



## City Performance Management 2020 Q1 SB Stat Post-Meeting Memo

### 2020 SB Stat Key Takeaways

- EMS Customer Satisfaction Survey
  - Most effective way to distribute survey – possible A/B testing
  - In Dan Parker's experience at Beacon, response rates for paper and digital were about equal
- SBF D Promotion Process
  - The promotion processes, especially Captain promotion, have been significantly standardized over the past 15 years.
  - Since it takes 8 years for a new hire to apply to become a captain, recruiting efforts would take a while to show in the officers.
  - BC and AC positions are few and are rarely vacant. Usually, a Chief will be in that spot until retirement. The interview panels for these positions include HR and the Mayor's Office to emphasize the community-facing nature of these positions.

### 2020 SB Stat Topic Next Steps

- EMS Customer Satisfaction Survey
  - Review A/B testing set-up
  - Review other medical surveys
- SBF D Promotion Process
  - Continue to move towards more digital records for promotion processes

### Potential Topics Q2 2020 SB Stat

- Training Division – Collaboration & knowledge sharing with SBPD
- Fire Prevention Division – Baseline information and ideas for improvement