

City of Dover
Fiscal Year End Metric Comparison

Department	Metric Name	FY2016 Total	FY2017 Total	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
Community Services	Community Services Annual / Personal Leave Hours Used	11,724	12,661	12,266	12,457	12,441	11,895	11,678	11,838	11,310
Community Services	Community Services Sick Leave Hours Used	3,492	3,417	3,873	4,276	3,926	4,677	4,596	3,901	4,196
Community Services	Community Services Disability Leave Hours Used	1,997	2,516	2,100	1,668	2,348	108	1,444	1,913	2,480
Community Services	Community Services Comp Time Hours Used	1,784	2,399	2,496	2,255	2,951	2,822	3,445	5,509	4,656
Community Services	Community Services Other Leave Hours Used	6,436	5,811	6,053	6,356	6,205	8,181	6,424	6,608	6,836
Community Services	Engineering Service Calls - # Received During Year	15	14	43	36	31	18	58	259	203
Community Services	Engineering Service Calls - # Resolved During Year	1	6	96	26	25	4	43	232	170
Community Services	Engineering Work Orders - # Received During Year	10	64	19	22	13	18	165	321	12
Community Services	Engineering Work Orders - # Closed During Year	5	51	13	19	8	16	155	319	8
Community Services	Engineering Driveway Permits									115
Community Services	Engineering Utility Licenses									New in July 2024
Community Services	Engineering Paving Licenses									New in July 2024
Community Services	Engineering Excavation Permits									New in July 2024
Community Services	Engineering Obstruction Permits									New in July 2024
Community Services	Engineering Sewer Connection Permits									New in July 2024
Community Services	Engineering Septic Design Reviews									New in July 2024
Community Services	Facilities/Grounds Service Calls - # Received During Year	56	128	334	1,228	674	952	1,034	910	789
Community Services	Facilities/Grounds Interments - # Traditional	35	46	27	33	21	29	29	32	34
Community Services	Facilities/Grounds Interments - # Cremation	59	38	51	39	13	61	61	65	59
Community Services	Facilities/Grounds Work Orders - Closed During Year	999	1,381	1,029	1,723	1,643	1,847	1,631	1,743	1,370
Community Services	Facilities/Grounds Service Calls - # Resolved During Year	55	60	328	1,114	941	910	954	827	746
Community Services	Facilities/Grounds Work Orders - Received During Year	1,681	2,253	2,078	2,065	1,177	1,764	1,803	1,788	1,453
Community Services	Recycling/Solid Waste - Curbside Trash Collection Tonnage	4,184	4,158	4,373	4,772	4,855	3,714	4,199	3,991	4,040
Community Services	Recycling/Solid Waste - Curbside Recycling Collection Tonnage	-	-	-	-	2,325	2,789	2,732	2,680	2,476
Community Services	Streets/Stormwater Service Calls Received During Year	409	609	687	787	512	427	578	1,394	993
Community Services	Streets/Stormwater Service Calls - Resolved During Year	331	416	524	625	503	337	562	1,312	902

