

2.11. Seguridad y Emergencias. Principales indicadores

Indicadores Estratégicos

| EJE ESTRATÉGICO | OBJETIVO ESTRATÉGICO | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|-------|---|-------|-------|-------|-------|-------|-------|-------|------|------|------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| UNA CIUDAD CENTRADA EN LAS PERSONAS, SOLIDARIA E INCLUSIVA | PROPORCIONAR UNA RESPUESTA EFICAZ Y COORDINADA A LAS SITUACIONES DE EMERGENCIA | | | | | | | | | | | | | | | | | | | | | | | | |
| Indicador | Unidad de medida | Tipo | Gráfico evolución | | | | | | | | | | | | | | | | | | | | | | |
| Fallecidos en incendios por 100.000 habitantes. | Fallecidos x 100.000 hab | C | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>0,06</td><td>0,22</td><td>0,25</td><td>0,18</td><td>0,21</td><td>0,22</td><td>0,12</td><td>0,19</td><td>0,24</td><td>2,22</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 0,06 | 0,22 | 0,25 | 0,18 | 0,21 | 0,22 | 0,12 | 0,19 | 0,24 | 2,22 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 0,06 | 0,22 | 0,25 | 0,18 | 0,21 | 0,22 | 0,12 | 0,19 | 0,24 | 2,22 | | | | | | | | | | | | | | | |
| Satisfacción ciudadana con el Servicio de Bomberos. | Valoración media escala 0-10 | C | <table border="1"> <tr><th>Año</th><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>7,5</td><td></td><td>8,0</td><td></td><td>8,1</td></tr> </table> | Año | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 7,5 | | 8,0 | | 8,1 | | | | | | | | | | |
| Año | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | | | | | | |
| Valor | 7,5 | | 8,0 | | 8,1 | | | | | | | | | | | | | | | | | | | | |
| Supervivencia de pacientes críticos a los 7 días SAMUR-Protección Civil. | Porcentaje de supervivientes | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>78,32</td><td>80,19</td><td>79,58</td><td>79,86</td><td>81,04</td><td>83,20</td><td>82,80</td><td>83,90</td><td>83,60</td><td>83,30</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 78,32 | 80,19 | 79,58 | 79,86 | 81,04 | 83,20 | 82,80 | 83,90 | 83,60 | 83,30 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 78,32 | 80,19 | 79,58 | 79,86 | 81,04 | 83,20 | 82,80 | 83,90 | 83,60 | 83,30 | | | | | | | | | | | | | | | |
| Satisfacción de los usuarios del servicio SAMUR-Protección Civil. | Valoración media escala 1-10 | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>8,8</td><td>8,8</td><td>8,8</td><td>8,9</td><td>9,0</td><td>8,9</td><td>9,1</td><td>9,1</td><td>9,0</td><td>9,1</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 8,8 | 8,8 | 8,8 | 8,9 | 9,0 | 8,9 | 9,1 | 9,1 | 9,0 | 9,1 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 8,8 | 8,8 | 8,8 | 8,9 | 9,0 | 8,9 | 9,1 | 9,1 | 9,0 | 9,1 | | | | | | | | | | | | | | | |

