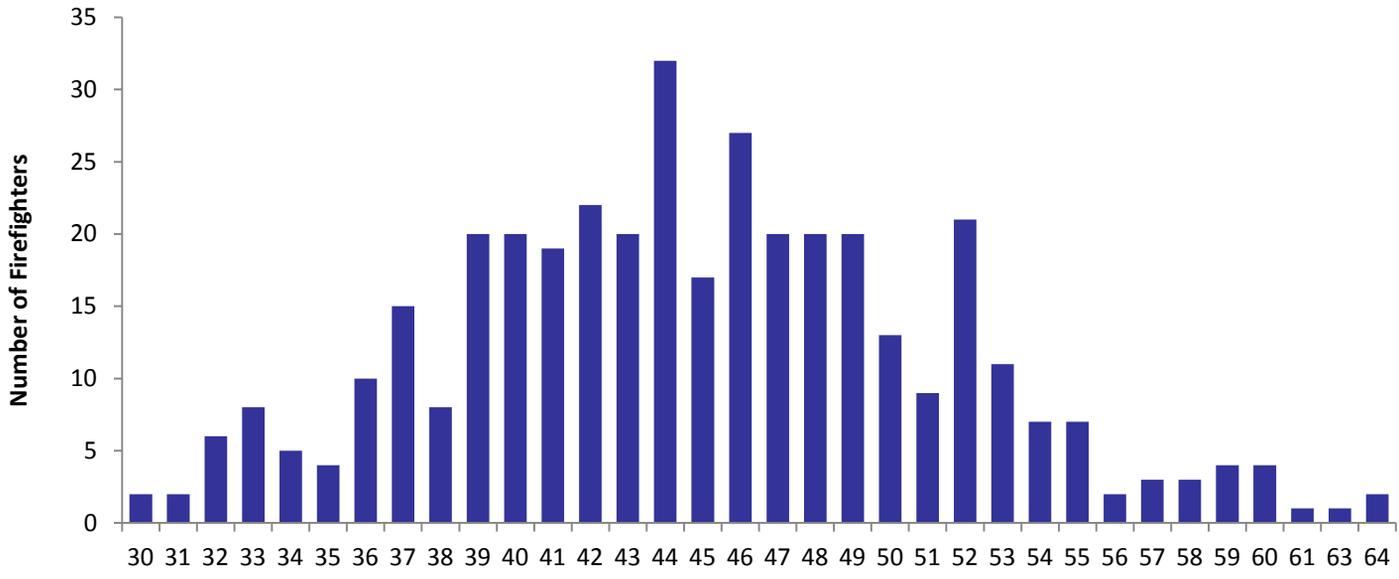


Engagement Summary Trend

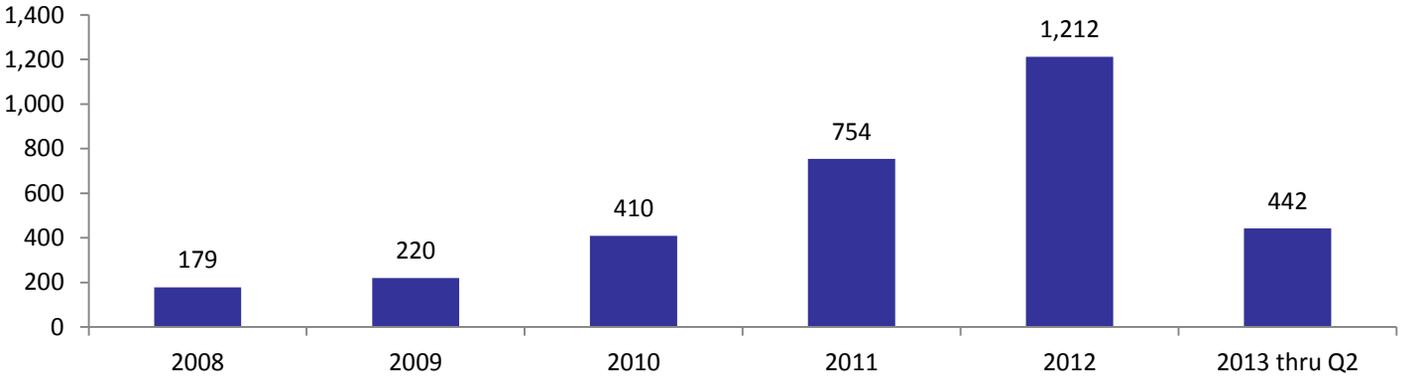


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2013 Age Composition of MFD

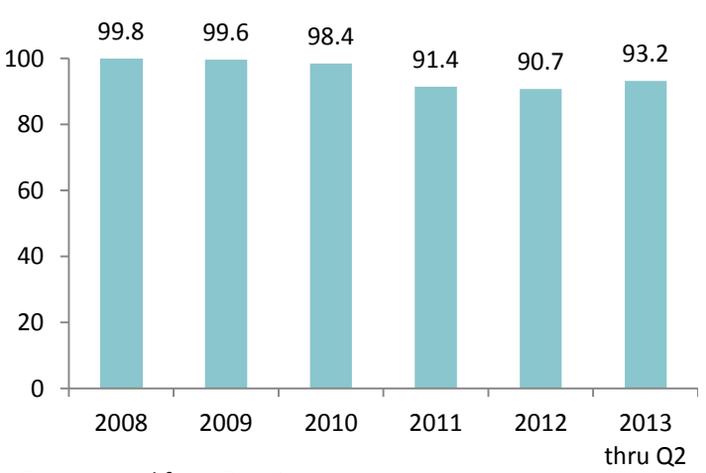


Lost Days



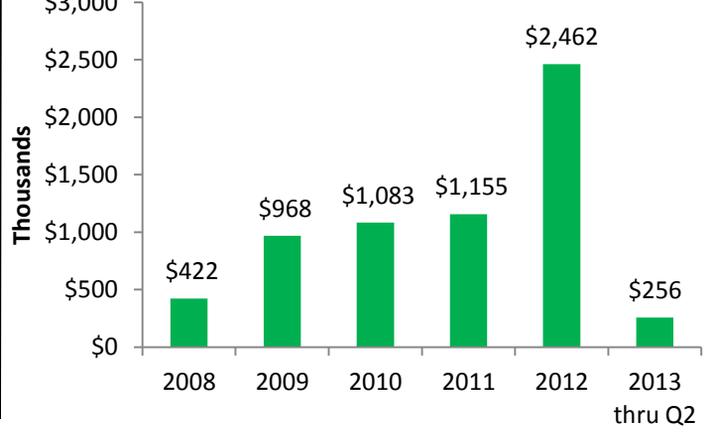
Source: Finance, Risk Management Workforce Director