City of Dover
Fiscal Year End Metric Comparison

Department	Metric Name	FY2016 Total	FY2017 Total	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
Community Services	Streets/Stormwater Work Orders - Total Received During Year	537	599	506	1,283	499	790	472	1,118	904
Community Services	Streets/Stormwater Work Orders - Closed During Year	528	481	629	922	636	677	433	1,007	599
Community Services	Streets/Stormwater # of Snow/Ice Control Events	16	44	40	15	22	25	15	19	13
Community Services	Wastewater Work Orders - Total Received During Year	4,346	4,090	4,000	3,992	3,686	3,451	3,745	3,564	3,255
Community Services	Wastewater Biosolids Processed - Wet Tons	3,208	2,596	3,121	3,069	3,012	3,025	3,036	3,092	3,430
Community Services	Wastewater Septage Received - # Gallons	318,350	282,500	309,150	393,430	503,767	515,855	798,838	547,219	644,985
Community Services	Wastewater Treated/Discharged - Million Gallons	935	953	927	1,027	937	799	930	940	1,089
Community Services	Wastewater Average Daily Flow - Million Gallons	2.54	2.42	3.9	3.3	2.6	2.2	2.9	2.6	3
Community Services	Wastewater Highest Daily Flow - Million Gallons	6.83	7.84	4.71	8.95	11.93	5.99	7.55	8.60	21.7
Community Services	Water/Sewer Service Calls - # Received During Year	203	271	285	401	187	421	453	311	336
Community Services	Water/Sewer Service Calls - Resolved During Month	168	240	343	347	261	402	379	276	244
Community Services	Water/Sewer Work Orders -Received During Year	1,167	1,113	1,744	1,653	1,297	2,188	2,906	2,469	2,872
Community Services	Water/Sewer Work Orders - Closed During Year	949	777	1,549	1,523	1,594	2,046	2,809	2,379	2,612
Community Services	Water/Sewer Water Gallons Pumped - Total	874,238,000	680,027,680	762,118,000	712,519,489	744,510,462	710,113,391	713,450,100	702,781,385	1,129,360,259
Community Services	Water/Sewer Water Gallons Pumped - Million Gallon Average Per Day	2.39	2.07	2.00	1.90	2.00	1.9	2	1.93	1.8
Executive	Dover Labor Force	17,868	18,118	18,309	18,677	18,447	18,000	18,430	18,773	18,640
Executive	Unemployment Rate - Dover	2.5	2.3	2.3	2.1	5.2	4.0	2.2	1.86	2.1
Executive	Unemployment Rate - Strafford County	2.7	2.5	2.4	2.2	5.1	3.9	2.3	2.01	2.3
Executive	Unemployment Rate - State of NH	3.1	2.8	2.7	2.5	5.4	4.1	2.5	2.22	2.4
Executive	Unemployment Rate - National	5.0	4.7	4.1	3.8	6.0	6.9	4.2	3.56	3.8
Executive	Business Development-Businesses Reached Out									403
Executive	Business Development- Business Visitations Performed									291
Executive	Business Development-Businesses Connected to Business Assistance Resources									335
Executive	Human Resources - Number of Work Comp Claims Reported	34	44	39	29	75	63	89	58	72
Executive	Human Resources Number of Regular Full Time Positions Posted	20	14	26	25	27	48	45	52	72
Executive	Human Resources Number of Regular Part Time Positions Posted	23	20	18	13	11	14	20	11	23
Executive	City Hall Visitors - St. Thomas Street Entry									7,326
Executive	City Hall Visitors - Hale Street Entry									32,737
Executive	City Hall Visitors - Parking Bureau									2,923
Executive	City Hall Visitors - Utility Billing									4,127
Executive	City Hall Visitors - Planning Office									5,599

City of Dover
Fiscal Year End Metric Comparison

Department	Metric Name	FY2016 Total	FY2017 Total	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
Executive	City Hall Visitors - Customer Service Entry									37,595
Executive	City Hall Visitors - City Clerk Tax Collector Office									47,924
Executive	City Hall Visitors - Central Avenue Front Door Entry									8,529
Executive	City Hall Visitors - Hale Street Elevator Entry									8,792
Executive	City Hall Visitors - Assessing Office									2,364
Executive	Number of candidates applying for employment vacancies					1,082	1,530	1,250		1,640
Executive	NCS % Excellent/Good, Overall economic health			72		62		67		61
Executive	NCS % Excellent/Good, Overall quality of transportation system							64		55
Executive	NCS % Excellent/Good, Overall design/layout of residential & commercial areas			65		47		65		55
Executive	NCS % Excellent/Good, Overall quality of the utility infrastructure							70		66
Executive	NCS % Excellent/Good, Overall feeling of safety			92		81		79		78
Executive	NCS % Excellent/Good, Overall quality of natural environment			78		68		79		73
Executive	NCS % Excellent/Good, Overall Quality of parks & rec opportunities							71		68
Executive	NCS % Excellent/Good, Overall health & wellness opportunities			81		75		79		69
Executive	NCS % Excellent/Good, Overall opportunities for education, culture & arts			74		70		63		64
Executive	NCS % Excellent/Good, Residents' connection & engagement with community							57		59
Executive	NCS % Excellent/Good, Dover as a place to live			94		90		89		89
Executive	NCS % Excellent/Good, Overall quality of life			88		83		87		81
Executive	NCS % Excellent/Good, Overall image or reputation of Dover			79		69		76		73
Executive	NCS % Excellent/Good, Overall customer service by Dover employees			82		79		84		83
Executive	NCS % Excellent/Good, Public information services			75		71		71		71
Executive	NCS % Excellent/Good, Value of services for taxes paid to Dover			50		44		43		45
Executive	NCS % Excellent/Good, Overall Direction that Dover is taking			72		54		60		59
Executive	NCS % Excellent/Good, Job Dover gov't does at welcoming resident involvement			61		54		53		52
Executive	NCS % Excellent/Good, Overall confidence in Dover gov't.			61		52		50		51
Executive	NCS % Excellent/Good, Gov't generally acting in the best interest of community			68		53		60		55
Executive	NCS % Excellent/Good, Gov't being honest			66		60		62		58