| EJE ESTRATÉGICO | OBJETIVO ESTRATÉGICO | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|-------|---|-------|-------|-------|-------|-------|-------|-------|------|------|-------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| UNA CIUDAD CENTRADA EN LAS PERSONAS, SOLIDARIA E INCLUSIVA | HACER DE MADRID UNA CIUDAD CON UN AMBIENTE SEGURO PARA VIVIR, TRABAJAR Y VISITAR, DONDE LA CIUDADANÍA SE SIENTA INTEGRADA Y SEA CORRESPONSABLE EN EL MANTENIMIENTO DE LA SEGURIDAD | | | | | | | | | | | | | | | | | | | | | | | | |
| Indicador | Unidad de medida | Tipo | Gráfico evolución | | | | | | | | | | | | | | | | | | | | | | |
| Índice de delincuencia. | Delitos y faltas x 1.000 hab | C | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>90,50</td><td>84,60</td><td>77,42</td><td>74,59</td><td>72,95</td><td>71,68</td><td>68,18</td><td>67,89</td><td>74,35</td><td>72,40</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 90,50 | 84,60 | 77,42 | 74,59 | 72,95 | 71,68 | 68,18 | 67,89 | 74,35 | 72,40 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 90,50 | 84,60 | 77,42 | 74,59 | 72,95 | 71,68 | 68,18 | 67,89 | 74,35 | 72,40 | | | | | | | | | | | | | | | |
| Porcentaje de llamadas por un presunto delito atendidas en 8 minutos o menos por la Policía Municipal. | Porcentaje de llamadas | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>76,0</td><td>47,0</td><td>60,0</td><td>73,0</td><td>85,0</td><td>79,7</td><td>80,0</td><td>93,0</td><td>93,0</td><td>92,0</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 76,0 | 47,0 | 60,0 | 73,0 | 85,0 | 79,7 | 80,0 | 93,0 | 93,0 | 92,0 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 76,0 | 47,0 | 60,0 | 73,0 | 85,0 | 79,7 | 80,0 | 93,0 | 93,0 | 92,0 | | | | | | | | | | | | | | | |
| Seguridad percibida en la Ciudad de Madrid. | Índice escala 0-100 | C | <table border="1"> <tr><th>Año</th><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>56,5</td><td></td><td></td><td>64,5</td><td></td><td>61,4</td><td>68,6</td><td>63,6</td></tr> </table> | Año | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 56,5 | | | 64,5 | | 61,4 | 68,6 | 63,6 | | | | |
| Año | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | | | |
| Valor | 56,5 | | | 64,5 | | 61,4 | 68,6 | 63,6 | | | | | | | | | | | | | | | | | |
| Víctimas mortales en accidentes de tráfico. | Total víctimas | C | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>57</td><td>41</td><td>43</td><td>33</td><td>30</td><td>33</td><td>32</td><td>24</td><td>24</td><td>35</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 57 | 41 | 43 | 33 | 30 | 33 | 32 | 24 | 24 | 35 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 57 | 41 | 43 | 33 | 30 | 33 | 32 | 24 | 24 | 35 | | | | | | | | | | | | | | | |
| Notas: Tipo de indicador: C = Indicador de Ciudad; GM=Indicador de gestión municipal | | | | | | | | | | | | | | | | | | | | | | | | | |

Indicadores de acción

| Indicador | Unidad de medida | Tipo | Gráfico evolución | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------------------|-------------------|-------|---|-------|-------|-------|-------|-------|-------|-------|------|------|------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Efectivos del Cuerpo de Bomberos. | Total de Bomberos | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>1.589</td><td>1.507</td><td>1.399</td><td>1.507</td><td>1.479</td><td>1.442</td><td>1.391</td><td>1.562</td><td>1.554</td><td>1.464</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 1.589 | 1.507 | 1.399 | 1.507 | 1.479 | 1.442 | 1.391 | 1.562 | 1.554 | 1.464 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 1.589 | 1.507 | 1.399 | 1.507 | 1.479 | 1.442 | 1.391 | 1.562 | 1.554 | 1.464 | | | | | | | | | | | | | | | |

