

#### COMMUNITY DEVELOPMENT AGENCY

#### **DEVELOPMENT SERVICES DIVISION**

http://www.edcgov.us/DevServices/

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TO:

Planning Commission

Agenda of: September 11, 2014

FROM:

Mel Pabalinas

DATE:

September 4, 2014

RE:

A14-0001/Z14-0001/SP86-0002-R/PD94-0004-R-2/El Dorado Hills

**Apartments; Additional Information** 

The following additional information for the above project is being provided for your review and consideration.

#### 1) Tally of Public Comments

Exhibit A details the tally of all comments received for the project through September 4, 2014. The tally provides a breakdown of the quantity and source of comments sorted by support and non-support of the project. Of the 108 total comments, 39 are in support of the project, 13 are non-support, and 56 comments posed concerns but did not specifically express non-support or state opposition to the project. All comments received for the project have been forwarded to the Commission.

#### 2) Trip Generation Comparison

Exhibit B is a memo from Natalie Porter, Traffic Engineer, from Long Range Planning Division. As a supplement to the traffic analysis for the project, the memo details a comparison of the trip generation between the underlying commercial use (based on the approved El Dorado Hills Town Center East Planned Development) and the proposed multifamily use. The memo concludes that there are 37 fewer PM peak hour trips under the proposed multifamily use without internal trip adjustment.

#### 3) Project Comments from El Dorado County Sheriff's Office

Exhibit C is a memo from the El Dorado County Sheriff's Office discussing the department's concern on the project as it relates to design and its potential effects to their current and future law enforcement service in the El Dorado Hills area. The memo concludes that two full-time

Deputies would be needed to provide service coverage in this area based on growth and increased service requests. Staff is not recommending any changes to the project or Conditions of Approval at this time. Staff will be having a discussion with the Sheriff's Office and CAO regarding the potential for funding law enforcement.

#### **Attachments to Staff Memo**

| Exhibit A | Summary     | of     | Written     | and      | Oral      | Comments     |
|-----------|-------------|--------|-------------|----------|-----------|--------------|
|           | (May 27, 20 | 14 - S | eptember 4, | 2014)    |           |              |
| Exhibit B | Community   | Devel  | lopment Ag  | ency, L  | ong Rar   | ige Planning |
|           | Division, M | lemo c | n Trip Gen  | eration  | Compar    | ison; August |
|           | 29, 2014    |        | _           |          |           |              |
| Exhibit C | El Dorado ( | County | Sheriff's C | office A | reas of C | Concern-New  |
|           | Developmen  | nt; El | Dorado Hi   | lls Apa  | rtments;  | August 21,   |
|           | 2014        |        |             | _        |           |              |

#### El Dorado Hills Town Center East Apartments Summary of Written and Oral Comments (May 27, 2014 – September 4, 2014)

#### **Written Comments**

|         | Individuals 58 letters/emails |   |         | nercial<br>rs/emails | Other (agencies and organizations) 7 letters/emails <sup>c</sup> |                |   |  |  |  |
|---------|-------------------------------|---|---------|----------------------|--|----------------|---|--|--|--|
| Support | Non-Support                   | Concerns but did not specifically express non- support or state opposition to project | Support | Non-<br>Support      | Support  | Non-Support    | Concerns but did not specifically express non- support or state opposition to project |  |  |  |
| 3       | 7                             | 48  | 9ª      | 1 <sup>b</sup>       | -  | 2 <sup>d</sup> | 2   |  |  |  |

#### Oral Comments at 6/26/14 Planning Commission

|         | Individuals (Publi<br>9 speakers | <u>(c)</u>  |         | nercial<br>akers | Other (agencies and organizations) 0 speakers |             |   |  |  |  |
|---------|----------------------------------|---|---------|------------------|---|-------------|---|--|--|--|
| Support | Non-Support                      | Concerns but did not specifically express non- support or state opposition to project | Support | Non-<br>Support  | Support                                       | Non-Support | Concerns but did not specifically express non- support or state opposition to project |  |  |  |
| 1       | 2                                | 6   | n/a     | n/a              | n/a   | n/a         | n/a   |  |  |  |

#### Comments Subsequent to 6/26/14 Planning Commission

|         | Individuals (Publi<br>3 letter/email | <u>c)</u>   |                 | nercial<br>rs/email | Other (agencies and organizations) 0 letters/email |             |   |  |  |  |
|---------|--------------------------------------|---|-----------------|---------------------|--|-------------|---|--|--|--|
| Support | Non-Support                          | Concerns but did not specifically express non- support or state opposition to project | Support         | Non-<br>Support     | Support  | Non-Support | Concerns but did not specifically express non- support or state opposition to project |  |  |  |
| 2       | 1                                    | n/a   | 24 <sup>e</sup> | n/a                 | n/a  | n/a         | n/a   |  |  |  |

#### Notes:

- a CBRE Land Investments, CBRE Retail Services, CBRE Industrial Properties, El Dorado Hills Chamber of Commerce, Foothills Partners, PC Stelmakia LP, Town Center East LP, Roebblen, Youngdahl
- b The Marketplace at Town Center East
- c Three letters from agencies (CVRWQCB, Caltrans, EID) and four letters from organizations (APAC, Four Seasons Civic League, Measure Y Committee, Save Our County)
- d APAC, Four Seasons Civic League
- e Includes El Dorado Hills Business Park Owners Association, O1 Communications, and businesses in Montano Commercial Development
- No letters specifically expressing support

n/a not applicable



### COMMUNITY DEVELOPMENT AGENCY LONG RANGE PLANNING DIVISION

#### INTEROFFICE MEMORANDUM

Date:

August 29, 2014

To:

Rommel Pabalinas, Senior Planner

From:

₩Watalie K. Porter, P.E., T.E.