City of Dover
Fiscal Year End Metric Comparison

Department	Metric Name	FY2016 Total	FY2017 Total	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
Executive	NCS % Excellent/Good, Gov't being open & transparent to public							56		54
Executive	NCS % Excellent/Good, Gov't informing residents about issues facing community							55		51
Executive	NCS % Excellent/Good, Gov't treating all residents fairly			66		56		64		59
Executive	NCS % Excellent/Good, Gov't treating residents with respect							75		69
Executive	NCS % Excellent/Good, Quality of services provided by City of Dover			83		80		78		71
Executive	NCS % Excellent/Good, Quality of Services provided by Fed Gov't			40		39		48		31
Executive	NCS % Excellent/Good, Overall economic health of Dover			72		62		67		61
Executive	NCS % Excellent/Good Quality of Life, Dover as a place to work			72		68		74		71
Executive	NCS % Excellent/Good Quality of Life, Dover as a place to visit			68		64		71		68
Executive	NCS % Excellent/Good, Overall quality of business & service establishments in Dover			74		67		85		80
Executive	NCS % Excellent/Good, Variety of business & service establishments in Dover							66		69
Executive	NCS % Excellent/Good, Vibrancy of downtown/commercial area in Dover			69		61		69		63
Executive	NCS % Excellent/Good, Employment opportunities in Dover			50		51		57		52
Executive	NCS % Excellent/Good, Shopping opportunities in Dover			60		53		56		51
Executive	NCS % Excellent/Good, Cost of living in Dover			37		29		28		19
Executive	NCS % Excellent/Good Quality of Services regarding economic development in Dover			66		60		62		55
Executive	NCS % Excellent/Good, overall quality of transportation system in Dover							64		55
Executive	NCS % Excellent/Good, traffic flow on major streets in Dover			42		35		41		36
Executive	NCS % Excellent/Good, ease of public parking in Dover			56		41		51		51
Executive	NCS % Excellent/Good, ease of travel by car in Dover			58		49		66		61
Executive	NCS % Excellent/Good, ease of travel by public transportation in Dover			44		42		46		39
Executive	NCS % Excellent/Good, ease of travel by bicycle in Dover			49		43		49		37
Executive	NCS % Excellent/Good, ease of walking in Dover			80		77		80		72
Executive	NCS % Excellent/Good, quality of traffic enforcement in Dover			70		67		71		64

City of Dover
Fiscal Year End Metric Comparison

Department	Metric Name	FY2016 Total	FY2017 Total	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
Executive	NCS % Excellent/Good, quality of traffic signal timing in Dover			55		49		52		54
Executive	NCS % Excellent/Good, quality of street repair in Dover			37		34		46		40
Executive	NCS % Excellent/Good, quality of street cleaning in Dover			58		57		67		71
Executive	NCS % Excellent/Good, quality of street lighting in Dover			67		69		72		66
Executive	NCS % Excellent/Good, quality of snow removal in Dover			70		69		76		74
Executive	NCS % Excellent/Good, quality of sidewalk maintenance in Dover			54		48		62		57
Executive	NCS % Excellent/Good, quality of bus or transit services in Dover			66		62		64		55
Executive	NCS % Excellent/Good, overall design or layout of residential & commercial areas of Dover			65		47		65		55
Executive	NCS % Excellent/Good, your neighborhood as a place to live			82		81		82		83
Executive	NCS % Excellent/Good, well-planned residential growth							41		41
Executive	NCS % Excellent/Good, well-planned commercial growth							50		41
Executive	NCS % Excellent/Good, well designed neighborhoods							53		52
Executive	NCS % Excellent/Good, preservation of historical/cultural character of Dover							73		70
Executive	NCS % Excellent/Good, Public places where people want to spend time			70		65		64		59
Executive	NCS % Excellent/Good, Variety of housing options			52		45		40		33
Executive	NCS % Excellent/Good, Availability of affordable quality housing			36		22		24		11
Executive	NCS % Excellent/Good, Overall quality of new development			67		52		61		45
Executive	NCS % Excellent/Good, Overall appearance			84		75		80		70
Executive	NCS % Excellent/Good, Quality of Land use, planning & zoning services			51		43		52		42
Executive	NCS % Excellent/Good, Quality of code enforcement services			47		43		47		39
Executive	NCS % Excellent/Good, Overall quality of utility infrastructure							70		66
Executive	NCS % Excellent/Good, Quality of Affordable high speed internet access services							48		52
Executive	NCS % Excellent/Good, Quality of garbage collection services			81		80		70		75

