

Department	Metric Title	FY2021 YTD	FY2020 Total	FY2019 Total	FY2018 Total	FY2017 Total	FY2016 Total
Community Services	Community Services - Personnel, Annual / Personal Leave Hours Used	8,092	12,441	12,457	12,266	12,661	11,724
Community Services	Community Services - Personnel, Comp Time Hours Used	1,347	2,951	2,255	2,496	2,399	1,784
Community Services	Community Services - Personnel, Disability Leave Hours Used	108	2,348	1,668	2,100	2,516	1,997
Community Services	Community Services - Personnel, Other Leave Hours Used	6,833	6,205	6,356	6,053	5,811	6,436
Community Services	Community Services - Personnel, Sick Leave Hours Used	3,206	3,926	4,276	3,873	3,417	3,492
Community Services	Engineering Service Calls Received During Year	9	31	36	43	14	15
Community Services	Engineering Service Calls Resolved During Year	4	25	26	96	6	1
Community Services	Engineering Work Orders Closed During Year	14	8	19	13	51	5
Community Services	Engineering Work Orders Received During Year	15	13	22	19	64	10
Community Services	Engineering Work Orders Average Remaining Open/Carried Forward at Month End	28	28	277	326	79	3
Community Services	Facilities/Grounds Internments - Total Cremation	36	13	39	51	38	59
Community Services	Facilities/Grounds Internments - Total Traditional	18	21	33	27	46	35
Community Services	Facilities/Grounds Service Calls Received During Year	474	674	1,228	334	128	56
Community Services	Facilities/Grounds Service Calls Resolved During Year	473	941	1,114	328	60	55
Community Services	Facilities/Grounds Work Orders Closed During Year	818	1,643	1,723	1,029	1,381	999
Community Services	Facilities/Grounds Work Orders Received During Year	931	1,177	2,065	2,078	2,253	1,681
Community Services	Facilities/Grounds Work Orders Remaining Open/Carried Forward at Month End	113	1,183	302	800	832	682
Community Services	Recycling/Solid Waste - Curbside Recycling Collected in Tons	1,443	2,325	2,176	2,592	2,630	2,583
Community Services	Recycling/Solid Waste - Trash Collected in Tons	2,392	4,855	4,772	4,373	4,158	4,184
Community Services	Recycling/Solid Waste - Work Orders Closed During Year	5	14	26	1	4	5
Community Services	Recycling/Solid Waste - Work Orders Received During Year	7	24	26	1	15	23
Community Services	Recycling/Solid Waste - Work Orders Remaining Open at Month End	3	4	0	0	11	18
Community Services	Streets/Stormwater - Number of Snow/Ice Control Activities	0	22	15	40	44	16
Community Services	Streets/Stormwater - Service Calls Received During Year	243	512	787	687	609	409
Community Services	Streets/Stormwater - Service Calls Resolved During Year	158	503	625	524	416	331
Community Services	Streets/Stormwater - Work Orders Closed During Year	400	636	922	629	481	528
Community Services	Streets/Stormwater - Work Orders Received During Year	415	499	1,283	506	599	537
Community Services	Streets/Stormwater - Work Orders Remaining Open/Carried Forward at Month End	15	543	306	114	141	8
Community Services	Wastewater - Biosolids Processed - Wet Tons	1,451	3,012	3,069	3,121	2,596	3,208
Community Services	Wastewater - Septage Received in Gallons	285,200	503,767	393,430	309,150	282,500	318,350
Community Services	Wastewater - Wastewater Highest Daily Flow - Million Gallons	5.99	11.93	8.95	4.71	7.84	6.83
Community Services	Wastewater - Wastewater Treated/Discharged - Average Daily Flow in Million Gallons	2	2.6	3.3	3.9	2.42	2.54
Community Services	Wastewater - Wastewater Treated/Discharged - Million Gallons	374	937	1,027	927	953	935
Community Services	Wastewater - Work Orders Received During Year	1,600	3,686	3,992	4,000	4,090	4,346
Community Services	Water/Sewer - Service Calls Received During Year	219	187	401	285	271	203
Community Services	Water/Sewer - Service Calls Resolved During Year	202	261	347	343	240	168
Community Services	Water/Sewer - Water Gallons Pumped - Million Gallon Average Per Day	1.89	2.00	1.90	2.00	2.07	2.39
Community Services	Water/Sewer - Water Gallons Pumped - Total	354,831,710	744,510,462	712,519,489	762,118,000	680,027,680	874,238,000
Community Services	Water/Sewer - Work Orders Closed During Year	1,001	1,594	1,523	1,549	777	949
Community Services	Water/Sewer - Work Orders Received During Year	1,125	1,297	1,653	1,744	1,113	1,167
Community Services	Water/Sewer - Work Orders Remaining Open/Carried Forward at Month End	124	720	130	195	431	198
Executive	Dover Labor Force-Monthly Average	17,402	18,447	18,677	18,309	18,118	17,868
Executive	Executive - Personnel, Annual / Personal Leave Hours Used	1,442	1,980	2,703	2,428	2,263	1,830
Executive	Executive - Personnel, Comp Time Hours Used	0	42	4	2	0	0