Traffic Engineer

Subject:

Trip Generation Comparison for the El Dorado Hills Town Center Apartment

Project (A14-0001/Z14-0001/SP86-0002-R/PD94-0004-R-2)

#### **BACKGROUND**

The El Dorado Hills Town Center Apartment Project is being proposed for development on a current vacant parcel within Town Center East. This proposed change requires a General Plan Amendment, a Specific Plan Amendment, Rezone and a revision to the approved Development Plan.

One of the Planning Commissioners requested an easy to follow summation of the potential number of trips that could be generated by the current approved land uses (commercial) versus the alternative proposed land use (residential - apartments).

The following is a summation of the trip generation discussion and tables from the *El Dorado Hills Town Center Apartments Transportation Impact Analysis (TIA)*, May 2014, prepared by Fehr & Peers. In addition to the peak hour information, the daily trip generation is also included in the discussion below.

#### **EL DORADO HILLS TOWN CENTER APARTMENTS TRIP GENERATION**

The trip generation, which is a prediction of the number of person trip ends that are generated by and attracted to a particular land use, was calculated using rates from the Institute of Transportation Engineers (ITE) *Trip Generation Manual, 9th Edition*, which provides industry accepted guidelines.

#### **Current Approved Land Use**

Based on the Declaration of Use Restrictions and Agreement to Grant Easements for El Dorado Hills Town Center East, the current approved land use for Parcels 1-3 (see pages 49 – 50 of the *El Dorado Hills Town Center Apartments TIA*, May 2014) can include the following land uses:

- Parcel 1: General Commercial/Retail use with a maximum of 20,000 square feet of gross rental area.
- Parcel 2: Full-service hotel and conference center that will include, at a minimum (i) 100 hotel rooms, (ii) a table service lunch and dinner restaurant containing not less than 4,000 square feet and not more than 4,500 square feet of gross rentable area, (iii) a conference facility sufficient to accommodate at least 250 persons, and (iv) retail space with frontage on Town Center Boulevard containing no less than 3,000 square feet of gross rentable area.



**EDH** Apartments Trip Generation August 29, 2014 Page 2 of 3

> Parcel 3: General Commercial/Retail use, with a minimum of 10,000 square feet of rentable retail shop space with frontage on Town Center Boulevard.

These uses have the following trip generation rates:

#### Parcel 1:

General Commercial/Retail, using ITE code 820 (Shopping Center). Shopping centers are groups of integrated commercial establishments. As integrated developments, many trips will occur between different establishments without traveling outside the shopping center, due to the convenience of having complementary land uses near each other. This trip internalization increases with larger shopping centers. To account for trip internalization of the approved commercial land use, the average trip rate for ITE code 820 was applied, since it results in lower trip generation compared to using the fitted curve equation. The fitted curve equation is a more project-specific application that usually results in a higher rate. Therefore, using the average trip rate is a conservative assumption, since it results in lower trip generation for the approved land uses.

For 20,000 sq. ft. of General Commercial/Retail

Daily rate:

42.70 trips per 1,000 sq. ft. leasable area =

854 daily trips

AM peak hour rate:

0.96 = 12 in, 7 out = 19 total AM peak hour trips

PM peak hour rate:

3.71 = 36 in, 38 out = 74 total PM peak hour trips

#### Parcel 2:

Full-service hotel, using ITE code 310 (Hotel) plus 3,000 square feet of retail, using ITE code 820 (Shopping Center). The full-service hotel land use in ITE includes restaurant uses common to hotels. Therefore, the restaurant described in the Use Restriction was assumed part of the hotel, a conservative assumption (i.e., on the low side), since a stand-alone restaurant would generate more trips.

1. For 100 rooms in a Full-service hotel:

Daily rate: 8.92 trips per occupied room = 892 daily trips

AM peak hour rate: 0.67 = 39 in, 28 out = 67 total AM peak hour trips

PM peak hour rate: 0.70 = 34 in, 36 out = 70 total PM peak hour trips

2. For the 3,000 sq. ft. of retail:

Daily rate: 42.70 trips per 1,000 sq. ft. leasable area = 128 daily trips

AM peak hour rate: 0.96 = 2 in, 1 out = 3 total AM peak hour trips

PM peak hour rate: 3.71 = 5 in, 6 out = 11 total PM peak hour trips

#### Parcel 3:

General Commercial /Retail, using ITE code 820.