| Indicador | Unidad de medida | Tipo | Gráfico evolución | | | | | | | | | | | | | | | | | | | | | | |
|---|------------------------|---------|---|---------|---------|--------|---------|--------|---------|---------|------|------|-------|-------|-------|---------|---------|---------|---------|---------|--------|---------|--------|---------|---------|
| Bomberos por 100.000 habitantes. | Bomberos x 100.000 hab | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>51</td><td>47</td><td>43</td><td>46</td><td>45</td><td>45</td><td>43</td><td>49</td><td>42</td><td>46</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 51 | 47 | 43 | 46 | 45 | 45 | 43 | 49 | 42 | 46 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 51 | 47 | 43 | 46 | 45 | 45 | 43 | 49 | 42 | 46 | | | | | | | | | | | | | | | |
| Media de bomberos de servicio al día. | Bomberos x día | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>253</td><td>247</td><td>240</td><td>239</td><td>244</td><td>247</td><td>252</td><td>268</td><td>250</td><td>260</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 253 | 247 | 240 | 239 | 244 | 247 | 252 | 268 | 250 | 260 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 253 | 247 | 240 | 239 | 244 | 247 | 252 | 268 | 250 | 260 | | | | | | | | | | | | | | | |
| Horas dedicadas a entrenamiento en los Parques de Bomberos. | Total de horas | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>114.482</td><td>111.767</td><td>108.600</td><td>108.147</td><td>110.410</td><td>92.742</td><td>114.030</td><td>94.383</td><td>113.125</td><td>109.505</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 114.482 | 111.767 | 108.600 | 108.147 | 110.410 | 92.742 | 114.030 | 94.383 | 113.125 | 109.505 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 114.482 | 111.767 | 108.600 | 108.147 | 110.410 | 92.742 | 114.030 | 94.383 | 113.125 | 109.505 | | | | | | | | | | | | | | | |
| Simulacros realizados por Bomberos al año. | Total de simulacros | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>76</td><td>92</td><td>54</td><td>55</td><td>35</td><td>53</td><td>76</td><td>57</td><td>96</td><td>263</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 76 | 92 | 54 | 55 | 35 | 53 | 76 | 57 | 96 | 263 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 76 | 92 | 54 | 55 | 35 | 53 | 76 | 57 | 96 | 263 | | | | | | | | | | | | | | | |
| Actuaciones de supervisión y control del cumplimiento de la normativa de prevención de incendios realizadas por Bomberos. | Total de actuaciones | GM | <table border="1"> <tr><th>Año</th><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>2.852</td><td>2.312</td><td>2.278</td><td>1.933</td><td>2.407</td><td>3.026</td><td>2.948</td><td>2.577</td></tr> </table> | Año | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 2.852 | 2.312 | 2.278 | 1.933 | 2.407 | 3.026 | 2.948 | 2.577 | | | | |
| Año | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | | | |
| Valor | 2.852 | 2.312 | 2.278 | 1.933 | 2.407 | 3.026 | 2.948 | 2.577 | | | | | | | | | | | | | | | | | |
| Personas informadas por la campaña Bomberos ¡te informal! | Total personas | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>44.682</td><td>52.807</td><td>54.425</td><td>29.137</td><td>27.444</td><td>50.527</td><td>30.523</td><td>52.541</td><td>21.249</td><td>80.934</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 44.682 | 52.807 | 54.425 | 29.137 | 27.444 | 50.527 | 30.523 | 52.541 | 21.249 | 80.934 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 44.682 | 52.807 | 54.425 | 29.137 | 27.444 | 50.527 | 30.523 | 52.541 | 21.249 | 80.934 | | | | | | | | | | | | | | | |
| Tiempo medio de llegada del primer tren de ataque de Bomberos. | Media de minutos | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>6,32</td><td>6,39</td><td>6,41</td><td>6,40</td><td>6,42</td><td>6,81</td><td>6,90</td><td>6,91</td><td>6,57</td><td>6,53</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 6,32 | 6,39 | 6,41 | 6,40 | 6,42 | 6,81 | 6,90 | 6,91 | 6,57 | 6,53 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 6,32 | 6,39 | 6,41 | 6,40 | 6,42 | 6,81 | 6,90 | 6,91 | 6,57 | 6,53 | | | | | | | | | | | | | | | |