Department	Metric Title	FY2021 YTD	FY2020 Total	FY2019 Total	FY2018 Total	FY2017 Total	FY2016 Total
Executive	Executive - Personnel, Disability Leave Hours Used	0	228	108	0	0	0
Executive	Executive - Personnel, Other Leave Hours Used	1,134	1,393	1,266	770	1,097	908
Executive	Executive - Personnel, Sick Leave Hours Used	349	401	450	486	291	169
Executive	Human Resources - Average Number of Employees Paid	359	356	359	362	362	347
Executive	Human Resources - Employment Applications Received - Full Time Positions	358	647	1,675	976	309	147
Executive	Human Resources - Employment Applications Received - Part Time Positions	123	356	403	437	432	41
Executive	Human Resources - Number of Employment Separations - Involuntary	11	4	4	1	1	3
Executive	Human Resources - Number of Employment Separations - Voluntary	36	35	51	59	46	44
Executive	Human Resources - Number of Full Time Positions Posted	27	27	25	26	14	20
Executive	Human Resources - Number of New Hires	47	70	63	59	66	75
Executive	Human Resources - Number of Part Time Positions Posted	6	11	13	18	20	23
Executive	Human Resources - Number of Work Comp Claims Reported	30	75	29	39	44	34
Executive	Human Resources - Paid Advertising Cost for Positions Posted	\$1,324	\$2,400	\$1,675	\$2,400	\$5,037	\$8,320
Executive	Information Technology - DoverNet Municipal Wireless Average # of Clients	194	203	155	147	116	51
Executive	Information Technology - DoverNet Public Wireless Average # of Clients	79	154	206	207	229	184
Executive	Information Technology - Email Processed Less Spam	551,758	890,229	813,432	797,806	736,110	729,132
Executive	Information Technology - Visitors to Website	736,060	1,126,840	1,237,322	1,191,033	1,058,064	744,214
Executive	Information Technology - Work Orders Received During Year	1,654	3,083	1,861	1,134	1,305	1,082
Executive	IT Chevy Bolt EV - kWh Charges	295	475	787			
Executive	IT Chevy Bolt EV - Miles Traveled	815	1,238	2,061			
Executive	Legal - Accident Reports - Auto	20	34	49	47	45	36
Executive	Legal - Accident Reports - Liability	21	43	63	89	58	48
Executive	Legal - Accident Reports - Property	28	62	44	38	44	33
Executive	Legal - Contracts Created	96	151	136	134	121	113
Executive	Legal - Contracts/Documents Reviewed	69	105	92	134	131	152
Executive	Legal - Ordinances Created	11	10	18	10	12	30
Executive	Legal - Resolutions Created	37	75	53	67	39	58
Executive	Legal - Right to Know Requests Processed	33	49	42	95	70	66
Executive	Media Services - Announcements to Website, Email & Social Media	2,497	3,865	2,640	1,996	1,035	1,057
Executive	Media Services - Average # of Code Red Subscribers	1,562	1,477	946			
Executive	Media Services - Average # of Subscribers - City Facebook	6,553	5,738	4,097	3,009	2,110	1,557
Executive	Media Services - Average # of Subscribers - City Twitter	1,954	1,865	1,695	1,463	1,200	960
Executive	Media Services - All lists, Active Contacts	77,817	127,916	78,988	75,282	66,977	54,587
Executive	Media Services - Facebook Posts	1,889	2,309	1,073	990	588	191
Executive	Media Services - Press Releases	448	710	434	407	330	241
Executive	Media Services - Total Communication Views	99,036	162,249	125,823	121,138	100,865	91,876
Executive	Media Services - Tweets to Twitter	1,876	2,283	1,013	866	537	216
Executive	Media Services - Videos Posted	353	616	422	343	371	241
Executive	Media Services - Dover Video Views	491,204	887,658	624,697	540,458	435,975	279,366
Executive	Unemployment Rate - Dover Average	5.4	5.2	2.1	2.3	2.3	2.5
Executive	Unemployment Rate - National Average	7.9	6.0	3.8	4.1	4.7	5.0
Executive	Unemployment Rate - State of NH Average	5.4	5.4	2.5	2.7	2.8	3.1
Executive	Unemployment Rate - Strafford County Average	5.2	5.1	2.2	2.4	2.5	2.7
Finance	Assessing - Property Inspections	1,294	1,542	2,478	1,572	1,659	1,471