For 10,000 sq. ft. of General Commercial/Retail:

Daily rate: 42.70 trips per 1,000 sq. ft. leasable area = 427 daily trips

EDH Apartments Trip Generation August 29, 2014 Page 3 of 3

AM peak hour rate: 0.96 = 6 in, 4 out = 10 total AM peak hour trips PM peak hour rate: 3.71 = 18 in, 19 out = 37 total PM peak hour trips

#### **Total Trip Generation for the Current Approved Land Use:**

Daily: 854 + 892 + 128 + 427 = 2,301 total daily trips

AM peak hour: 19 + 67 + 3 + 10 = 99 total AM peak hour trips PM peak hour: 74 + 70 + 11 + 37 = 192 total PM peak hour trips

#### **Proposed Project Land Use:**

Multi-Family Housing (see pages 27 – 29 of the *El Dorado Hills Town Center Apartments TIA*, May 2014), ITE code 220 (Apartment), replacing the current approved land use for Parcels 1, 2 and 3.

For 250 apartment units:

Daily rate: 6.65 trips per dwelling unit = 1,663 total daily trips

AM peak hour rate: 0.51 = 26 in, 102 out = 128 total AM peak hour trips PM peak hour rate: 0.62 = 101 in, 54 out = 155 total PM peak hour trips

By matching trip ends within the Town Center East, an internal reduction for PM peak hour rate was calculated: 18 in, 10 out = 28 total internal trips for PM peak hour trips. Examples of internal trips include an apartment resident going to one of the restaurants in Town Center, to the movie theatre, or to any of the shopping opportunities within Town Center instead of generating a trip to any of the commercial uses in Town Center from anywhere outside the boundaries of Town Center East. As a conservative estimate, no internal reduction was assumed for the AM peak hour, although it is reasonable to expect residents of the proposed project going to Starbucks or getting gas on their way to work in the morning. Both these trips would represent internal trips relative to Town Center East.

Net PM peak hour trips: 101 in -18 in =83 in 54 out -10 out =44 out (Total: 155-28=127 total PM peak hour trips)

#### **CONCLUSION**

Trip Generation difference between Current Approved Land Use and Proposed Project Land Use:

Daily = 2,301 - 1,663 = 638 fewer trips under Proposed Land Use

AM peak hour: 99 – 128 = -29 AM peak hour trips (29 more under Proposed Land Use)
PM peak hour: 192 – 127 = 65 fewer PM peak hour trips under Proposed Land Use

(37 fewer PM peak hour trips under Proposed Land Use without internal trip adjustment)

# EL DORADO COUNTY SHERIFF'S OFFICE AREAS OF CONCERN-NEW DEVELOPMENT

EL DORADO HILLS APARTMENTS August 21, 2014

**EXHIBIT C** 

14-0769 4A 7 of 33

### EL DORADO COUNTY SHERIFF'S OFFICE AREAS OF CONCERN-SUFFICIENT STAFFING

#### **OBJECTIVE**

Address areas of concern in regards to change of development to the El Dorado Hills Specific Plan

#### **PURPOSE**

With the proposed change of the Specific Plan in El Dorado Hills as it pertains to housing in the Town Center area, the Sheriff's Office has gathered information to better inform the Planning Commission Board and the Board of Supervisors as it pertains to the safety and services to citizens of El Dorado County.

This information was brought to the attention of the Sheriff's Office through the Planning Department of El Dorado County as outlined in the El Dorado County General Plan 5.7.3.1-Prior to approval of new development; the Sheriff's Department shall be requested to review all applications to determine the ability of the department to provide protection services. The ability to provide protection to existing development shall not be reduced below acceptable levels as a consequence of new development. Recommendations such as the need for additional equipment, facilities, and adequate access may be incorporated as conditions of approval.



### EL DORADO COUNTY SHERIFF'S OFFICE AREAS OF CONCERN-SUFFICIENT STAFFING

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#### PROPOSED CHANGE TO SPECIFIC PLAN:

On August 20, 2014, I met with representatives from the Planning Division and representatives from the developer of the El Dorado Hills Apartments. My understanding is that in the original approved Specific Plan the area between Mercedes Lane and Town Center Boulevard was scheduled to be a temporary housing (Hotel). The developers informed the County they wanted this to change to full time residency in the form of "Higher Scale" apartments.

In their justification the plan is good for the citizens who will want to live in close proximity to the offered entertainment and businesses in the Town Center area. While the Sheriff's Office is in favor of development in the community it brings up concerns of having full time residency established in such a busy area.

Based on past developments similar in size and locations, the developers estimated the population of the apartments to be an increase of approximately 400 new citizens to El Dorado County.