| Indicador | Unidad de medida | Tipo | Gráfico evolución | | | | | | | | | | | | | | | | | | | | | | |
|--|------------------------------|--------|--|--------|--------|--------|--------|-------|--------|--------|------|------|------|------|------------|--------|--------|--------|--------|--------|--------|--------|-------|--------|--------|
| Porcentaje de intervenciones resueltas con el primer tren de ataque de Bomberos. | Porcentaje de intervenciones | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Porcentaje</th><td>91,00</td><td>91,00</td><td>90,26</td><td>88,95</td><td>90,00</td><td>89,51</td><td>88,25</td><td>86,35</td><td>86,52</td><td>86,25</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Porcentaje | 91,00 | 91,00 | 90,26 | 88,95 | 90,00 | 89,51 | 88,25 | 86,35 | 86,52 | 86,25 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Porcentaje | 91,00 | 91,00 | 90,26 | 88,95 | 90,00 | 89,51 | 88,25 | 86,35 | 86,52 | 86,25 | | | | | | | | | | | | | | | |
| Profesionales del SAMUR-PC. | Total de profesionales | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Total</th><td>596</td><td>609</td><td>664</td><td>657</td><td>643</td><td>655</td><td>616</td><td>690</td><td>724</td><td>717</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Total | 596 | 609 | 664 | 657 | 643 | 655 | 616 | 690 | 724 | 717 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Total | 596 | 609 | 664 | 657 | 643 | 655 | 616 | 690 | 724 | 717 | | | | | | | | | | | | | | | |
| Voluntarios en SAMUR-Protección Civil. | Total voluntarios | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Total</th><td>1.938</td><td>2.031</td><td>2.141</td><td>2.262</td><td>1.908</td><td>2.000</td><td>1.770</td><td>1.623</td><td>1.509</td><td>1.678</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Total | 1.938 | 2.031 | 2.141 | 2.262 | 1.908 | 2.000 | 1.770 | 1.623 | 1.509 | 1.678 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Total | 1.938 | 2.031 | 2.141 | 2.262 | 1.908 | 2.000 | 1.770 | 1.623 | 1.509 | 1.678 | | | | | | | | | | | | | | | |
| Tasa de voluntarios de SAMUR-Protección Civil en la Ciudad. | Voluntarios x 10.000 hab | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Tasa</th><td>6,19</td><td>6,32</td><td>6,58</td><td>6,91</td><td>5,84</td><td>6,09</td><td>5,46</td><td>5,13</td><td>5,62</td><td>5,82</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Tasa | 6,19 | 6,32 | 6,58 | 6,91 | 5,84 | 6,09 | 5,46 | 5,13 | 5,62 | 5,82 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Tasa | 6,19 | 6,32 | 6,58 | 6,91 | 5,84 | 6,09 | 5,46 | 5,13 | 5,62 | 5,82 | | | | | | | | | | | | | | | |
| Horas de formación a profesionales del SAMUR-PC. | Total de horas | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Horas</th><td>34.950</td><td>21.919</td><td>21.120</td><td>21.530</td><td>18.438</td><td>19.857</td><td>18.928</td><td>1.010</td><td>22.172</td><td>25.417</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Horas | 34.950 | 21.919 | 21.120 | 21.530 | 18.438 | 19.857 | 18.928 | 1.010 | 22.172 | 25.417 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Horas | 34.950 | 21.919 | 21.120 | 21.530 | 18.438 | 19.857 | 18.928 | 1.010 | 22.172 | 25.417 | | | | | | | | | | | | | | | |
| Flota asistencial del SAMUR-PC. | Total de vehículos | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Total</th><td>183</td><td>201</td><td>195</td><td>185</td><td>180</td><td>175</td><td>177</td><td>204</td><td>221</td><td>195</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Total | 183 | 201 | 195 | 185 | 180 | 175 | 177 | 204 | 221 | 195 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Total | 183 | 201 | 195 | 185 | 180 | 175 | 177 | 204 | 221 | 195 | | | | | | | | | | | | | | | |
| Bases operativas del SAMUR-PC. | Total de bases | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Total</th><td>17</td><td>17</td><td>18</td><td>20</td><td>21</td><td>21</td><td>21</td><td>21</td><td>21</td><td>22</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Total | 17 | 17 | 18 | 20 | 21 | 21 | 21 | 21 | 21 | 22 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Total | 17 | 17 | 18 | 20 | 21 | 21 | 21 | 21 | 21 | 22 | | | | | | | | | | | | | | | |