City of Dover
Fiscal Year End Metric Comparison

Department	Metric Name	FY2016 Total	FY2017 Total	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
Executive	NCS % Excellent/Good, Quality of drinking water services			71		70		75		74
Executive	NCS % Excellent/Good, Quality of sewer services			85		78		87		83
Executive	NCS % Excellent/Good, Quality of storm water management services			67		62		84		77
Executive	NCS % Excellent/Good, Quality of power (electric and/or gas) utility services			78		74		84		70
Executive	NCS % Excellent/Good, Quality of utility billing services			68		61		72		59
Executive	NCS % Excellent/Good, Overall feeling of safety			92		81		79		78
Executive	NCS % Very/Somewhat Safe, In your neighborhood during day			98		91		95		94
Executive	NCS % Very/Somewhat Safe, In downtown/commercial area during day			96		90		93		92
Executive	NCS % Very/Somewhat Safe, From property crime							81		77
Executive	NCS % Very/Somewhat Safe, From violent crime							89		85
Executive	NCS % Very/Somewhat Safe, From fire, flood or other natural disaster							91		91
Executive	NCS % Excellent/Good, Police/Sheriff services			91		90		83		81
Executive	NCS % Excellent/Good, Crime prevention services			86		78		80		74
Executive	NCS % Excellent/Good, Animal control services			80		73		86		86
Executive	NCS % Excellent/Good, Ambulance or Emergency Medical Services			97		97		93		94
Executive	NCS % Excellent/Good, Fire services			97		96		95		96
Executive	NCS % Excellent/Good, Fire prevention & education services			89		89		85		82
Executive	NCS % Excellent/Good, Emergency preparedness			71		61		68		65
Executive	NCS % Excellent/Good, Overall quality of natural environment			78		68		79		73
Executive	NCS % Excellent/Good, Cleanliness of Dover's natural environment			80		70		78		71
Executive	NCS % Excellent/Good, Water resources							56		51
Executive	NCS % Excellent/Good, Air quality			86		81		90		85
Executive	NCS % Excellent/Good, Preservation of natural areas			60		51		64		59
Executive	NCS % Excellent/Good, Dover's open space			58		46		61		57
Executive	NCS % Excellent/Good, Recycling services			85		74		69		74
Executive	NCS % Excellent/Good, Yard waste pick-up services			62		57		56		56
Executive	NCS % Excellent/Good, Overall quality of parks & recreation opportunities							71		68
Executive	NCS % Excellent/Good, Availability of paths and walking trails			58		62		78		74
Executive	NCS % Excellent/Good, Fitness opportunities			69		63		72		74