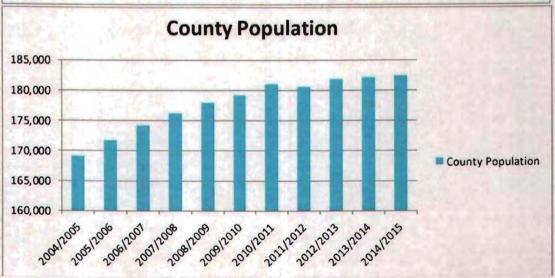
#### **CURRENT SHERIFF STAFFING LEVELS:**

For the 2014/2015 personnel allocation for the Sheriff's Office we have 164 sworn peace officers. This includes 1 Sheriff, 1 Undersheriff, 3 Captains, 7 Lieutenants, 24 Sergeants and 128 Deputy Sheriff's. Based on the most current figures of 2010 census data and total allocated positions for 2014/2015, the El Dorado County Sheriff's Office averages, one (1) sworn peace officers for every 1112 citizens. Below is a graph which illustrates the number of sworn El Dorado County Peace Officers and total population. Based on the average number of El Dorado County Sworn Peace Officers over the past ten years (173.5) we are currently 9.5 positions below our average. With this addition of population and location issues the Sheriff's Office is concerned with providing the quality of service or citizens are accustomed too, without increasing our staffing.

|           | SWORN PEACE OFFICE | RS PER 1,000 CITIZEN | IS                              |
|-----------|--------------------|----------------------|---------------------------------|
| YEARS     | SWORN              | POPULATION           | Sworn per 1000 Citizens         |
| 2004/2005 | 167.5              | 168,984              | 1 Sworn for every 1010 citizens |
| 2005/2006 | 168.5              | 171,739              | 1 Sworn for every 1019 citizens |
| 2006/2007 | 172.5              | 174,218              | 1 Sworn for every 1010 citizens |
| 2007/2008 | 181.5              | 176,226              | 1 Sworn for every 971 citizens  |
| 2008/2009 | 197.5              | 177,897              | 1 Sworn for every 900 citizens  |
| 2009/2010 | 188                | 179,150              | 1 Sworn for every 953 citizens  |
| 2010/2011 | 184                | 181,058              | 1 Sworn for every 984 citizens  |
| 2011/2012 | 165                | 180,483              | 1 Sworn for every 1094 citizens |
| 2012/2013 | 158                | 181,711              | 1 Sworn for every 1150 citizens |
| 2013/2014 | 162                | 181,997              | 1 Sworn for every 1123 citizens |
| 2014/2015 | 164                | 182,404              | 1 Sworn for every 1112 citizens |
|           |                    |                      |                                 |

F.B.I. National Average=1.9 Officers for every 1000 people





#### SERVICE CONCERNS:

While the estimated population of approximately 400 new citizens is not a huge increase, the Sheriff's Office does feel the location of the apartments is going to dramatically increase our calls for service to this area. The area in which this complex is going has logistical issues which the Sheriff's Office feels will require additional staffing to provide the amount of service which will be required.

In the immediate area of Town Center there are several businesses and events which we feel will be cause for complaints by citizens who reside within the immediate area. These include a night club which serves alcohol, has dancing and remains open until 2:00 am. While the business does a good job of controlling the many visitors while at the club, the Sheriff's Office tends to get calls after these individuals leave the club at the end of the evening. The night club also offers outside seating which tends to cause calls for service from the local hotel located within the same general area. With the addition of permanent residency these calls for service will likely increase.

Also in the immediate area is a local movie theater. This movie theater is a hub for local teenagers and young adults to gather during the weekends and every night in the summer. The theater also has special showings at midnight throughout the year and on special occasions. Without permanent residency we are not called very often for noise or vehicle traffic issues. By placing permanent residency this could be a foreseen issue.

Town Center has many events throughout the year which we feel will contribute to an increase in calls for service. These events include summer concerts, holiday extravaganzas, street fairs, and farmer's markets. With the addition of permanent residency these events tend to go late in the evenings and early in the mornings. The Sheriff's Office will see an increase in calls for service regarding these events due to these new residents being permanent and being displaced due to road closures and constant activities.

Listed below is the statistical data comparing temporary residence (hotels) versus permanent residency (apartments) in the area of Town Center. Located

within Town Center is the Holiday Inn Express. The closest apartment complexes to Town Center are located approximately a quarter mile away off of Valley View Drive. We used these locations to demonstrate the difference of calls for service between temporary and permanent residency.

#### STATISTICAL DATA ON CALLS FOR SERVICE

Holiday Inn Express (2009-2013)-232 Calls for service

Vineyard Apartments (2009-2013)-826 Calls for service

Valley View Apartments (2009-2013)-1,412 Calls for service

#### **AVERAGE CALLS PER YEAR**

Holiday Inn Express-46

Vineyard Apartments-165

Valley View Apartments-282

We can correlate the increase based on a couple of different factors however, we as a Sheriff's Office feel the biggest influence between temporary and permanent residency is the type of residency that is created. People who visit a location are less likely to call for service when it is a shorter period of stay versus a permanent resident who repeatedly gets disturbed or concerned about the area they live. The permanent resident takes ownership of the area and is likely to call more quickly because of something suspicious, something that is disturbing them or something that is out of normalcy. A temporary resident doesn't know what is suspicious or out of normal and usually has a higher tolerance of reporting something when they are disturbed because they know it's only temporary.

#### **ECONOMIC OPTIONS:**

We discussed a couple of options to cover the costs of providing additional resources for this development.

- Imposing a tax or charge to the renter of the apartments to cover the cost of services (Similar to Mello Roos tax)
- Sharing the cost with the business owners of Town Center and the developers to contract with the Sheriff's Office for the needed staffing
- Contracting with the Sheriff's Office at overtime rates to have coverage on certain days and times.

