

**Appendix B: Public Safety Performance Measures  
FY26 Homeless Shelter Cities Mitigation Application (HSCM)**

**Option 1:**

**Existing Public Safety Performance Measures**

<b>Public Safety</b>
1. Number of calls/cases in city
2. Number of calls/cases at eligible Emergency Shelter(s)
3. Number of calls/cases within ½ mile of eligible Emergency Shelter(s)
4. Of the calls in the city related to transient/homeless, number that resulted in individual being booked to prison/jail
5. Of the calls in the city related to transient/homeless, number that resulted in individual being given citation but not taken into custody
6. Of the calls in the city related to transient/homeless, number that resulted in no action being taken
7. Of the calls in the city related to transient/homeless, number that resulted in individual being taken to hospital
8. Number of officer-initiated homeless cases in city
9. Number of citizen/business initiated homeless cases in city
10. Number of homeless individuals with repeat service calls
11. Average response time to homeless/transient related calls/cases
12. Number of emergency calls related to individuals experiencing homelessness
13. Number of non-emergency calls related to individuals experiencing homelessness

## Option 2:

### Proposed Department of Public Safety Performance Measures – Quantitative, Qualitative, Dashboard

Public Safety Quantitative Data Measures	
1. Illegal Camping	<ul style="list-style-type: none"><li>• Number of Encampments: Count active encampments identified during regular sweeps or patrols.</li><li>• Reports Received: Record complaints or reports from residents about illegal camping.</li><li>• Cleanup Operations: Track the number and frequency of cleanup efforts and amount of waste removal (measured in tons or bags)</li></ul>
2. Pan Handling	<ul style="list-style-type: none"><li>• Traffic Interference Incidents: Count the number of incidents involving panhandlers that disrupt traffic flow.</li><li>• Complaints: Track complaints or calls regarding aggressive or obstructive panhandling.</li><li>• Citations/Interventions: Record the number of citations, warnings, or interventions conducted by law enforcement or social services.</li></ul>
3. Public Safety	<ul style="list-style-type: none"><li>• Crime Statistics: Monitor crimes or disturbances reported in public spaces (e.g., vandalism, theft, assault).</li><li>• Response Time: Measure law enforcement or first responder times to incidents in targeted areas.</li><li>• Pedestrian and Traffic Safety: Track accidents or near-misses caused by panhandling or encampment proximity to roads.</li></ul>
4. Cleanliness	<ul style="list-style-type: none"><li>• Trash Volume: Quantify the amount of trash removed from public spaces during regular maintenance.</li><li>• Sanitation Scores: Implement regular cleanliness inspections and assign a score (e.g., 1-10 scale).</li><li>• Graffiti Removal: Measure the number of graffiti incidents removed in public areas.</li></ul>
5. Community Well-Being	<ul style="list-style-type: none"><li>• Park Usage Rates: Track usage patterns of parks and public spaces through visitor counts.</li><li>• Resident Surveys: Conduct periodic surveys to gauge public satisfaction with cleanliness and safety.</li><li>• Event Attendance: Monitor attendance at community events to assess public engagement.</li></ul>
6. Homelessness and Shelter Availability	<ul style="list-style-type: none"><li>• Point-in-Time Count: Perform bi-annual counts of homeless individuals in the area.</li><li>• Shelter Capacity: Track the number of available shelter beds versus individuals seeking assistance.</li><li>• Turnaway Data: Record the number of individuals turned away due to lack of space.</li></ul>

Public Safety Qualitative Data Measures	
1. Resident Feedback	<ul style="list-style-type: none"> <li>• Conduct focus groups or community forums to gather qualitative input on safety, cleanliness, and homelessness issues.</li> <li>• Collect open-ended survey responses for deeper insights into public perceptions and concerns.</li> </ul>
2. Stakeholder Interviews	<ul style="list-style-type: none"> <li>• Interview local business owners, law enforcement, and nonprofit organizations to understand their experiences and recommendations.</li> </ul>
3. Social Media Sentiment Analysis	<ul style="list-style-type: none"> <li>• Monitor social media platforms to gauge community sentiment on public space issues and interventions.</li> </ul>
4. Case Studies	<ul style="list-style-type: none"> <li>• Document success stories of individuals helped through interventions (e.g., transitioning from homelessness to stable housing).</li> </ul>
5. Visual Assessments	<ul style="list-style-type: none"> <li>• Use photos or video documentation to assess improvements in cleanliness and the condition of public spaces over time.</li> </ul>

Public Safety Dashboard and Reporting	
Develop a centralized dashboard to track progress and visualize data trends. Key metrics should include:	
	<ul style="list-style-type: none"> <li>• Reduction in illegal camping incidents.</li> </ul>
	<ul style="list-style-type: none"> <li>• Improved resident satisfaction scores.</li> </ul>
	<ul style="list-style-type: none"> <li>• Decreased complaints about panhandling.</li> </ul>
	<ul style="list-style-type: none"> <li>• Higher shelter utilization rates with fewer turnaways.</li> </ul>