| Indicador | Unidad de medida | Tipo | Gráfico evolución | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---------|---|---------|---------|---------|---------|---------|---------|---------|------|------|------|------|-------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Ciudadanos formados como alertantes y primer respondiente por SAMUR-Protección Civil. | Total de ciudadanos | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>10.577</td><td>14.747</td><td>15.966</td><td>20.675</td><td>20.209</td><td>22.967</td><td>43.625</td><td>44.316</td><td>49.692</td><td>32.198</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 10.577 | 14.747 | 15.966 | 20.675 | 20.209 | 22.967 | 43.625 | 44.316 | 49.692 | 32.198 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 10.577 | 14.747 | 15.966 | 20.675 | 20.209 | 22.967 | 43.625 | 44.316 | 49.692 | 32.198 | | | | | | | | | | | | | | | |
| Emergencias atendidas por SAMUR-PC. | Total de emergencias | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>120.656</td><td>124.227</td><td>129.050</td><td>129.240</td><td>130.713</td><td>124.800</td><td>132.738</td><td>103.881</td><td>130.195</td><td>131.570</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 120.656 | 124.227 | 129.050 | 129.240 | 130.713 | 124.800 | 132.738 | 103.881 | 130.195 | 131.570 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 120.656 | 124.227 | 129.050 | 129.240 | 130.713 | 124.800 | 132.738 | 103.881 | 130.195 | 131.570 | | | | | | | | | | | | | | | |
| Controles de calidad en las intervenciones SAMUR-PC. | Total de controles | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>7.692</td><td>9.113</td><td>9.321</td><td>11.915</td><td>13.371</td><td>14.014</td><td>99</td><td>9.056</td><td>7.289</td><td>7.259</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 7.692 | 9.113 | 9.321 | 11.915 | 13.371 | 14.014 | 99 | 9.056 | 7.289 | 7.259 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 7.692 | 9.113 | 9.321 | 11.915 | 13.371 | 14.014 | 99 | 9.056 | 7.289 | 7.259 | | | | | | | | | | | | | | | |
| Tiempo medio de gestión de la llamada por SAMUR-PC. | Media de segundos | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>64,5</td><td>57,6</td><td>57,5</td><td>45,7</td><td>43,1</td><td>40,0</td><td>55,0</td><td>54,4</td><td>60,0</td><td>74,0</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 64,5 | 57,6 | 57,5 | 45,7 | 43,1 | 40,0 | 55,0 | 54,4 | 60,0 | 74,0 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 64,5 | 57,6 | 57,5 | 45,7 | 43,1 | 40,0 | 55,0 | 54,4 | 60,0 | 74,0 | | | | | | | | | | | | | | | |
| Tiempo medio de respuesta de las Unidades de Soporte Vital Básico y Avanzado de SAMUR-Protección Civil. | Media de minutos | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>8:14</td><td>8:13</td><td>7:52</td><td>7:12</td><td>7:07</td><td>7:12</td><td>7:18</td><td>7:27</td><td>7:31</td><td>7:48</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 8:14 | 8:13 | 7:52 | 7:12 | 7:07 | 7:12 | 7:18 | 7:27 | 7:31 | 7:48 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 8:14 | 8:13 | 7:52 | 7:12 | 7:07 | 7:12 | 7:18 | 7:27 | 7:31 | 7:48 | | | | | | | | | | | | | | | |
| Porcentaje de reclamaciones tramitadas en relación al número de servicios prestados por SAMUR-Protección Civil. | Porcentaje de sugerencias/reclamaciones | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>0,03</td><td>0,02</td><td>0,02</td><td>0,02</td><td>0,02</td><td>0,02</td><td>0,02</td><td>0,03</td><td>0,02</td><td>0,02</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 0,03 | 0,02 | 0,02 | 0,02 | 0,02 | 0,02 | 0,02 | 0,03 | 0,02 | 0,02 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 0,03 | 0,02 | 0,02 | 0,02 | 0,02 | 0,02 | 0,02 | 0,03 | 0,02 | 0,02 | | | | | | | | | | | | | | | |
| Sesiones de formación en educación vial. | Total sesiones | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valor</th><td>15.558</td><td>15.842</td><td>16.038</td><td>16.084</td><td>18.469</td><td>18.865</td><td>18.527</td><td>18.871</td><td>18.824</td><td>19.011</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valor | 15.558 | 15.842 | 16.038 | 16.084 | 18.469 | 18.865 | 18.527 | 18.871 | 18.824 | 19.011 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valor | 15.558 | 15.842 | 16.038 | 16.084 | 18.469 | 18.865 | 18.527 | 18.871 | 18.824 | 19.011 | | | | | | | | | | | | | | | |