#### **CONCLUSION:**

In order to support this project the Sheriff's Office would like to add staffing to continue to provide the current level of service to the citizens of El Dorado County and El Dorado Hills. Due to the figured and justified increase in calls for service, the Sheriff's Office is in need of two (2) full time Deputies to handle the increase in population based on growth and increased service requests. Two Deputies allow for the Sheriff's Office to have 24 hours coverage in this area. Below is a listed cost of hiring two (2) Deputy Sheriff's to assist in the increase of service that will need to be supplied.

**DEPUTY SHERIFF (2)-\$310,000** 

VEHICLE/EQUIPMENT COSTS-\$103,966

TOTAL COSTS-\$413,966

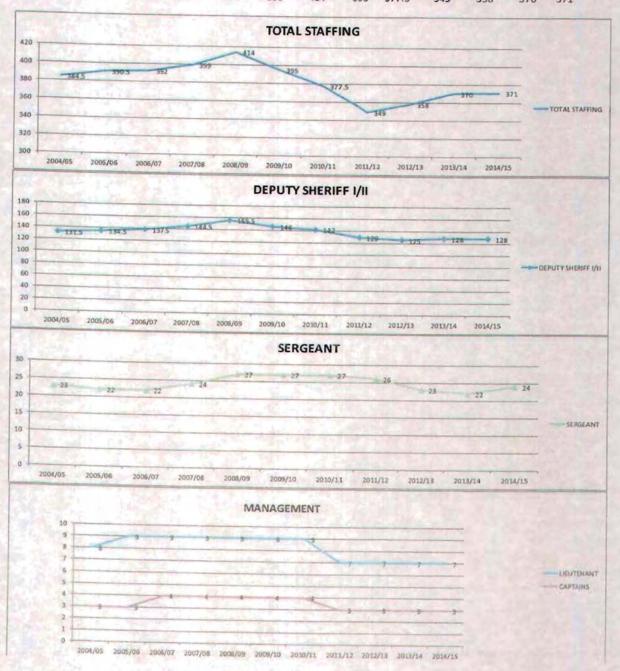
The Sheriff's Office has not increased our staffing with all the new developments especially in the west end of El Dorado County. Under the El Dorado County General Plan Policy 5.1.2.2 the Sheriff Office guidelines for the minimal levels of service are outlined that the Sheriff Office should have an 8 minute response to 80% of the population in Community Regions. In Rural Regions there is no standard listed in the General Plan. In the collection of data from 2001-2014 the Sheriff's Office has never been staffed to comply with the General Plan requirements. Listed in the back of this report is our statistical data as it relates to response times and increased calls for service.

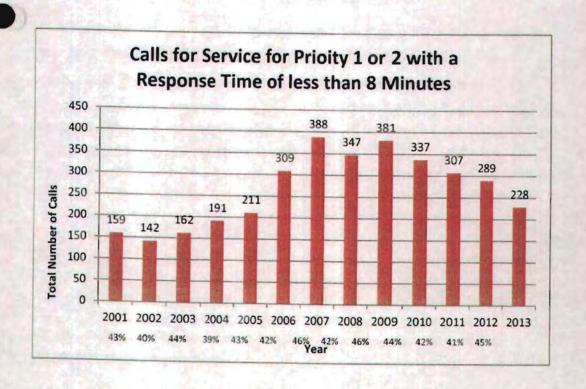
We as the Sheriff's Office are pleased to know that developers and citizens have a desire to build and move to El Dorado County. We are fully supportive of this happening. However, we have a responsibility to the current citizens and the one's hopeful in moving here to provide the quality of service that has become expected and need to increase our staffing levels to do so.

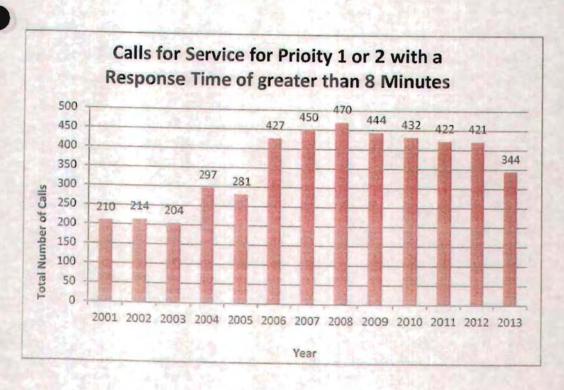
## STATISTICAL INFORMATION

#### SHERIFF DEPARTMENT STAFFING NUMBERS

| DCDUM ALLEN         | 2004/05 | 2005/06 | 2006/07 | 2007/08 | 2008/09 | 2009/10 | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| DEPUTY SHERIFF'S    | 131.5   |         |         | 144.5   |         |         |         |         | 125     | 128     | 128     |
| SHERIFF SERGEANTS   | 23      | 22      | 22      | 24      | 27      | 27      | 27      | 26      | 23      | 22      | 24      |
| SHERIFF LIEUTENANTS | 8       | 9       | 9       | 9       | 9       | 9       | 9       | 7       | 7       | 7       | 7       |
| SHERIFF CAPTAINS    | 3       | 3       | 4       | 4       | 4       | 4       | 4       | 3       | 3       | 3       | 3       |
| TOTAL STAFFING      | 384.5   | 390.5   | 392     | 399     | 414     | 395     | 377.5   | 349     | 358     | 370     | 371     |