Average Daily Staffing



Source: Workforce Director

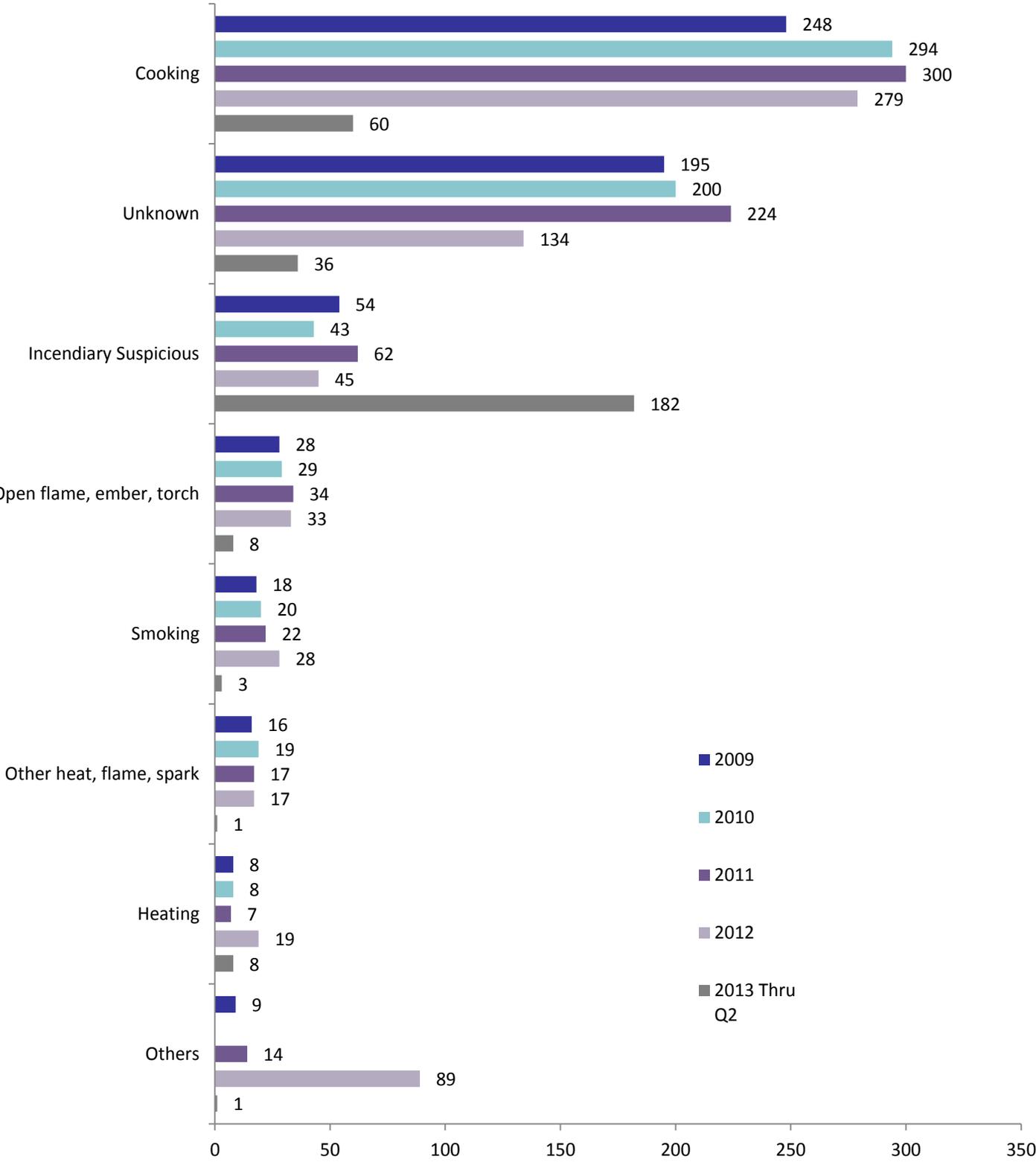
Workers Compensation Costs Incurred (in thousands)