CITY OF DOVER

Year End Metrics

Department	Metric Title	FY2021 YTD	FY2020 Total	FY2019 Total	FY2018 Total	FY2017 Total	FY2016 Total
Finance	Assessing - Registry Deeds	716	972	893	1,023	1,023	1,009
Finance	Assessing - Registry Foreclosures	0	7	8	9	19	21
Finance	Assessing - Registry Mortgages	1,255	1,408	894	1,150	1,228	1,162
Finance	City Clerk/Tax - Birth Certificates Issued	1,278	2,158	2,627	2,579	2,532	2,586
Finance	City Clerk/Tax - Death Certificates Issued	1,594	3,093	3,020	3,205	3,259	3,480
Finance	City Clerk/Tax - Justice of Peace Requests	73	109	112	87	73	109
Finance	City Clerk/Tax - Marriage Certificates/Copies Issued	479	683	677	634	587	547
Finance	City Clerk/Tax - Marriage Licenses Issued	194	251	285	247	219	282
Finance	City Clerk/Tax - Notary Public Requests	300	257	420	505	429	322
Finance	City Clerk/Tax - Vehicle Registrations - Mailed In	2,727	4,324	2,907	3,850	3,335	3,014
Finance	City Clerk/Tax - Vehicle Registrations - Office	12,321	19,800	25,144	23,919	24,969	23,698
Finance	City Clerk/Tax - Vehicle Registrations - Online	4,428	7,933	4,318	4,576	4,321	4,542
Finance	Finance - Annual / Personal Leave Hours Used	2,098	2,721	2,322	3,328	3,473	3,244
Finance	Finance - Bids/Rfq's - Number Posted	30	85	89	86	73	100
Finance	Finance - Personnel, Comp Time Hours Used	23	144	204	235	231	297
Finance	Finance - Personnel, Disability Leave Hours Used	318	0	0	116	0	0
Finance	Finance - Personnel, Other Leave Hours Used	1,711	2,857	2,099	2,043	2,220	1,964
Finance	Finance - Purchase Orders - \$1,000 to \$4,999	524	898	1,076	878	831	886
Finance	Finance - Purchase Orders - \$10,000 to \$24,999	73	86	140	94	90	122
Finance	Finance - Purchase Orders - \$25,000 and Over	97	123	173	119	127	147
Finance	Finance - Purchase Orders - \$5,000 to \$9,999	96	157	200	137	142	164
Finance	Finance - Purchase Orders - Under \$1,000	2,959	6,114	6,787	6,345	6,599	6,827
Finance	Finance - Personnel, Sick Leave Hours Used	934	1,007	1,862	1,096	898	612
Finance	Utility Billing - Industrial Records Billed	4,966	9,870	8,701	6,743	7,458	9,064
Finance	Utility Billing - Residential Records Billed	24,767	32,830	32,634	33,033	40,127	31,699
Finance	Utility Billing - Work Orders - On/Off Water Service	82	141	124	152	173	154
Finance	Utility Billing - Work Orders - Final Meter Reads	376	561	520	528	492	478
Finance	Utility Billing - Work Orders - Installed New Meters	61	74	74	93	71	103
Finance	Utility Billing - Work Orders - Stopped Meter Reads	852	665	1,016	847	600	385
Fire & Rescue	Fire & Rescue - 3 or More Simultaneous Emergency Incidents	363	715	326	360	213	180
Fire & Rescue	Fire & Rescue - Personnel, Annual / Personal Leave Hours Used	8,401	10,858	12,589	11,272	11,999	12,159
Fire & Rescue	Fire & Rescue - Calls for False/Good Intent	507	895	932	892	803	656
Fire & Rescue	Fire & Rescue - Calls for Fires	98	193	137	144	138	146
Fire & Rescue	Fire & Rescue - Calls for Hazardous Conditions	147	282	247	348	257	151
Fire & Rescue	Fire & Rescue - Calls for Lock Outs	36	404	508	531	575	501
Fire & Rescue	Fire & Rescue - Calls for Medical Emergency	1,882	3,699	3,722	3,365	3,264	2,810
Fire & Rescue	Fire & Rescue - Calls for Miscellaneous Other	268	747	645	533	437	237
Fire & Rescue	Fire & Rescue - Calls for Mutual Aid - Ambulance Service Received	51	93	121	84	57	54
Fire & Rescue	Fire & Rescue - Calls for Mutual Aid - Fire Service Given	40	51	53	24	37	38
Fire & Rescue	Fire & Rescue - Calls for Mutual Aid - Fire Service Received	12	21	24	25	9	12
Fire & Rescue	Fire & Rescue - Calls for Mutual Aid - Ambulance Service Given	54	92	103	94	63	84
Fire & Rescue	Fire & Rescue - Personnel, Comp Time Hours Used	247	467	241	228	403	106
Fire & Rescue	Fire & Rescue - Personnel, Disability Leave Hours Used	2,700	2,324	3,024	2,140	1,550	907
Fire & Rescue	Fire & Rescue - Number of Overtime Hours Worked	15,389	22,317	22,906	23,972	21,787	15,807

Metrics are approximate based on various factors.