City of Dover
Fiscal Year End Metric Comparison

Department	Metric Name	FY2016 Total	FY2017 Total	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
Executive	NCS % Excellent/Good, Recreational opportunities			62		58		67		62
Executive	NCS % Excellent/Good, Quality of services at city parks			82		74		76		71
Executive	NCS % Excellent/Good, Quality of services at recreation programs/classes			76		70		66		67
Executive	NCS % Excellent/Good, Quality of services at recreation centers/facilities			78		73		70		67
Executive	NCS % Excellent/Good, Overall health & wellness opportunities			81		75		79		69
Executive	NCS % Excellent/Good, Availability of affordable quality food			77		79		78		65
Executive	NCS % Excellent/Good, Availability of affordable quality health care			77		76		76		66
Executive	NCS % Excellent/Good, Availability of preventive health services			78		77		80		68
Executive	NCS % Excellent/Good, Availability of affordable quality mental health care			58		55		49		40
Executive	NCS % Excellent/Good, Quality of health services			79		80		79		75
Executive	NCS % Excellent/Good, your overall health			70		67		73		70
Executive	NCS % Excellent/Good, Opportunities for education, culture, arts			74		70		63		64
Executive	NCS % Excellent/Good, Opportunities to attend cultural, arts, music activities			65		63		57		56
Executive	NCS % Excellent/Good, Community support for the arts							65		63
Executive	NCS % Excellent/Good, Availability of affordable quality childcare/preschool			60		52		46		34
Executive	NCS % Excellent/Good, K-12 education			76		71		69		59
Executive	NCS % Excellent/Good, Adult educational opportunities			62		57		56		54
Executive	NCS % Excellent/Good, Opportunities to attend special events/festivals			75		69		63		67
Executive	NCS % Excellent/Good, Public library services			92		87		93		91
Executive	NCS % Excellent/Good, Resident connection & engagement with community							57		59
Executive	NCS % Excellent/Good, Dover as a place to raise children			86		83		83		80
Executive	NCS % Excellent/Good, Dover as a place to retire			56		53		51		52
Executive	NCS % Excellent/Good, Sense of community			68		60		62		64
Executive	NCS % Excellent/Good, Dover community does making all residents feel welcome							77		76
Executive	NCS % Excellent/Good, Dover community does attracting people from diverse backgrounds							58		56

City of Dover
Fiscal Year End Metric Comparison

Department	Metric Name	FY2016 Total	FY2017 Total	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
Executive	NCS % Excellent/Good, Dover community does valuing/respecting residents from diverse backgrounds							67		69
Executive	NCS % Excellent/Good, Dover community does taking care of vulnerable residents							52		42
Executive	NCS % Excellent/Good, Dover's sense of civic/community pride							60		61
Executive	NCS % Excellent/Good, Neighborliness of residents			67		60		64		62
Executive	NCS % Excellent/Good, Opportunities to participate in social events/activities			70		67		59		60
Executive	NCS % Excellent/Good, Opportunities to volunteer			69		73		75		70
Executive	NCS % Excellent/Good, Opportunities to participate in community matters			65		67		67		66
Executive	NCS % Excellent/Good, Openness & acceptance of community toward people of diverse backgrounds			71		65		64		64
Executive	NCS % yes, Contacted the City of Dover for help/information			52		55		60		62
Executive	NCS % yes, Contacted Dover elected officials to express your opinion			21		17		17		14
Executive	NCS % yes, Attended a local public meeting			18		21		16		18
Executive	NCS % yes, Watched a local public meeting			32		27		32		24
Executive	NCS % yes, Volunteered your time to some group/activity			38		35		25		32
Executive	NCS % yes, Campaigned or advocated for local issue, cause, candidate			27		19		16		15
Executive	NCS % yes, Voted in your most recent local election							79		79
Executive	NCS % a few times week or more, Access internet from home							95		95
Executive	NCS % a few times week or more, Access internet from cell phone							92		94
Executive	NCS % a few times week or more, Visit social media sites							81		79
Executive	NCS % a few times week or more, Use or check email							98		96
Executive	NCS % a few times week or more, Share your opinion online							24		25
Executive	NCS % a few times week or more, Shop online							49		49
Executive	NCS Number of Residents Surveyed			401		1700		543		620
Executive	NCS Percent of Resident Response to Survey							20		21
Executive	Human Resources - Number of Civilian Background Checks Processed									