Source: Finance, Risk Management

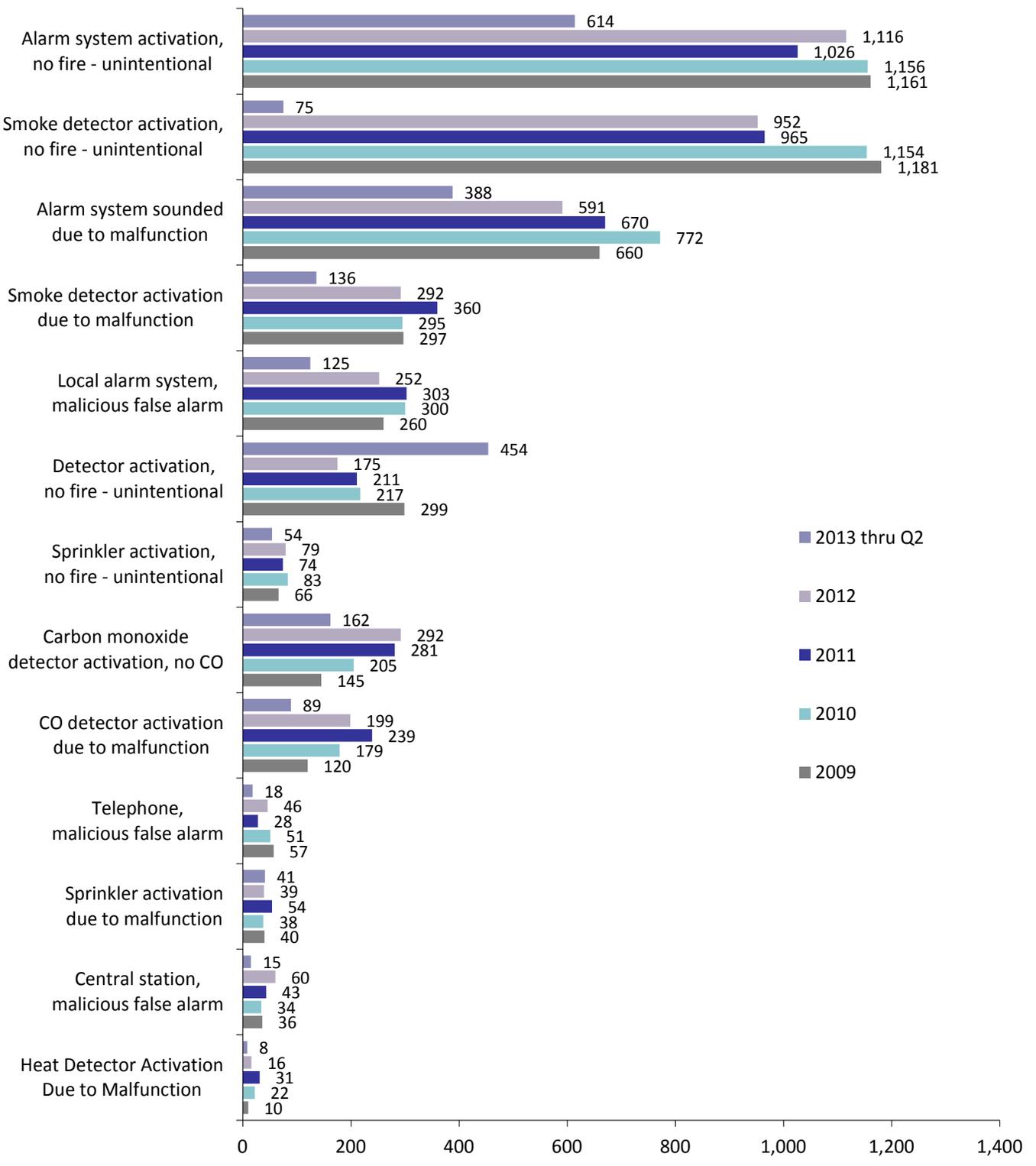
Appendix

Cause of Structure Fires



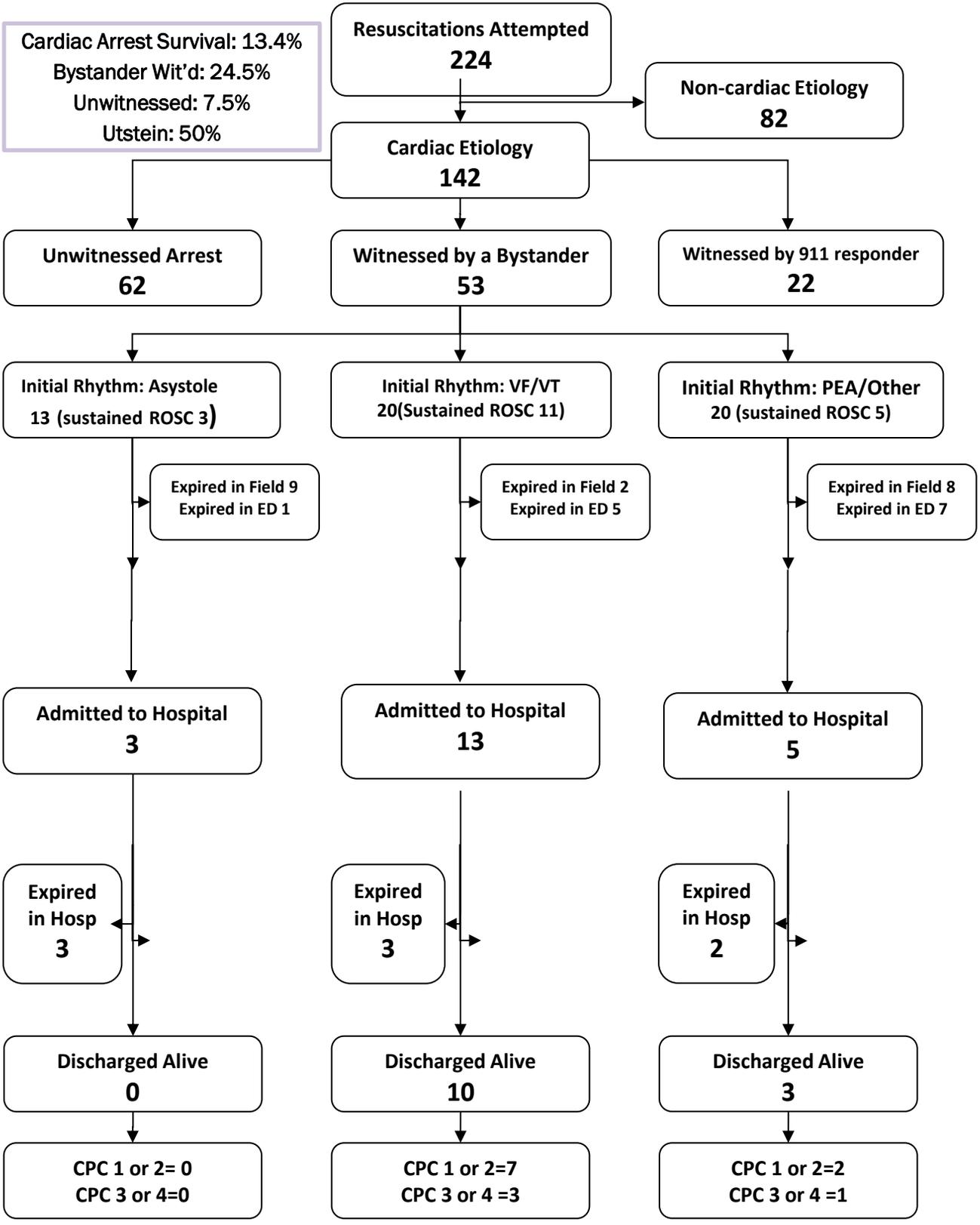
Source: Minnesota State Fire Marshall's Office