Department	Metric Title	FY2021 YTD	FY2020 Total	FY2019 Total	FY2018 Total	FY2017 Total	FY2016 Total
Fire & Rescue	Fire & Rescue - Personnel, Other Leave Hours Used	5,131	2,716	904	1,144	1,775	1,113
Fire & Rescue	Fire & Rescue - Patients Transported to Area Hospitals	1,428	2,849	2,726	2,534	1,854	2,419
Fire & Rescue	Fire & Rescue - Personnel, Sick Leave Hours Used	3,149	5,649	6,072	5,545	4,893	4,455
Fire & Rescue	Fire & Rescue - Simultaneous Emergency Incidents	896	1,760	1,784	1,653	1,279	976
Fire & Rescue	Fire & Rescue - Value of Fire Loss	408,540	622,349	261,329			
Fire & Rescue	Inspection Services - Annual Permit New Construction Value	\$29,847,998	\$77,768,591	\$76,695,590	\$82,308,880	\$119,846,545	\$58,563,734
Fire & Rescue	Inspection Services - Annual Value of New Commercial/Industrial Construction	\$6,298,476	\$24,798,502	\$42,392,926	\$23,817,678	\$46,400,489	\$24,610,493
Fire & Rescue	Inspection Services - Annual Value of New Residential Construction	\$16,263,720	\$35,330,160	\$15,326,538	\$25,720,975	\$16,929,050	\$16,308,300
Fire & Rescue	Inspection Services - Annual Value of New Residential Construction: Alterations	\$5,342,980	\$9,114,033	\$12,102,505	\$25,600,077	\$8,359,425	\$7,321,707
Fire & Rescue	Inspection Services - Average Business Days from Building Permit App Submittal to Per	14	14	14	10	13	11
Fire & Rescue	Inspection Services - Average Business Days from Electrical Permit App Submittal to Pe	10	14	14	7	9	5
Fire & Rescue	Inspection Services - Average Business Days from Plumbing Permit App Submittal to P	10	14	14	7	9	5
Fire & Rescue	Inspection Services - Permits Issued, Blasting	1	5	2	5	11	10
Fire & Rescue	Inspection Services - Inspections, Building	1,213	2,390	1,765	1,337	1,192	1,433
Fire & Rescue	Inspection Services - Permits Issued, Building	578	341	534	579	537	461
Fire & Rescue	Inspection Services - Permits Issued, Burn	448	1,295	1,348	1,126	1,142	1,325
Fire & Rescue	Inspection Services - Inspections, Business	66	139	149	177	239	82
Fire & Rescue	Inspection Services - Permits Issued, Certificate of Occupancy	71	228	223	283	127	105
Fire & Rescue	Inspection Services - Inspections, Electrical	563	1,304	1,546	1,412	1,396	1,568
Fire & Rescue	Inspection Services - Inspections, Health/Housing Standards	476	880	690	542	538	518
Fire & Rescue	Inspection Services - Inspections, Life Safety	477	896	864	859	684	641
Fire & Rescue	Inspection Services - Number of Complaints Received	18	32	21	37	33	49
Fire & Rescue	Inspection Services - Number of Overtime Hours Worked	121	234	219	310	0	124
Fire & Rescue	Inspection Services - Inspections, Oil Burner	6	13	19	31	18	24
Fire & Rescue	Inspection Services - Inspections, Plumbing/Mechanical	692	1,606	2,155	2,024	1,678	1,776
Fire & Rescue	Inspection Services - Inspections, School / Daycare	96	193	88	172	120	103
Fire & Rescue	Inspection Services - Inspections, Sprinkler/Alarm	368	1,151	543	360	260	384
Fire & Rescue	Inspection Services - Value of Commercial/Industrial Construction: Alterations	\$1,942,822	\$10,939,387	\$11,338,540	\$7,416,928	\$14,862,709	\$5,503,696
Fire & Rescue	Inspection Services - Inspections, Woodstove/Fireplace	6	5	29	2	5	10
Planning	Planning - Personnel, Annual / Personal Leave Hours Used	870	764	909	989	1,047	636
Planning	Planning - CDBG Applications Received	7	14	16	13	10	13
Planning	Planning - Code Complaints Resolved	16	32	9	2	10	10
Planning	Planning - Code Complaints Resolved for Signs	10	58	10	1	22	12
Planning	Planning - Code Complaints Reviewed	24	28	18	7	18	12
Planning	Planning - Code Complaints Reviewed for Signs	10	51	10	0	27	11
Planning	Planning - Personnel, Comp Time Hours Used	0	0	0	0	0	0
Planning	Planning - Conditional Use Permit - Environmental	10	11	17	24	7	9
Planning	Planning - Conditional Use Permit - Non-Environmental	5	9	11	8	12	4
Planning	Planning - Personnel, Disability Leave Hours Used	250	280	8	240	0	8
Planning	Planning - Lot Line Adjustments	4	17	11	17	3	7
Planning	Planning - Lot Merger Application	0	4	3	2	0	1
Planning	Planning - Lot Restoration Application	2	8	4	0	6	2
Planning	Planning - Personnel, Other Leave Hours Used	466	688	701	740	676	636
Planning	Planning - Permits, Accessory Dwelling Units	6	9	5	5	7	28

Metrics are approximate based on various factors.

