

RESOLUTION NO.

WHEREAS, the City of Austin is committed to achieving the highest standards for all of its operations, which demands transparency, regular oversight, and setting clear and appropriate targets for employees and the public; and

WHEREAS, police operations are uniquely important in the City's interactions with the public and deserving of focused attention by the Council and community at large; and

WHEREAS, the City Manager annually prepares key performance indicators (KPIs), including available data for past years and targets for current and future years, for consideration during adoption of the annual budget, they are rarely revised by Council; and

WHEREAS, the Fiscal Year 2026-2027 Proposed Budget has the following KPIs for Austin Police (APD):

- Percent of non-urgent calls into the 911 system,
- Number of minutes for police response for emergency and urgent violent crime calls,
- Average number of APD cadets enrolled in the Academy at the start of the cadet class,
- Percent change in violent crime incidents within designated priority hot spots (*new KPI, no data*),
- Median time between uninitiated repeat contacts between police and identified high utilizers (*new KPI, no data*),
- Leadership Academy completion rate for frontline supervisors (*new KPI, no data*); and

26 **WHEREAS**, since 2024, the City of Austin has been working with the
27 consultant firm Berry Dunn to specifically review Resource-Intensive Service Call
28 (RISC) and other operational improvements to gain efficiencies from workloads
29 within existing staffing levels; and

30 **WHEREAS**, a list of KPIs for APD should be able to clearly answer for the
31 public:

- 32 • Is our community safe? (Public safety outcome);
- 33 • How well are calls for service handled? (Service delivery level);
- 34 • Are officers acting appropriately? (Professional standards and
- 35 community trust);
- 36 • Are we using resources effectively? (Organizational effectiveness);
- 37 and

38 **WHEREAS**, while KPIs may change over time to emphasize focus areas for
39 management or Council, the need for transparency, accountability, and high
40 performance is consistent; **NOW, THEREFORE**,

41 **BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:**

42 The City Manager is directed to undertake a comprehensive review of
43 existing police data, past local audits and studies, and potential national models for
44 performance management.

45 **BE IT FURTHER RESOLVED:**

46 The City Manager is directed to present the results of this review and
47 recommend whether and how the KPIs and targets for APD should be updated to
48 focus on desired outcomes.

BE IT FURTHER RESOLVED:

The City Manager should make this presentation and provide the recommendations to the Public Safety Commission and Council's Public Safety Committee, in coordination with their respective chairs, by no later than January 2027.

ADOPTED: _____, 2026

ATTEST: _____
Erika Brady
City Clerk