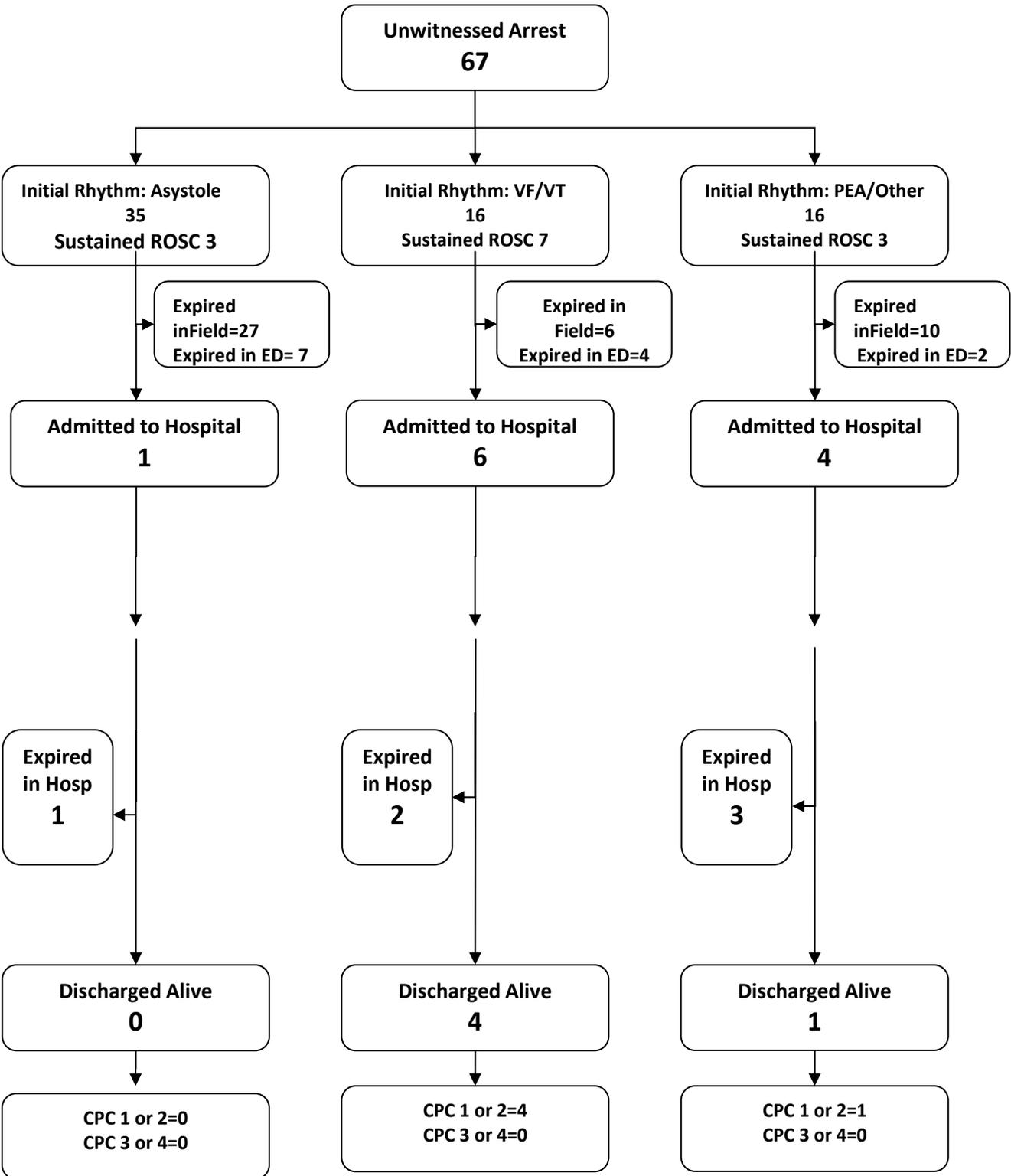
False Alarm Causes

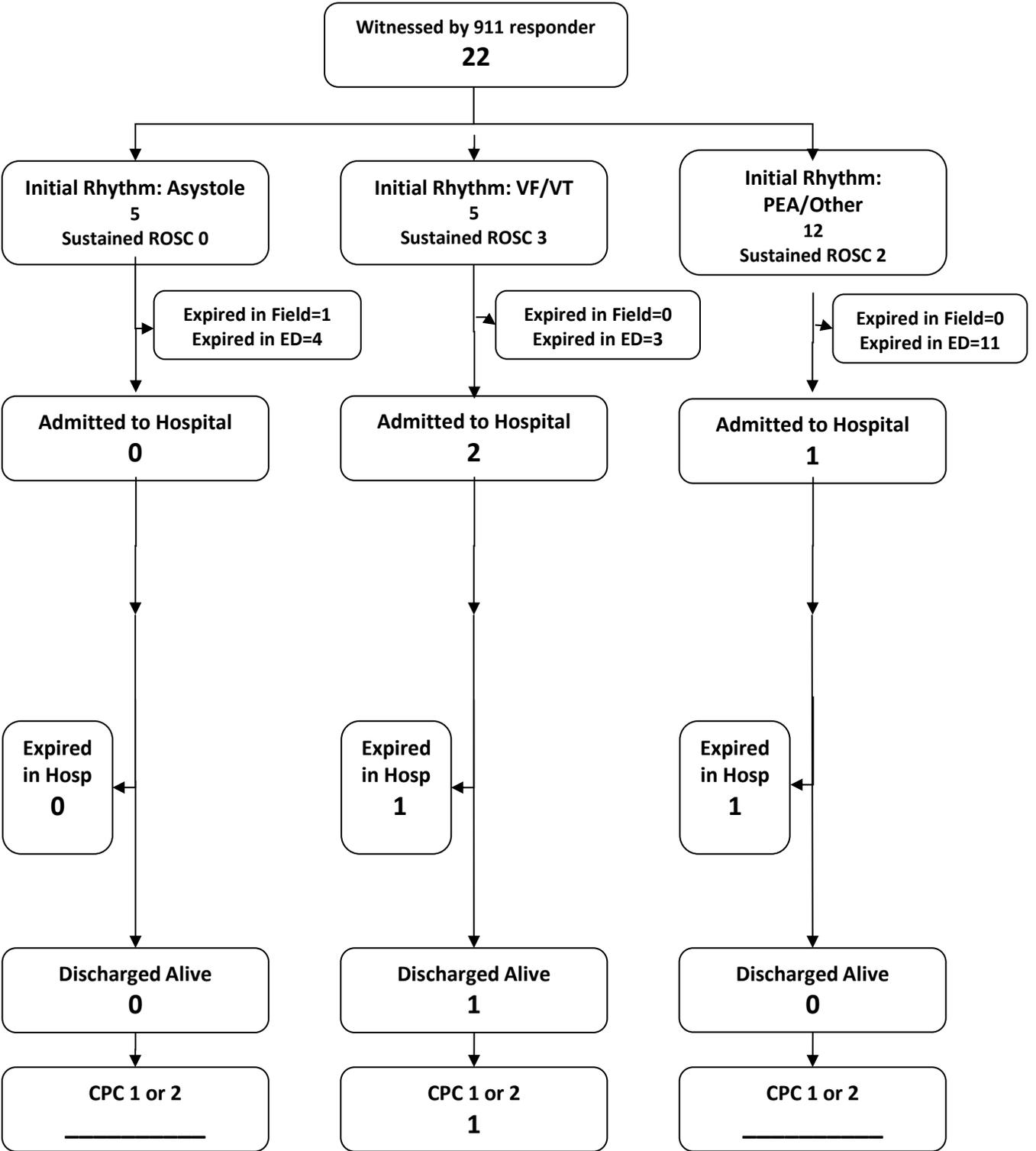


Note: Descriptions in appendix
 Source: Minnesota State Fire Marshall's Office

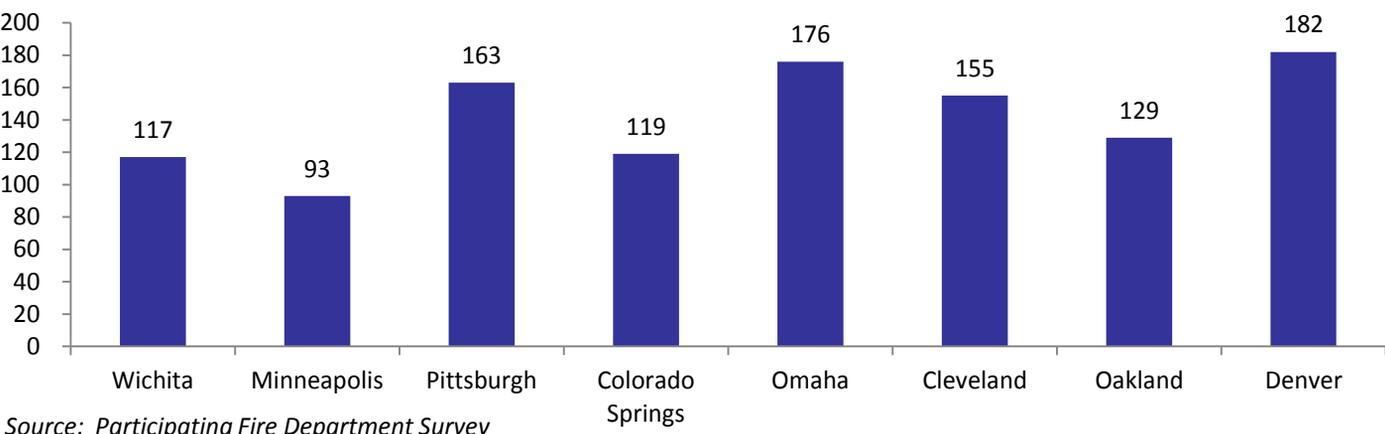
Causes of False Alarms Descriptions	
Cause	Description
Alarm system activation, no fire – unintentional	Example - Workers/maintenance working on system, construction work, dust
Smoke Detector Activation, no fire – unintentional	Smoke detector activation, NO Fire-unintentional
	A result of a proper system response to environmental stimuli such as smoke
Alarm sounded due to malfunction	Includes improper performance of fire alarm system that is not a result of a proper system response to environmental stimuli such as smoke or high heat conditions
Smoke detector activation due to malfunction	Smoke detector activates for no reason--no smoke or fire
Local alarm system, malicious false alarm	Pull Station activated with NO Fire or smoke present