Department	Metric Title	FY2021 YTD	FY2020 Total	FY2019 Total	FY2018 Total	FY2017 Total	FY2016 Total
Planning	Planning - Permits, Customary Home Occupation	1	11	5	0	3	2
Planning	Planning - Permits, Signs - Permanent	15	35	79	45	41	48
Planning	Planning - Permits, Signs - Temporary	4	6	4	4	15	8
Planning	Planning - Personnel, Sick Leave Hours Used	219	299	445	369	290	92
Planning	Planning - Site Plan # of units created	266	242	394	228	64	146
Planning	Planning - Site Plan SF of Commercial Buildings	143,600	87,167	45,488	64,397	144,510	377,274
Planning	Planning - Site Plan SF of Impervious Coverage	234,062	270,460	222,774	48,745	257,630	549,589
Planning	Planning - Site Plans Approved	10	11	10	8	2	9
Planning	Planning - Subdivision # of lots created	83	46	40	24	15	22
Planning	Planning - Subdivision Plans Approved	9	9	12	6	4	3
Planning	Planning - Transfer of Development Rights - Granted	16	20	68			
Planning	Planning - Transfer of Development Rights - Requested	16	58	68			
Planning	Planning - Waiver, Amendments to Approved Plan Granted	3	4	7	4	0	2
Planning	Planning - Waiver, Amendments to Approved Plan Requested	4	4	8	4	0	2
Planning	Planning - Waiver, Extensions to Approved Plan Granted	1	3	2	2	1	1
Planning	Planning - Waiver, Extensions to Approved Plan Requested	1	3	2	2	0	1
Planning	Planning - Zoning Board Appeal of Administrative Decision Granted	0	0	0	1	0	2
Planning	Planning - Zoning Board Appeal of Administrative Decision Requested	0					
Planning	Planning - Zoning Board Equitable Waivers	0	0	0	0	1	1
Planning	Planning - Zoning Board Special Exceptions	0	0	2	1	0	1
Planning	Planning - Zoning Board Variances - Dimensional	3	6	4	8	10	11
Planning	Planning - Zoning Board Variances - Use	3	7	18	6	9	2
Planning	Planning - Zoning Board Rehearing	0	2	2			
Police	Parking Meters All - Days of Use	176	290	253	250	248	254
Police	Parking Meters All - Number of Transactions	155,086	397,008	467,734	449,083	421,698	401,675
Police	Parking Meters All - Revenue	\$360,793	\$792,054	\$672,945	\$593,463	\$831,413	\$727,969
Police	Parking Permits Issued - Business	3,951	6200	6118	5753	5,344	4,580
Police	Parking Permits Issued - Residential	239					
Police	Parking Permits Issued - Total	4190					
Police	Parking Permits Issued - Revenue						
Police	Parking Tickets Issued - Accessible Space Violation	10	47	77	79	92	2
Police	Parking Tickets Issued - Winter Restriction	148	169	223	934	848	1,354
Police	Parking Tickets Issued - Total	3,499	7,881	8,236	10,802	8,942	9,091
Police	Parking Tickets Issued - Revenue						
Police	Parking Meters - Parking Garage Revenue						
Police	Parking Meters - Parking Garage Days of Use						
Police	Parking Meters - Parking Garage Number of Transactions						
Police	Parking Electric Vehicle Charging - Income	\$238					
Police	Parking Electric Vehicle Charging - Number of Times Stations Used	57					
Police	Police - Alarm Line Responses	653	1,200	1,717	1,309	1,135	1,033
Police	Police - Animal Investigations	129	282	344	258	209	353
Police	Police - Annual / Personal Leave Hours Used	9,322	13,288	13,495	13,656	13,526	12,327
Police	Police - Car Safety Seat Inspections	22	94	114	124	94	92
Police	Police - Community Service Program - Hours Worked Off	7	87	98	98	163	166

Metrics are approximate based on various factors.