|          | Total Number of CFS  Total Number of dispatched CFS  Total Number of Self - Initated CFS |      |       |       |      |           |      | ree        | CFS Response Times by Zones & Priority |             |              |                |                |                |                   |                  |                |                |                |       |     |
|----------|--|------|-------|-------|------|-----------|------|------------|--|-------------|--------------|----------------|----------------|----------------|-------------------|------------------|----------------|----------------|----------------|-------|-----|
| one/Beat | Priority   | 2000 | 2010  |       | -    |           |      | -          |  | -           |              |                | _              | Rec/Arri       |                   | _                |                |                | Disp/Arriv     | 6     | _   |
| 1        | - Indiana  | 6442 | UITA  | 2011  | 2012 | 2013      | 2009 | 2010       | 2011                                   | 2012        | 2013         | 2009           | 2010           | 2011           | 2012              | 2013             | 2009           | 2010           | 2011           | 2012  | -   |
|          | 1  | 63   | 67    | 54    | 49   | 64        | 10   | 7          | 11                                     | 4           | 6            | 10:06          | 10:22          | 12:39          | 10:35             | 09:20            | 08:08          |                |                |       | (   |
|          | 2  | 773  | 714   | 758   | 717  | 639       | 366  | 307        | 359                                    | 262         | 204          | 13:39          | 14:37          | 14:56          | 15:36             | The same of      | 1000           | 07:35          | 10:50          | 08:05 |     |
|          | 3  | 4649 | 4838  | 4885  | 4462 | 4416      | 3093 | 3247       | 2863                                   | 2701        | 2233         | 24:21          | 24:49          | 24:40          | 26:17             | 16:26            | 10:21          | 10:47          | 11:22          | 10:58 |     |
|          | 4  | 3825 | 3566  | 3772  | 3607 | 3873      | 1036 | 899        | 1070                                   | 971         | 1014         | 32:33          | 31:26          | 31:03          | 33:18             | 25:59<br>36:20   | 12:25          | 12:42          | 12:40          | 12:25 |     |
|          | 5  | 901  | 814   | 913   | 838  | 1246      | 7456 | 6696       | 6191                                   | 5862        | 6357         | 30:06          | 30:46          | 29:13          | 30:40             | 38:10            | 13:01          | 13:44          | 11:17          | 12:11 |     |
| 2        |  | 7717 | 1     |       |      |           | -    |            | 0451                                   | 2002        | 0007         | 30.00          | 30.40          | 45.43          | 30.40             | 30.10            | 15.01          | 13.44          | TETA           | 11.33 |     |
| 1        | 1  | 81   | 73    | 51    | 81   | 62        | 10   | 9          | 6                                      |             | 42           |                |                |                |                   | -                |                |                |                | 24/14 |     |
|          | 2  | 1049 | 974   | 931   | 867  | 706       | 347  | 320        | 272                                    | 13          | 13           | 10:13          | 07:29          | 08:30          | 12:26             | 11:38            | 05:55          | 05:37          | 06:27          | 07:02 |     |
|          | 3  | 6136 | 6244  | 6297  | 5947 | 5835      | 3803 | 3107       | 2822                                   | 285<br>2739 | 200          | 12:57          | 11:50          | 13:44          | 13:28             | 1451             | 07:50          | 07:46          | 08:22          | 08:56 |     |
|          | 4  | 4628 | 4609  | 4106  | 4144 | 4619      | 1454 | 1310       | 1262                                   | 1198        | 2830<br>1233 | 20:04          | 19:31<br>25:59 | 22:24          | 23:06             | 22:36<br>30:19   | 10:11          | 09:50          | 10:09          | 09:40 |     |
|          | 5  | 1047 | 1007  | 1037  | 1000 | 1361      | 9460 | 7936       | 7144                                   | 6819        | 8188         | 28:02          | 28.46          | 28:16          | 28:28<br>30:05    | 31:19            | 12:13          | 11:48          | 11:37          | 10:31 |     |
| 3        | -  | -    | 1000  |       |      | 200       | 200  | 1300       | 6499                                   | 0013        | 0100         | 19:01          | 28.40          | 28:30          | 30.05             | 31:19            | 11.31          | 11:32          | 11:17          | 11:43 |     |
|          |  | 12   | 5     |       |      |           |      |            |  |             |              | The same of    |                |                |                   |                  |                |                |                |       |     |
|          | 2  | 96   | 120   | 107   | 7 95 | 8         | 1    | 0          | 0                                      | 1           | 1            | 35:12          | 20:49          | 17:58          | 24:53             | 28:06            | 29:37          | 18:56          | 17:05          | 17:07 |     |
|          | 1  | 534  | 574   | 548   | 551  | 88<br>491 | 61   | 51         | 57                                     | 44          | 36           | 28:46          | 31:24          | 31:12          | 29:32             | 25:50            | 22.56          | 23:50          | 25:14          | 24:35 |     |
|          | 4  | 628  | 484   | 564   | 534  | 597       | 138  | 296        | 350                                    | 270         | 225          | 40:13          | 39:18          | 43:53          | 44:59             | 45:28            | 23:48          | 22:49          | 22:11          | 22:36 |     |
|          | 5  | 134  | 136   | 152   | 156  | 208       | 852  | 120<br>823 | 159<br>845                             | 167<br>757  | 151          | 43:36          | 4054           | 40:45          | 43:48             | 54:08            | 20:28          | 19:07          | 19:29          | 15:59 |     |
| 4        |  |      |       | -     |      | 200       | 0.05 | 00         | 040                                    | 101         | 817          | 50:40          | 38:38          | 33:51          | 44:11             | 45:35            | 23:34          | 20:14          | 18:30          | 21:05 |     |
|          | 1  | 13   | 8     | 9     | 15   |           |      |            | 190                                    |             |              |                | No.            | Action         |                   |                  | -              |                |                |       |     |
|          | 2  | 244  | 244   | 193   | 209  | 15        | 2    | 0          | 5                                      | 3           | 0            | 17:50          | 24:57          | 16:40          | 31:23             | 25:17            | 16:45          | 23:18          | 15:20          | 24:20 | d   |
|          | 16   | 1074 | 981   | 1074  | 986  | 1013      | 947  | 118<br>794 | 96<br>662                              | 102         | 81           | 25:13          | 26:04          | 23:42          | 27:37             | 26:55            | 18:13          | 20:31          | 21:05          | 22:43 |     |
|          | 45   | 1265 | 1142  | 1224  | 1195 | 1138      | 483  | 406        | 432                                    | 497<br>364  | 559<br>308   | 35:40<br>41:05 | 37:49          | 39:40          | 48:41             | 55:07            | 20:12          | 20:32          | 21:34          | 21:20 |     |