City of Dover
Fiscal Year End Metric Comparison

Department	Metric Name	FY2016 Total	FY2017 Total	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
Executive	Human Resources - Number of Civilian Motor Vehicle Requests Processed									
Executive	Human Resources Number of Employment Separations - Voluntary	44	46	59	51	35	54	94	71	94
Executive	Human Resources Number of New Hires	75	66	59	63	70	68	77	92	112
Executive	Executive Disability Leave Hours Used	-	-	-	108	228	0	0	40	24
Executive	Human Resources Number of Employment Separations - Involuntary	3	1	1	4	4	12	5	7	5
Executive	Executive Comp Hours Used	-	-	2	4	42	3	19	19	18
Executive	Executive Annual / Personal Leave Hours Used	1,830	2,263	2,428	2,703	1,980	2,105	3,533	3,339	3,396
Executive	Executive Sick Leave Hours Used	169	291	486	450	401	504	681	693	644
Executive	Executive Other Leave Hours Used	908	1,097	770	1,266	1,393	1,510	1,940	1,579	2,147
Executive	Human Resources Average Number of Employees Paid	169	291	486	450	401	358	358	368	375
Executive	Human Resources Number of Disability Claims									46
Executive	IT - Visitors to City Website	744,214	1,058,064	1,191,033	1,237,322	1,126,840	1,153,288	1,252,399	1,383,804	1,773,337
Executive	IT - City Email Processed, Inbound Clean Messages	729,132	736,110	797,806	813,432	890,229	971,217	1,016,874	1,008,564	909,092
Executive	IT Work Orders - Received During Year	1,082	1,305	1,134	1,861	3,083	2,921	2,895	2,662	1,713
Executive	DoverNet Municipal Wireless - Ave #of Clients	51	116	147	155	203	200	230	260	320
Executive	DoverNet Public Wireless - Ave #of Clients	184	229	207	206	154	75	108	85	96
Executive	IT Chevy Bolt EV - Miles Traveled	-	-	-	2,061	1,238	1,177	1,290	1,219	1,227
Executive	IT Chevy Bolt EV - kWh Charged	-	-	-	787	475	490	500	348	322
Executive	Desk Phone System Total Calls									277,962
Executive	Legal Right to Know Requests Processed	66	70	95	42	49	51	77	100	78
Executive	Legal Contracts / Memo Created	-	-	-	-	-	-	303	201	232
Executive	Legal Matters / Questions Handled	-	-	-	-	-	-	790	1,061	1,058
Executive	Legal - Resolutions Created	58	39	67	53	75	73	75	70	67
Executive	Legal - Ordinances Created	30	12	10	18	10	19	22	17	17
Executive	Accident Reports - Property	33	44	38	44	62	61	68	54	57
Executive	Accident Reports - Liability	48	58	89	63	43	39	70	67	51
Executive	Accident Reports - Auto	36	45	47	49	34	33	46	80	57
Executive	Review Existing Legal Contracts & Draft Memo	-	-	-	-	-	-	35	153	152
Executive	Media Services Announcements Posted to Website	1,057	1,035	1,996	2,640	3,865	5,119	5,292	5,191	5,391
Executive	Media Services Social Media Subscribers, All Platforms	4,549	5,581	6,274	7,224	10,660	13,614	15,057	15,859	17,097
Executive	Media Services Press Releases Created & Distributed	241	330	407	434	710	937	862	799	669
Executive	Media Services Posts to Social Media, All Platforms	191	588	990	1,073	2,309	3,888	4,020	3,956	3,610
Executive	Media Services Active Subscribers to All City Newsletters									
Executive	Media Services Videos Posted, All Platforms	241	371	343	422	616	726	749	740	669

