

## What does CityScore measure?

*Please note: daily scores reflect activity from the previous weekday, weekly scores reflect activity from the previous 7 days, monthly scores reflect activity from the previous month (on a rolling basis) and quarterly scores reflect activity from the previous quarter (on a rolling basis).*

**311 Call Center Performance:** The 311 call center is the City's constituent service center, staffed by highly-trained representatives ready to help you with requests for non-emergency City services and information. We aim to have our live agents answer 311 calls within 30 seconds at least 95% of the time.

**BFD Incidents:** An occurrence that requires action or support by emergency services (Boston Fire Department) to prevent or minimize loss of life or damage to property. A CityScore greater than 1 indicates a decrease in BFD incidents relative to the historical average.

**BFD Response Time:** When you call 911 to report an incident and BFD is dispatched, we aim for the first fire truck to arrive on scene in 4 minutes or less from the time they leave the station at least 90% of the time.

**BPS Attendance:** We aim for 95% of enrolled students to be in attendance every day across all Boston Public Schools during the school year.

**Constituent Satisfaction Surveys:** If you provide an email address when making a 311 request, you will be notified when your case is closed and asked to rate your experience. We aim to average at least 4 out of 5 on our constituent satisfaction surveys.

**EMS Incidents:** Any request for emergency medical service which generates a distinct entry in the computer aided dispatch (CAD) system. A single incident may generate the response of multiple EMS vehicles and/or involve multiple patients. A CityScore greater than 1 indicates a decrease in EMS incidents relative to the historical average

**EMS Response Time:** When you call 911 to report a life-threatening illness or injury it triggers a priority 1 EMS response. We aim for a median EMS response time of 6 minutes or less for priority 1 responses.

**Graffiti Removal On-Time %:** The removal of graffiti on private property as requested by Boston residents and approved by property owners. We aim to remove at least 80% of this graffiti reported through 311 within 45 business days.

**Homicides:** The killing of one person by another. A CityScore greater than 1 indicates a decrease in homicides relative to the historical average.

**Library Users:** If you use your library card to access a service through the Boston Public Library, such as to use a computer or to check out a book or e-book, you are considered an active library user. We want the number of active library users to increase.

**Missed Trash On-Time %:** If your trash or recycling was put out on time but was not picked up, the Public Works Department will send a crew to inspect. We aim to inspect at least 80% of missed trash reported through 311 within 1 business day.

**On-Time Permit Reviews:** "As of right" permits are those which have been determined not to require any further relief from the zoning code via the Board of Appeal process. We aim to review at least 75% of "as of right" planning & zoning permits within 20 business days.

**Parks Maintenance On-Time %:** The primary tasks of parks maintenance include trash removal, grass cutting and field lining as well as the maintenance of fencing, benches, play equipment, irrigation and graffiti removal. We aim to address at least 80% of park lighting requests within 7 business days and all other parks maintenance requests within 5 business days.

**Part 1 Crimes:** Index crimes reported to the FBI for serious offenses, including aggravated assault, forcible rape, murder, robbery, arson, burglary, larceny-theft, and motor vehicle theft. In CityScore this metric excludes homicides, shootings and stabbings, which are tracked independently. A CityScore greater than 1 indicates a decrease in Part 1 Crimes relative to the historical average.

**Pothole Repair On-Time %:** The Public Works Department repairs potholes to increase safety and reduce vehicular damage. We aim to repair at least 80% of potholes reported through 311 within 1 business day.

**Shootings:** Assault and battery (non-fatal) with a firearm. A CityScore greater than 1 indicates a decrease in shootings relative to the historical average.

**Sign Installation On-Time %:** The Transportation Department installs & maintains signs to provide clarity & safety on Boston's streets. We aim to fix damaged signs or install approved new signs within 30 calendar days at least 80% of the time.

**Signal Repair On-Time %:** The Transportation Department is responsible for repairing broken or malfunctioning traffic signals. We aim to repair at least 80% of traffic signal outages reported through 311 within 24 hours.

**Stabbings:** Assault and battery (non-fatal) with a knife. A CityScore greater than 1 indicates a decrease in stabbings relative to the historical average.

**Streetlight Outages On-Time %:** The Public Works Department is tasked with repairing broken or malfunctioning streetlights. We aim to repair at least 80% of streetlight outages reported through 311 within 10 business days.

**Tree Maintenance On-Time %:** The tree maintenance division provides maintenance, including pruning and removal, to 38,000 street trees and 2600 acres of wooded parkland. We aim to perform maintenance on at least 80% of trees reported through 311 within 365 calendar days.