| Indicador | Unidad de medida | Tipo | Gráfico evolución | | | | | | | | | | | | | | | | | | | | | | |
|---|------------------------------|-------|---|-------|-------|-------|-------|-------|-------|-------|------|------|------|------|--------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Atropellos en el Municipio. | Total de atropellos | C | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Atropellos</th><td>1,767</td><td>1,607</td><td>1,581</td><td>1,569</td><td>1,565</td><td>1,496</td><td>1,486</td><td>1,483</td><td>1,525</td><td>1,560</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Atropellos | 1,767 | 1,607 | 1,581 | 1,569 | 1,565 | 1,496 | 1,486 | 1,483 | 1,525 | 1,560 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Atropellos | 1,767 | 1,607 | 1,581 | 1,569 | 1,565 | 1,496 | 1,486 | 1,483 | 1,525 | 1,560 | | | | | | | | | | | | | | | |
| Funcionarios dedicados a la seguridad por 1.000 habitantes. | Funcionarios x 1.000 hab | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Funcionarios x 1.000 hab</th><td>2,18</td><td>2,19</td><td>2,19</td><td>2,22</td><td>2,19</td><td>2,13</td><td>2,11</td><td>2,10</td><td>2,08</td><td>1,93</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Funcionarios x 1.000 hab | 2,18 | 2,19 | 2,19 | 2,22 | 2,19 | 2,13 | 2,11 | 2,10 | 2,08 | 1,93 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Funcionarios x 1.000 hab | 2,18 | 2,19 | 2,19 | 2,22 | 2,19 | 2,13 | 2,11 | 2,10 | 2,08 | 1,93 | | | | | | | | | | | | | | | |
| Plantilla de policías. | Total de policías | GM | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Total de policías</th><td>6,687</td><td>6,638</td><td>6,718</td><td>6,879</td><td>6,653</td><td>6,488</td><td>6,349</td><td>6,255</td><td>6,104</td><td>6,129</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Total de policías | 6,687 | 6,638 | 6,718 | 6,879 | 6,653 | 6,488 | 6,349 | 6,255 | 6,104 | 6,129 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Total de policías | 6,687 | 6,638 | 6,718 | 6,879 | 6,653 | 6,488 | 6,349 | 6,255 | 6,104 | 6,129 | | | | | | | | | | | | | | | |
| Satisfacción ciudadana con la policía municipal. | Valoración media escala 1-10 | C | <table border="1"> <tr><th>Año</th><td>2007</td><td>2008</td><td>2009</td><td>2010</td><td>2011</td><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr> <tr><th>Valoración media</th><td>5,9</td><td>6,1</td><td>6,8</td><td>6,3</td><td>6,3</td><td>6,3</td><td>6,3</td><td>6,6</td><td>6,6</td><td>6,5</td></tr> </table> | Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Valoración media | 5,9 | 6,1 | 6,8 | 6,3 | 6,3 | 6,3 | 6,3 | 6,6 | 6,6 | 6,5 |
| Año | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | | | | | | | | | | | | | | | |
| Valoración media | 5,9 | 6,1 | 6,8 | 6,3 | 6,3 | 6,3 | 6,3 | 6,6 | 6,6 | 6,5 | | | | | | | | | | | | | | | |

Notas: Tipo de indicador: C = Indicador de Ciudad; GM=Indicador de gestión municipal