City of Dover
Fiscal Year End Metric Comparison

Department	Metric Name	FY2016 Total	FY2017 Total	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
Executive	Media Services Dover Video Views, All Platforms	279,366	435,975	540,458	624,697	887,658	1,033,593	1,131,696	1,130,410	1,329,712
Executive	Media Services Average City CodeRed Subscribers	-	-	-	946	1,477	1,628	1,842		2,660
Executive	Media Services Newsletter Sent via Email									
Executive	Media Services Public Meeting Televised									
Executive	Media Services Special Events Televised or Recorded									
Executive	Media Services Podcast Episodes Created & Distributed									
Executive	Media Services Estimated Podcast Listeners									
Executive	Media Services Emergency Notification Alerts Sent									
Executive	Media Services Number of Visitors to Live Meetings via City Website									
Finance	Assessing: Office Property Inspections	1,471	1,659	1,572	2,478	1,542	2,218	2,378	1,578	625
Finance	Assessing: Registry Deeds Recorded	1,009	1,023	1,023	893	972	1,192	1,059	810	850
Finance	Assessing: Registry Mortgages Recorded	1,162	1,228	1,150	894	1,408	2,075	1,428	880	780
Finance	Assessing: Registry Foreclosures Recorded	21	19	9	8	7	0	1	3	2
Finance	Assessing: Registry Liens Recorded							26	610	541
Finance	Assessing: Registry Discharge of Mortgages Recorded							500	219	238
Finance	Assessing: Registry Plans Recorded							58	91	107
Finance	Assessing: Registry Parcel Mergers Recorded							1	5	3
Finance	City Clerk/Tax Death Certificates/Copies Issued	3,480	3,259	3,205	3,020	3,093	2,879	3,322	3,570	4084
Finance	City Clerk/Tax Marriage Licenses Issued	282	219	247	285	251	307	318	350	286
Finance	City Clerk/Tax Birth Certificates/Copies Issued	2,586	2,532	2,579	2,627	2,158	2,280	2,623	2,812	2,614
Finance	City Clerk/Tax Marriage Certificates/Copies Issued	547	587	634	677	683	793	880	825	784
Finance	City Clerk/Tax Notary Public Requests	322	429	505	420	257	557	433	433	344
Finance	City Clerk/Tax Justice of Peace Requests	109	73	87	112	109	132	151	155	102
Finance	City Clerk/Tax Vehicle Registrations - Office	23,698	24,969	23,919	25,144	19,800	22,138	23,042	20,947	23,936
Finance	City Clerk/Tax: Number of Vehicle Registrations Paid Online	4,542	4,321	4,576	4,318	7,933	7,645	7,148	8,751	7,540
Finance	City Clerk/Tax Vehicle Registrations - Mailed In	3,014	3,335	3,850	2,907	4,324	4,453	3,547	4,564	2,955
Finance	City Clerk/Tax: Number of Dog Licenses Paid Online	-	-	-	-	-	803	1,474	1,700	1,521
Finance	City Clerk/Tax: Number of Property Tax Bills Paid Online	-	-	-	-	-	174	669	830	1,003
Finance	City Clerk/Tax: Number of Water/Sewer Bills Paid Online	-	-	-	-	-	349	2,029	3,592	4,046
Finance	City Clerk/Tax: Funds Collected for Parking Tickets	-	-	-	-	-	2,230	12,730	15,435	13,340
Finance	Divorce Certificates/Copies Issued	-	-	-	-	-	26	103	93	145
Finance	Finance Comp Time Hours Used	297	231	235	201	144	34	52	303	266