Detector activation, no fire – unintentional	Heat detector activation, NO fire-unintentional. A result of a proper system response to environmental stimuli such as high heat conditions
Telephone, malicious false alarm	False alarm (not a fire alarm system) or false call called in by phone
	Includes prank calls from payphones or you can't find any alarm at the location you were dispatched.
Sprinkler activation, no fire – unintentional	Includes testing the sprinkler system without notifying their alarm company or the fire department
	Also includes broken pipes and heads knocked off
Carbon monoxide detector activation, no CO	
Central station, malicious false alarm	
CO detector activation due to malfunction	
Telephone, malicious false alarm	
Heat detector activation due to malfunction	



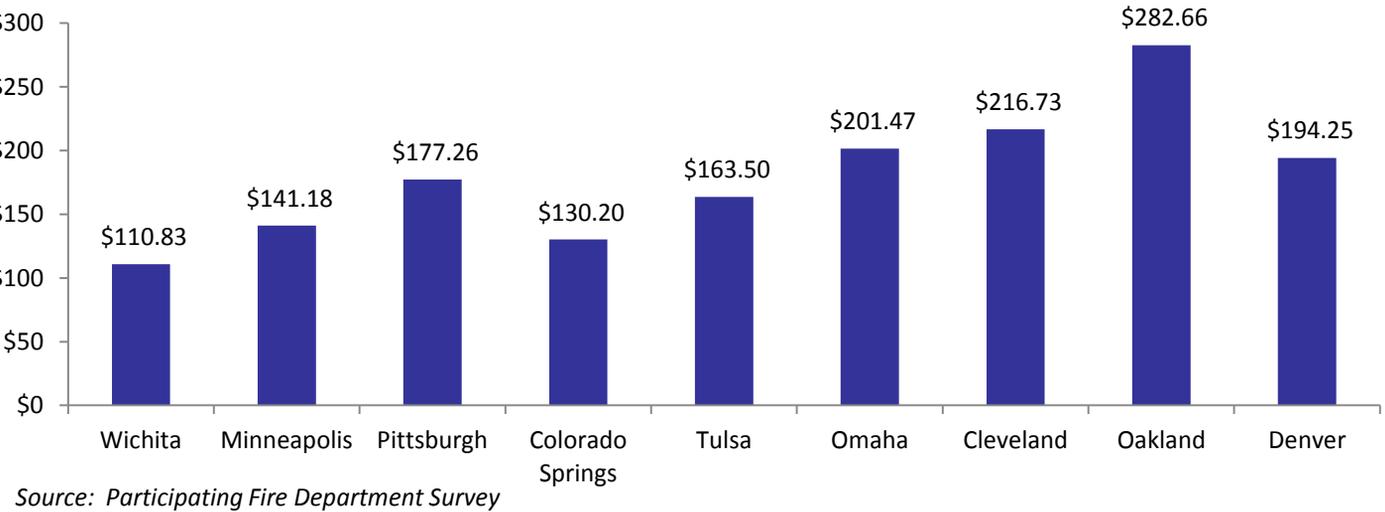




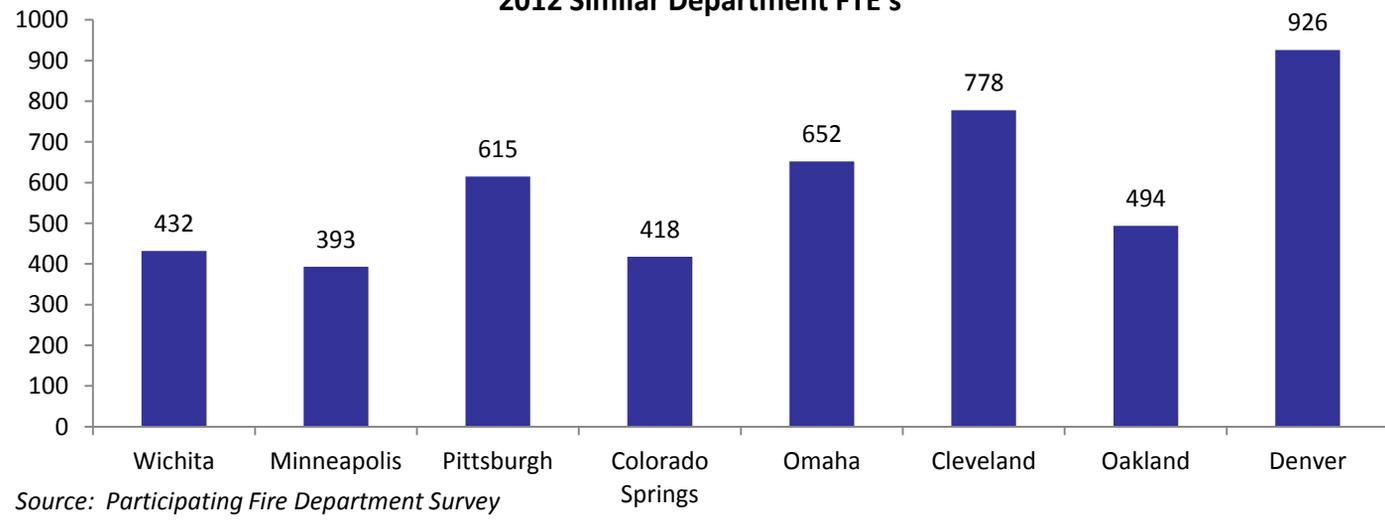
Contributing Cities Average Daily Staffing