Department	Metric Title	FY2021 YTD	FY2020 Total	FY2019 Total	FY2018 Total	FY2017 Total	FY2016 Total
Police	Police - Community Service Program Juveniles Tracked	3	47	66	84	64	41
Police	Police - Personnel, Comp Time Hours Used	859	1,380	1,373	1,319	1,218	282
Police	Police - Criminal Record Requests	204	429	583	441	596	592
Police	Police - Personnel, Disability Leave Hours Used	2,280	1,102	850	806	68	702
Police	Police - Dover Court Diversion Active Cases	8	9	13	22	44	46
Police	Police - K-9 Unit Call Outs	7	25	35	30	7	2
Police	Police - Public Motor Vehicle Accidents - Fatal	0	0	2	1	0	0
Police	Police - Public Motor Vehicle Accidents - Injury Total:	31	61	72	63	55	55
Police	Police - Public Motor Vehicle Accidents -Total:	487	894	1,160	1,185	968	1,054
Police	Police - Motor Vehicle Violation - Speed Warnings	3,078	2,325	3,655	3,237	4,362	4,907
Police	Police - Motor Vehicle Violation - Traffic Light	201	269	348	454	523	727
Police	Police - Motor Vehicle Violation - All Other	1,072	1,423	1,749	1,757	2,167	2,434
Police	Police - Motor Vehicle Violation - Child Restraints	3	5	8	6	14	13
Police	Police - Motor Vehicle Violation - Driving After Revocation / Suspension	117	123	123	109	157	153
Police	Police - Motor Vehicle Violation - Equipment	1,035	1,180	2,010	1,756	1,730	2,062
Police	Police - Motor Vehicle Violation - Misuse/Fail to Display Plates	201	267	447	318	255	221
Police	Police - Motor Vehicle Violation - Operating Without Valid License	105	55	51	66	46	37
Police	Police - Motor Vehicle Violation - Solid/Yellow Line	45	58	35	51	64	157
Police	Police - Motor Vehicle Violation - Speed Summons	185	243	640	180	275	471
Police	Police - Motor Vehicle Violation - Stop/Yield Sign	337	461	651	573	669	774
Police	Police - Motor Vehicle Violation - Uninspected	341	275	479	798	1,041	1,123
Police	Police - Motor Vehicle Violation - Unregistered	395	312	442	363	304	287
Police	Police - Non- Motor Vehicle Summons - Total	95	61	54	64	68	125
Police	Police - Non-Criminal - Death Total:	30	63	71	47	59	58
Police	Police - Non-Criminal - Death: Suicide	8	20	20	8	16	7
Police	Police - Non-Criminal - Death: Untimely	22	43	54	37	38	33
Police	Police - Non-Criminal - Disturbances Total:	739	1,160	1,242	1,246	1,188	1,229
Police	Police - Non-Criminal - Domestic	210	376	452	415	390	410
Police	Police - Non-Criminal - Missing Persons Total:	30	78	67	69	90	83
Police	Police - Non-Criminal - Other Disturbances	177	277	277	262	207	440
Police	Police - Non-Criminal - Police Assistance	540	775	820	846	847	900
Police	Police - Non-Criminal - Police Information, including Crimeline Total:	278	590	545	554	416	501
Police	Police - Non-Criminal - Suspicious Activity Total:	123	186	225	252	229	271
Police	Police - Non-Criminal - Welfare Check Total:	308	425	542	486	387	395
Police	Police - Non-Motor Vehicle Arrests - Adult	393	620	630	639	671	821
Police	Police - Non-Motor Vehicle Arrests - Juvenile	5	19	47	34	65	54
Police	Police - Non-Motor Vehicle Arrests - Total	393	625	649	619	675	820
Police	Police - Number of Police Emergency Calls Responded to In Under 6 Minutes	354	665	763	691	691	522
Police	Police - Number of Calls - Priority 1	1,107	2,108	2,253	2,053	1,952	1,921
Police	Police - Number of Calls - Priority 2	683	1,197	1,205	1,203	1,227	1,382
Police	Police - Number of Calls - Priority 3	3,995	6,725	6,297	6,368	5,565	5,983
Police	Police - Number of Calls - Priority 4	4,888	8,415	8,685	8,338	7,846	7,631
Police	Police - Number of Overtime Hours Worked	3,628	6,125	6,278	9,677	6,602	7,533
Police	Police - Personnel, Other Leave Hours Used	2,051	2,608	2,815	1,323	2,260	2,267

Metrics are approximate based on various factors.