|          | 5  | 279  | 266   | 308   | 291  | 415       | 2220 | 1774       | 1631                                   | 1561        | 1450         | 36:04          | 36:15<br>38:49 | 41:22          | 55:05<br>01:04:52 | 1:10:02<br>58:10 | 18:16<br>17:30 | 16:56<br>19:31 | 17:35<br>19:43 | 17:39 |     |
| 51       | _  | 200  |       |       | -    | -         | 1440 |            | 2002                                   | 2302        | 1950         | 30.04          | 30.42          | 44-10          | 01:04:32          | 20:10            | 17:30          | 13:31          | 19743          | 18:57 |     |
|          | L.   | 2    | 3     | 4     | 6    | 6         | 1    | 0          |  |             | -            |                |                | 1              | 441               | 1                | -              |                |                |       |     |
|          | 2  | 80   | 65    | 71    | 85   | 61        | 51   | 47         | 3 40                                   | 1 19        | 2            | 01:08:42*      | 11:24          | 08:04          | 05:54             | 08:24            | 09:45          | 09:40          | 05:17          | 04:17 |     |
|          | 1  | 339  | 339   | 339   | 320  | 304       | 384  | 364        | 277                                    | 232         | 13           | 18:25          | 15:41          | 23:23<br>19:15 | 27:43             | 30:12            | 12:08          | 12:16          | 12:49          | 17:19 |     |
|          | 4  | 401  | 393   | 327   | 319  | 337       | 380  | 407        | 358                                    | 241         | 203          | 24:32          | 20:14          | 23:23          | 21:47             | 21:20            | 11:17          | 10:27          | 11:28          | 11:19 |     |
|          | - 5  | 183  | 187   | 159   | 183  | 199       | 1342 | 1240       | 1081                                   | 1018        | 783          | 19:45          | 20:24          | 25:40          | 24:20             | 34:13            | 08:56          | 10:47          | 11:32          | 12:07 |     |
| 52       |  |      | -11   |       |      |           | 1000 |            |  | 1010        | 700          | 22.49          | 20024          | 63.40          | 24.20             | 24.12            | 00.30          | 20.47          | 13.00          | 12.10 | _   |
|          | -11  | 7    | 5     | 6     | 7    | 4         | 0    | 0          | 1                                      | 0           |              | 05.00          |                | 00.00          | 40.00             |                  |                | ***            |                |       |     |
|          | 2  | 93   | 82    | 83    | 76   | 73        | 28   | 32         | 39                                     | 28          | 1 20         | 05:49<br>12:00 | 10:01          | 09:22<br>10:58 | 09:51<br>11:55    | 09:53            | 04:42          | 10:53          | 06:04          | 08:41 | Į,  |
|          | 1  | 490  | 478   | 416   | 430  | 408       | 380  | 336        | 176                                    | 229         | 258          | 16:04          | 15:44          | 18:34          | 15:29             | 18:05            | 08:50          | 09:00          | 08:41          | 08:51 | - 3 |
|          | 4  | 685  | 677   | 511   | 609  | 534       | 369  | 226        | 246                                    | 229         | 177          | 21:12          | 20:43          | 18:54          | 24.48             | 21:42            | 11:39          | 10:34          | 10:34          | 09:30 |     |
|          | 9  | 234  | 224   | 197   | 263  | 288       | 1541 | 1470       | 1297                                   | 1377        | 966          | 18:51          | 15:22          | 20:11          | 33:48             | 22:05            | 10:44          | 06:08          | 09.56          | 12:27 |     |
| 53       | 10   |      |       |       |      |           |      |            | Non                                    |             |              |                | -              |                |                   | -                | 04172          | 10000          | 100000         | 20161 | -   |
|          | T  | 1    | 2     | 3     | 0    | 0         | 0    | 0          | 0                                      | 2           | 1            | 2458           | 23:59          | 19.18          | 29:39             | 29:58            | 23:48          | 02:33          | 14:53          | 18:22 |     |
|          | 2  | 34   | 39    | 28    | 31   | 23        | 14   | 12         | 9                                      | 15          | 10           | 23:15          | 25:43          | 24:15          | 37:10             | 37:45            | 20:39          | 20:14          | 21:08          | 21:21 | -   |
|          | 3  | 134  | 138   | 129   | 106  | 118       | 86   | 81         | 63                                     | 40          | 62           | 31:28          | 32:42          | 35:54          | 28.53             | 26:09            | 20:27          | 21:05          | 23:22          | 17:31 | -   |
|          | 4  | 124  | 128   | 105   | 93   | 114       | 111  | 120        | 79                                     | 54          | 98           | 29:47          | 31-32          | 27:00          | 44.52             | 33:14            | 17:06          | 17:29          | 17:50          | 16:49 |     |
|          | . 5  | 57   | 76    | 54    | 77   | 104       | 241  | 249        | 212                                    | 244         | 393          | 25:53          | 28:07          | 32:32          | 44:52             | 36:59            | 18:09          | 14:30          | 24:22          | 16:49 |     |
| 55       | 1777   | 725  | 1950  | 11111 |      | The V     |      |            | -                                      |             | 1 1 1        |                |                |                |                   |                  |                |                |                |       | H   |
|          | - 1  | 2    | 4     | 1     | 2    | 2         | 0    | 0          | 1                                      | 0           | 1            | 16:10          | 28:22          | 19:40          | 24:13             | 29:28            | 13:42          | 26:30          | 18:37          | 24:41 | -   |
|          | 2  | 48   | 45    | 35    | 37   | 30        | 35   | 32         | 17                                     | 28          | 11           | 37:44          | 32:01          | 43:18          | 34:45             | 51:06            | 29:56          | 28:17          | 37:27          | 25:58 | 1   |
|          |  | 103  | 96    | 69    | 70   | 57        | 94   | 87         | 65                                     | 45          | 39           | 47:37          | 48:07          | 01:03:46       | 49:28             | 47:25            | 33:01          | 29:58          | 29:35          | 27:24 | 1   |
|          | 4  | 123  | 95    | 95    | 101  | 82        | 75   | 43         | 47                                     | 48          | 42           | 48.51          | 48:30          | 42:05          | 50.57             | 50.59            | 36:27          | 26:06          | 22:52          | 24:54 | 1   |
|          | 5  | 47   | 31    | 35    | 41   | 51        | 235  | 188        | 150                                    | 158         | 164          | 01:05:43       | 45:00          | 44:48          | 41:17             | 45:37            | 23:44          | 27:30          | 23:50          | 25:27 | 4   |
|          |  |      |       |       |      |           |      |            | 100                                    |             | TY ST        |                | 1-6            |                | - 1               | 1200             | N. Carlo       | 2017           | DESC.          | 375/5 |     |
|          | otals :  |      | 29974 | 29654 |      |           | 91   |            |  |             | 7 100        |                |                |                |                   |                  |                |                |                |       |     |