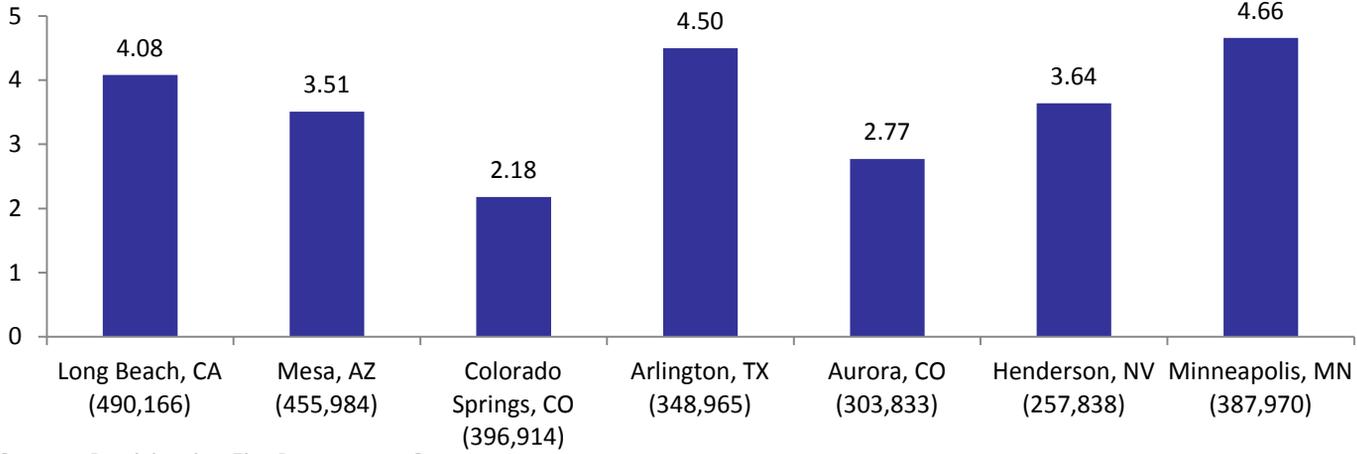
2012 Fire Department Operating Budget per Capita Comparison with Similar Cities



2012 Similar Department FTE's

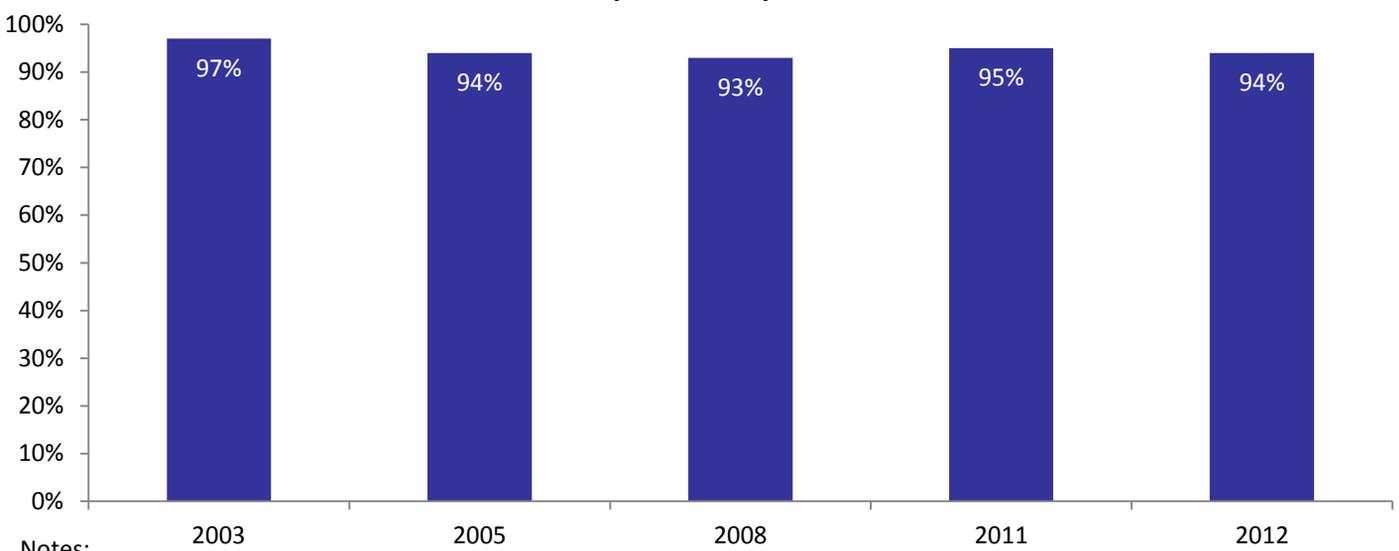


Fire Incidents per 1,000 Population Served



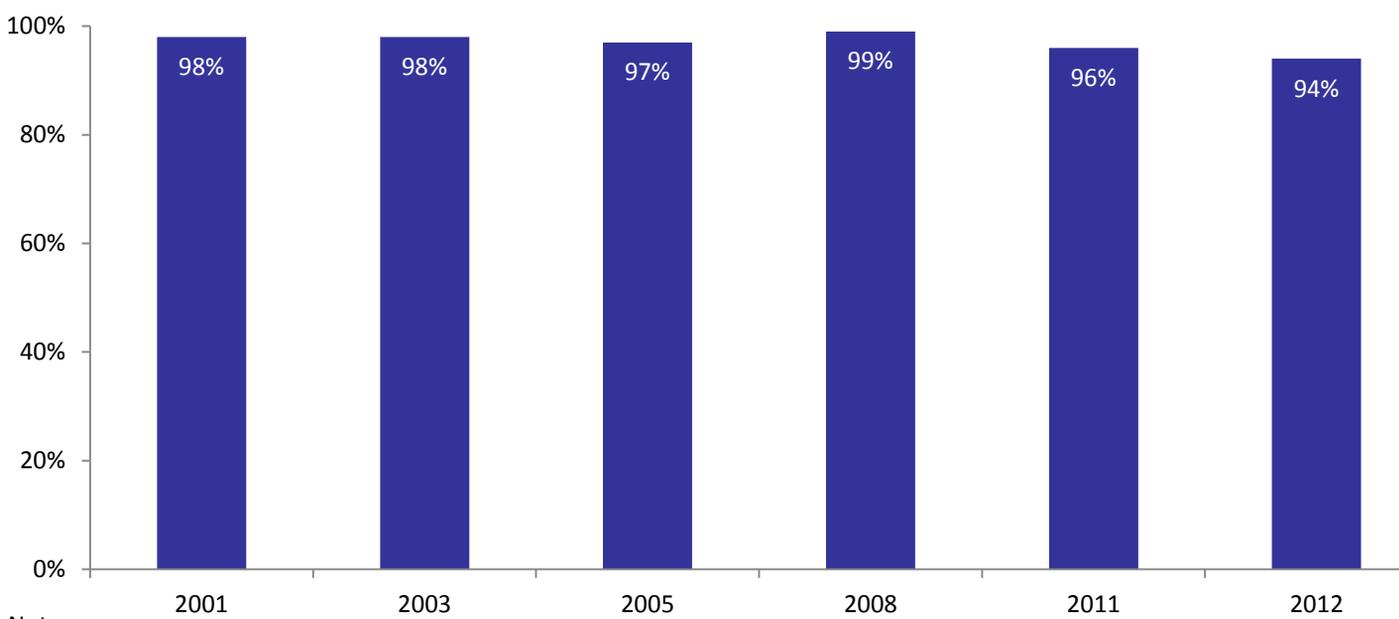
Source: Participating Fire Department Survey