CITY OF DOVER

Year End Metrics

Department	Metric Title	FY2021 YTD	FY2020 Total	FY2019 Total	FY2018 Total	FY2017 Total	FY2016 Total
Police	Police - Part 1: Crimes Reported - Arson	1	3	5	2	4	5
Police	Police - Part 1: Crimes Reported - Auto Theft	9	15	13	13	7	12
Police	Police - Part 1: Crimes Reported - Burglary	14	35	30	29	41	47
Police	Police - Part 1: Crimes Reported - Burglary: Non Residence	5	21	17	10	10	12
Police	Police - Part 1: Crimes Reported - Burglary: Residence	11	14	13	19	31	38
Police	Police - Part 1: Crimes Reported - Larceny/Theft	234	274	351	305	358	450
Police	Police - Part 1: Crimes Reported - Murder, Nonnegligent, Manslaughter	2	0	1	1	1	0
Police	Police - Part 1: Crimes Reported - Rape	4	2	9	9	19	12
Police	Police - Part 1: Crimes Reported - Robbery	5	9	10	2	7	7
Police	Police - Part 1: Crimes Reported- Assault	64	111	138	127	135	120
Police	Police - Part 2: Crimes Reported - Criminal Mischief Total:	111	223	183	146	191	211
Police	Police - Part 2: Crimes Reported - Fraud	38	54	63	90	96	104
Police	Police - Part 2: Crimes Reported - Stolen Property	6	15	13	9	8	69
Police	Police - Part 2: Crimes Reported - All Other Offenses	327	456	454	410	422	495
Police	Police - Part 2: Crimes Reported - Driving While Intoxicated	39	64	77	91	88	106
Police	Police - Part 2: Crimes Reported - Drug Offenses	46	88	49	50	79	84
Police	Police - Part 2: Crimes Reported - Liquor Laws	14	19	25	34	26	23
Police	Police - Part 2: Crimes Reported - Sex Offenses	22	19	17	22	18	18
Police	Police - Part 2: Crimes Reported - Weapons Possession	2	5	2	1	4	6
Police	Police - Part One Crimes Total:	335	449	557	488	572	653
Police	Police - Part Two Crimes Total:	543	957	937	917	980	1,118
Police	Police - Police Case Reports Processed	9,589	18,209	18,761	20,656	22,001	16,838
Police	Police - Personnel, Sick Leave Hours Used	2,276	2,483	2,411	2,208	2,220	2,015
Police	Police - Special Detail Hours	1,073	3,772	5,251	5,332	6,691	6,047
Police	Police - Teen Center Attendance	365	3,871	5,330	5,478	6,757	4,998
Police	Police - Teen Center Days of Operation	76	153	230	207	243	220
Police	Police - Total Motor Vehicle Violation - Summons	703	827	1,037	1,130	1,780	1,581
Police	Police - Total Motor Vehicle Violation - Warnings	6,714	6,966	9,782	9,218	10,928	12,592
Police	Police Dispatch - Calls for Service - All Other	260	406	467	456	422	402
Police	Police Dispatch - Calls for Service - Fire Only	2,902	4,899	4,999	4,899	4,676	4,613
Police	Police Dispatch - Calls for Service - Police & Fire	561	1,025	1,011	930	803	838
Police	Police Dispatch - Calls for Service - Police Only	18,890	26,845	29,476	27,490	29,436	30,568
Police	Police Dispatch - Facility Walk In Visits	1,187	3,020	4,985	4,493	4,179	4,549
Police	Police Dispatch - Radio Transmissions	88,854	153,398	158,874	139,163	138,685	158,324
Police	Police Dispatch - Telephone Calls	49,768	88,486	94,623	95,730	88,879	96,831
Police	Police Dispatch - Telephone Calls 911	2,840	4,946	4,974	4,628	4,616	4,965
Public Library	Public Library - Active Cardholders Monthly Average	13,526	14,451	14,600	14,984	16,626	17,049
Public Library	Public Library - Annual / Personal Leave Hours Used	1,329	2,626	2,546	2,462	2,412	2,447
Public Library	Public Library - Audio, Ebook, Video and Music Downloads	31,115	50,265	43,079	34,170	31,474	26,962
Public Library	Public Library - Blog Readers Monthly Average	43	128	116	122	140	279
Public Library	Public Library - Circulation - Adult	51,831	102,383	140,185	144,219	154,877	155,643
Public Library	Public Library - Circulation - Children	41,876	70,685	101,893	100,735	105,239	100,003
Public Library	Public Library - Circulation - Total	124,752	223,682	285,147	279,124	289,887	282,653
Public Library	Public Library - Comp Time Hours Used	0	0	0	13	0	0

Metrics are approximate based on various factors.

