Performance Reviews of Our Public Safety Agencies

**What It Means**

The public has a right to be kept apprised of department budget challenges, staffing struggles, and a department’s responsibility to taxpayers. Without transparency and accountability, citizens cannot assess the effectiveness of city departments and their personnel, and thus cannot have confidence. The Office of Audit and Performance (OAP) has the capacity to conduct reports and evaluations of city and county government departments and has done so in the past. Under Mayor Ballard, the OAP conducted regular reviews of certain departments to evaluate performance, set key performance indicators (KPIs) and suggest improvements in problem areas to better serve taxpayers.

**Why?**

The mayor should have hard data on what is occurring in every city department tasked with addressing public safety - including the shortcomings. Reports required by the OAP and conducted by an agency should be public and reliably periodic, not reduced to just one agency report per year (38). Biannual reports ensure that we are up to date on the present-day issues and are developing current solutions to address them. For example, on June 4th of this year, our neighbor Carrie Petty laid in a pool of her own blood for 10 minutes, while her husband and a neighbor attempted to call 911, but no one answered (39). In meeting with others, I have heard similar stories. This is unacceptable. As Carrie put it, “Indianapolis, Marion County: we are better than this” (40). The residents of Indianapolis need to know how long it takes to answer 911 calls and why this is happening. The last time a report was conducted by the OAP on this issue was in 2018 (41). This system of reporting should not be limited to just 911 calls, but for all city agencies, especially those dealing with public safety.

**How?**

As mayor, I will require public safety agencies to present reports to the Office of Audit and Performance on a rolling basis. These reports will not be merely audits of the agency’s processes, but performance evaluations as well. I will require all city and county public safety departments to develop KPIs by which to measure their progress in addressing problem areas, and publish those KPIs. These reports will be made public on the OAP website to ensure transparency. This will measure the success of agencies. In instances like Carrie Petty’s, we will be able to break down what went wrong, so we can develop a strategy to ensure it never happens again.

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38. indy.gov: City-County Audits
39. Indianapolis woman voicing concerns over 911 dispatch response times | Fox 59
40. Id.
41. An Assessment of the Marion County Sheriff's Office