Residents Who Reported the City's Provision of Fire and Emergency Medical Response is Important



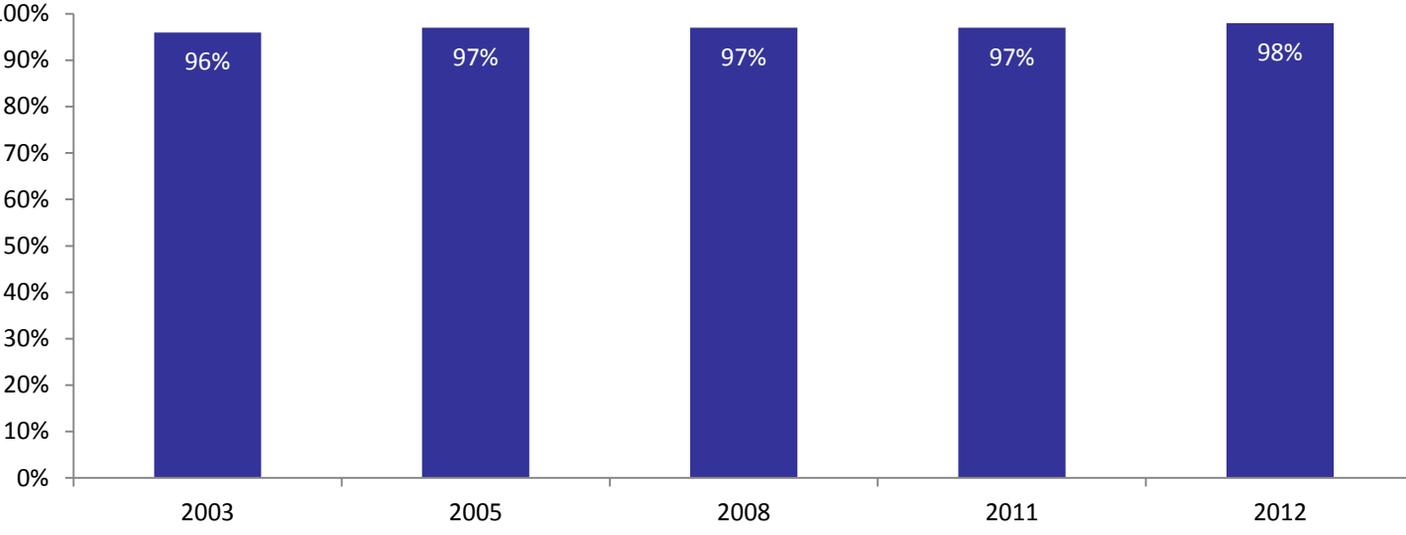
Notes:
1. Survey respondents were asked to rank the importance of this service on a 5 point scale, with 5 being "extremely important" and 1 "not at all important." Percentages shown represent a response of a 4 or 5.
2. For comparisons by survey year, the margin of error is plus or minus four percentage points around any given percentage point and differences from 2011 to 2012 must be five percentage points or higher before they should be considered real changes in population sentiment.
Source: Minneapolis Resident Survey

Satisfaction with the Professionalism Shown by the Fire Department Staff



Notes:
1. The question was only asked to respondents who had contact with the Fire Staff in the past two years.
2. For comparisons by survey year, the margin of error is plus or minus four percentage points around any given percentage point and differences from 2011 to 2012 must be five percentage points or higher before they should be considered real changes in population sentiment.
Source: Minneapolis Resident Survey

Residents Who Reported They are 'Satisfied' or 'Very Satisfied' with Fire Protection and Emergency Medical Response

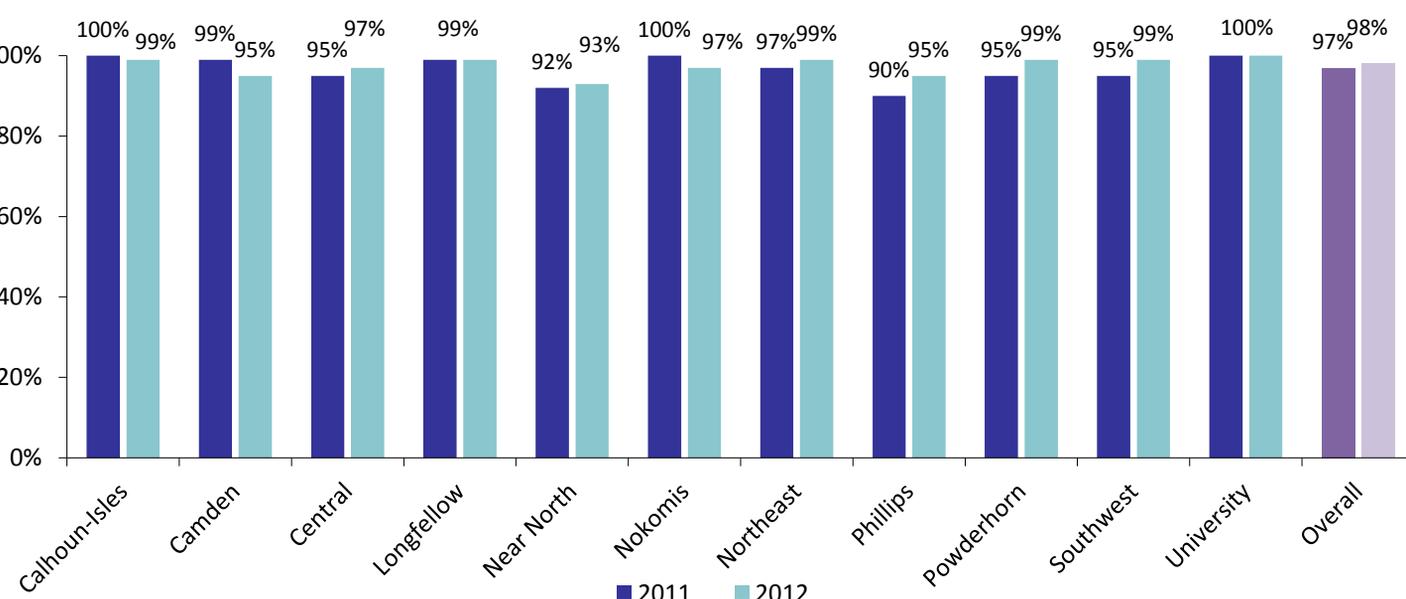


Notes:

1. Survey respondents were asked to rank how satisfied or dissatisfied they were with the service of this service on a 5 point scale, with 5 being "very satisfied" and 1 "very dissatisfied." Percentages shown represent a response of a 4 or 5.
2. For comparisons by survey year, the margin of error is plus or minus four percentage points around any given percentage point and differences from 2011 to 2012 must be five percentage points or higher before they should be considered real changes in population sentiment.