\* Crution, when using small numbers, higher averages are calculated. These have a small number os CFS'
Average Response Times are for Dispatched calls only. Self-initiated calls are not included as they would skew the average times.

|            | -     | -     | Rec/Arrive | 1     | -     |       |       | Disp/Arriv | 2     |       |
|------------|-------|-------|------------|-------|-------|-------|-------|------------|-------|-------|
|            | 2009  | 2010  | 2011       | 2012  | 2013  | 2009  | 2010  | 2011       | 2012  | 2013  |
| Priority 1 | 13:03 | 11:05 | 11:30      | 13:37 | 13:50 | 09:10 | 08:19 | 09:11      | 09:19 | 09:27 |
| Priority 2 | 15:52 | 16:10 | 16:55      | 17:42 | 18:28 | 11:05 | 11:53 | 12:13      | 12:39 | 12:42 |
| Priority 3 | 23:54 | 23:42 | 25:31      | 27:03 | 27:10 | 12:35 | 12:27 | 12:36      | 12:19 | 12:13 |
| Princity 5 | 30:43 | 28:40 | 30:30      | 33:15 | 35:11 | 13:49 | 13:02 | 12:51      | 12:25 | 12:07 |
| Princips   | 29:22 | 28:14 | 28:43      | 32:56 | 34:10 | 13:45 | 13-26 | 12:32      | 13-18 | 11:45 |