Department	Metric Title	FY2021 YTD	FY2020 Total	FY2019 Total	FY2018 Total	FY2017 Total	FY2016 Total
Public Library	Public Library - Days of Operation	170	263	331	333	329	335
Public Library	Public Library - Personnel, Disability Leave Hours Used	592	352	848	0	0	322
Public Library	Public Library - Facility Average Walk In Visits Per Day	262	450	580	542	555	6,427
Public Library	Public Library - Facility Walk In Visits	44,553	140,575	194,123	179,805	181,777	178,548
Public Library	Public Library - Followers on Facebook, annual average	4,436	3,974	3,107	2,534	2,185	1,832
Public Library	Public Library - Followers on Instagram, annual average	1,860	1,623	1,330	1,129	925	537
Public Library	Public Library - Followers on Pinterest, annual average	1,197	1,190	1,259	1,371	1,301	1,185
Public Library	Public Library - Followers on Twitter, annual average	1,013	1,017	988	926	815	682
Public Library	Public Library - Holds Filled	14,406	18,466	17,127	16,329	16,068	14,345
Public Library	Public Library - Internet/PC Users (incl. Wi-Fi, Chromebooks)	28,693	64,610	65,240	58,982	66,726	37,539
Public Library	Public Library - Intra/Inter Library Loans Sent & Received	458	4,668	6,576	5,881	5,885	5,176
Public Library	Public Library - Museum Passes Borrowed	55	804	1,233	1,356	1,353	1,309
Public Library	Public Library - New Cardholders	597	1,356	1,789	1,593	1,915	1,739
Public Library	Public Library - Personnel, Other Leave Hours Used	1,234	1,513	1,397	1,361	1,363	1,512
Public Library	Public Library - Passport Applications Processed	0	313	410			
Public Library	Public Library - Posts to Blog	28	75	70	62	65	71
Public Library	Public Library - Posts to Facebook	677	1,076	903	818	897	879
Public Library	Public Library - Posts to Instagram	295	215	220	205	290	213
Public Library	Public Library - Posts to Pinterest	292	410	325	162	346	603
Public Library	Public Library - Posts to Twitter	305	386	527	509	513	403
Public Library	Public Library - Press Releases	33	43	74	65	65	39
Public Library	Public Library - Program Attendance	5,170	14,410	20,342	19,308	16,423	13,229
Public Library	Public Library - Programs Offered	279	689	789	759	675	513
Public Library	Public Library - Public Meetings Held	237	1,377	1,759	1,731	1,125	1,648
Public Library	Public Library - Personnel, Sick Leave Hours Used	346	1,136	695	626	610	366
Public Library	Public Library - Subscribers to E-Newsletter, annual average	4,611	4,456	4,129	3,702	3,198	2,693
Public Library	Public Library - Website Page views	187,667	389,119	579,052	377,475	190,958	196,585
Public Welfare	Public Welfare - Personnel, Annual / Personal Leave Hours Used	31	833	518	412	408	356
Public Welfare	Public Welfare - Case Expenditures	\$88,208	\$236,231	\$225,741	\$305,110	\$433,949	\$407,749
Public Welfare	Public Welfare - Comp Time Hours Used	0	0	0	0	0	0
Public Welfare	Public Welfare - Contacts	3,010	3,182	2,767	2,960	3,356	666
Public Welfare	Public Welfare - Personnel, Disability Leave Hours Used	0	661	661	0	0	154
Public Welfare	Public Welfare - Individuals Served - Monthly Average	32	49	195	207	227	227
Public Welfare	Public Welfare - Number of Active Cases - Monthly Average	148	186	48	71	99	94
Public Welfare	Public Welfare - Number of New Cases	26	85	54	82	116	148
Public Welfare	Public Welfare - Personnel, Other Leave Hours Used	173	134	110	238	219	204
Public Welfare	Public Welfare - Personnel, Sick Leave Hours Used	17	0	67	96	70	126
Recreation	Arena Attendance - Public Skate	1,570	5,660	7,331	5,833	6,417	5,810
Recreation	Arena Attendance - Rock Night	0	2,980	3,237	4,655	5,078	5,534
Recreation	Arena Reservations - Birthday Parties	0	15	20	16	13	18
Recreation	Gym Attendance - Open Gym	11,638	22,613	29,065	25,179	24,694	28,561
Recreation	Gym Reservations - Birthday Parties	0	0	0	0	1	0
Recreation	Gym Reservations - Common Area	5	304	413	441	431	501
Recreation	Pool Attendance - Facility Walk In Visits	34,204	42,399	71,766			

Metrics are approximate based on various factors.

Department	Metric Title	FY2021 YTD	FY2020 Total	FY2019 Total	FY2018 Total	FY2017 Total	FY2016 Total
Recreation	Pool Reservations - Birthday Parties	0	3	12	12	22	15
Recreation	Recreation - Personnel, Annual / Personal Leave Hours Used	834	1,911	2,641	2,609	2,568	1,715
Recreation	Recreation - Personnel, Comp Time Hours Used	0	0	0	0	0	0
Recreation	Recreation - Personnel, Disability Leave Hours Used	0	96	0	24	140	0
Recreation	Recreation - Personnel, Other Leave Hours Used	1,200	1,838	1,425	1,578	1,254	1,244
Recreation	Recreation - Personnel, Sick Leave Hours Used	504	606	616	581	422	552
Recreation	Senior Center Attendance - Daily Game/Class Participants	2,759	9,417	13,388	12,834	12,753	14,791
Recreation	Senior Center Attendance - Facility Walk In Visits	64	3,098	5,202			
Recreation	Senior Center Attendance - Trips	0	699	774	898	790	832
Recreation	Senior Center Membership - New	13	142	205	201	205	209
Recreation	Senior Center Membership - Renewals	78	412	524	603	548	521
	Updated 4/28/2021 - through December 2020 metrics. cb						