Source: Minneapolis Resident Survey

Residents Who Reported They are 'Satisfied' or 'Very Satisfied' with Fire Protection and Emergency Medical Response, by Planning District

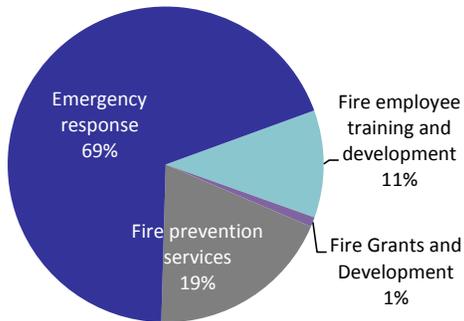


Notes:

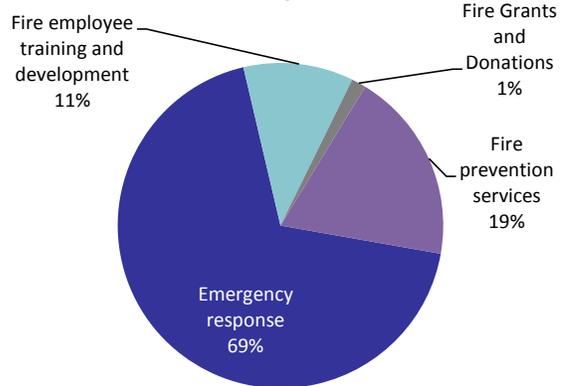
1. Survey respondents were asked to rank how satisfied or dissatisfied they were with the service of this service on a 5 point scale, with 5 being "very satisfied" and 1 "very dissatisfied." Percentages shown represent a response of a 4 or 5.
2. The margin of error is plus or minus 10% for a sample size for community planning districts.
3. All responses for 2012 were statistically significantly different (P<0.05) by subgroup.

Management Dashboard: Fire

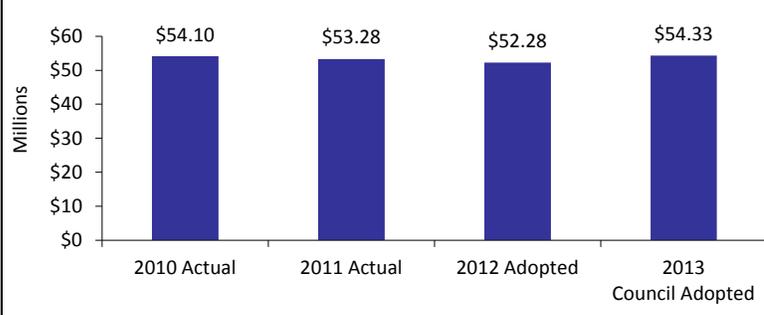
2013 Expenditures by Division: \$54.33 million



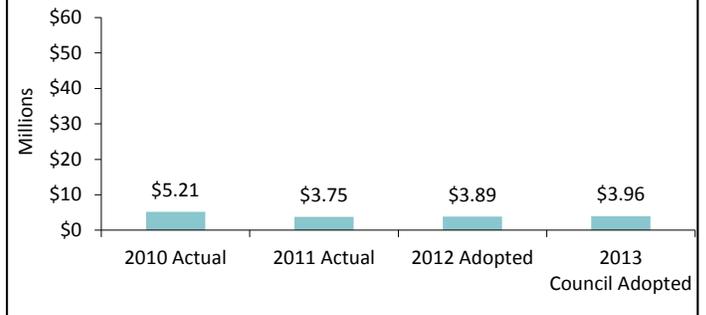
2013 Positions by Division: 390



Expenditure 2010-2013 (in millions)



Revenue 2010-2013 (in millions)



Loss prevention data					
Year	2008	2009	2010	2011	2012
Workers comp	\$1,197,237	\$1,200,028	\$1,195,474	\$1,155,454	\$1,840,714
Liability claims	\$29,746	\$10,363	\$7,296	\$28,215	\$2,949

Average sick days taken per employee					
Year	2008	2009	2010	2011	2012
Days	11.0	11.7	9.7	8.0	10.8

Workforce demographics			
Year end	12/31/2003	12/31/2011	12/31/2012
% Female	17%	16%	15%
% Employee of color	29%	31%	32%
# of employees	448	397	390

Overtime costs					
Year	2008	2009	2010	2011	2012
Hours	-	-	-	-	-
Cost	\$594,247	\$621,817	\$839,218	\$1,092,214	\$1,993,155

Employee turnover and savings					
Year end	2008	2009	2010	2011	2012
Turnover	2.7%	8.1%	3.0%	7.8%	3.6%

Positions vacancies					
Year end	2008	2009	2010	2011	2012
Percent of total	4%	2%	4%	2%	4%

Performance reviews past due in HRIS	
As of 10/18/12	2.0%

Employees eligible to retire												
Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	
Number	40	15	16	12	14	23	21	17	27	17	30	
Cumulative %	10%	4%	4%	3%	4%	6%	5%	4%	7%	4%	8%	

Notes:

Average sick days taken per employee

- A) Based on the payroll calendar year not the calendar year.
- B) Does not include employees who were in a suspended ("S") Pay Status at the end of a given payroll year.
- C) Includes employees who are in a paid ("P") Leave of Absence status and an unpaid Leave of Absence status ("L").
- D) Sworn personnel working a 24 hour shift earn 144 hours of sick leave per year or six 24 hour shifts per year

Overtime costs

- A) OT amount - Fiscol. Reconciled with CRS and Data ware house queries.
- B) Hours - based on HRIS management reports with payroll data

Workforce demographics

- A) Includes employee counts at year's end for 2003 and 2007.
- B) Only includes active FT regular employees.

Employee turnover and savings

- A) Turnover savings= \$Budgeted (personnel) - \$Actual (personnel)

Position vacancies

- A) Includes only budgeted positions.

Employees eligible to retire

- A) The projected time an employee is eligible to retire is based on service time in HRIS. For employees who received pension service credit in other organizations, the actual year of retirement eligibility may be sooner than the projections show.