City of Dover
Fiscal Year End Metric Comparison

Department	Metric Name	FY2016 Total	FY2017 Total	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
Finance	Finance Annual / Personal Leave Hours Used	3,244	3,473	3,328	2,322	2,721	3,267	4,260	3,652	3,800
Finance	Finance Sick Leave Hours Used	612	898	1,096	1,862	1,007	1,226	1,243	1,092	1,094
Finance	Finance Disability Leave Hours Used	0	0	116	0	0	456	1,493	1,238	200
Finance	Finance Other Leave Hours Used	1,964	2,220	2,043	2,099	2,857	2,286	2,359	1,763	2,008
Finance	Purchasing-Purchase Orders - Under \$1,000	6,827	6,599	6,345	6,787	6,114	5,158	3,552	3,476	3,700
Finance	Purchasing-Purchase Orders - \$1,000 to \$4,999	886	831	878	1,076	898	892	773	917	1,227
Finance	Purchasing-Purchase Orders - \$5,000 to \$9,999	164	142	137	200	157	165	203	221	245
Finance	Purchasing-Purchase Orders - \$10,000 to \$24,999	122	90	94	140	86	116	131	157	186
Finance	Purchasing-Purchase Orders - \$25,000 and Over	147	127	119	173	123	159	225	232	243
Finance	Purchasing Bids/RFQ's Posted	100	73	86	89	85	74	113	70	41
Finance	Utility Billing-Industrial Records Billed	9,064	7,458	6,743	8,701	9,870	7,450	9,153	10,056	10,171
Finance	Utility Billing-Residential Records Billed	31,699	40,127	33,033	32,634	32,830	33,048	33,331	33,540	33,834
Finance	Utility Billing Work Orders-Final Meter Reads	478	492	528	520	561	609	550	441	365
Finance	Utility Billing Work Orders-Stopped Meter Reads	385	600	847	1,016	665	1,725	1,645	512	106
Finance	Utility Billing Work Orders-Installed New Meters	103	71	93	74	74	91	47	47	170
Finance	Utility Billing Work Orders-On/Off Water Service	154	173	152	124	141	161	144	144	324
Fire & Rescue	Fire & Rescue Comp Time Hours Used	106	403	228	241	467	406	389	459	190
Fire & Rescue	Fire & Rescue Annual / Personal Leave Hours Used	12,159	11,999	11,272	12,589	10,858	13,176	14,898	12,812	13,917
Fire & Rescue	Fire & Rescue Sick Leave Hours Used	4,455	4,893	5,545	6,072	5,649	6,518	6,434	5,823	6,794
Fire & Rescue	Fire & Rescue Disability Leave Hours Used	907	1,550	2,140	3,024	2,324	3,379	968	2,725	3,746
Fire & Rescue	Fire & Rescue Other Leave Hours Used	1,113	1,775	1,144	904	2,716	6,232	5,292	3,606	1,831
Fire & Rescue	Fire Special Duty Hours									203
Fire & Rescue	Fire & Rescue Burn Permits Issued	1,325	1,142	1,126	1,348	1,295	1,171	716	803	753
Fire & Rescue	Fire & Rescue Calls for Fires	146	138	144	137	193	215	140	100	138
Fire & Rescue	Fire & Rescue Calls for Medical Emergency	2,810	3,264	3,365	3,722	3,699	3,888	4,454	3,328	4,679
Fire & Rescue	Fire & Rescue Calls for Hazardous Conditions	151	257	348	247	282	339	240	493	417
Fire & Rescue	Fire & Rescue Calls for Miscellaneous Other	237	437	533	645	747	438	606	409	585
Fire & Rescue	Fire & Rescue Calls for Lock Outs	501	575	531	508	404	74	296	217	333
Fire & Rescue	Fire & Rescue Calls for False/Good Intent	656	803	892	932	895	978	1,018	780	1,114
Fire & Rescue	Fire & Rescue Calls for Mutual Aid - Ambulance Service Given	84	63	94	103	92	96	184	183	122
Fire & Rescue	Fire & Rescue Calls for Mutual Aid - Ambulance Service Received	54	57	84	121	93	127	188	67	32
Fire & Rescue	Fire & Rescue Calls for Mutual Aid - Fire Service Given	38	37	24	53	51	105	72	26	71
Fire & Rescue	Fire & Rescue Calls for Mutual Aid - Fire Service Received	12	9	25	24	21	26	15	12	14
Fire & Rescue	Fire & Rescue 2 Simultaneous Emergency Incidents	976	1,279	1,653	1,784	1,760	1,851	1,951	1,511	2,011
Fire & Rescue	Fire & Rescue 3 Simultaneous Emergency Incidents	180	213	360	326	715	783	778	664	798
Fire & Rescue	Fire & Rescue Patients Transported to Area Hospitals	2,419	1,854	2,534	2,726	2,849	2,939	3,369	3,820	3,658

City of Dover
Fiscal Year End Metric Comparison

Department	Metric Name	FY2016 Total	FY2017 Total	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
Fire & Rescue	Fire & Rescue Number of Overtime Hours Worked	15,807	21,787	23,972	22,906	22,317	28,044	23,215	27,722	28,335
Fire & Rescue	Fire & Rescue Value of Fire Loss				\$466,089	\$622,349	\$1,715,814	\$247,427	2,472,345	1,153,175
Fire & Rescue	Fire & Rescue 4 or more simultaneous Emergency Incidents									355
Fire & Rescue	Fire & Rescue Non-transport=Refusal of care									1,665
Planning	CDBG Applications - Received	13	10	13	16	14	7	14	13	18
Planning	Inspection Services Life Safety Inspections	641	684	859	864	896	825	782	731	720
Planning	Inspection Services Business Inspections	82	239	177	149	139	129	153	240	155
Planning	Inspection Services Sprinkler/Alarm Inspections	384	260	360	543	1,151	717	510	593	576
Planning	Inspection Services Electrical Inspections	1,568	1,396	1,412	1,546	1,304	1,085	931	1,165	1,527
Planning	Inspection Services Plumbing/Mechanical Inspections	1,776	1,678	2,024	2,155	1,606	1,135	991	1,417	2,309
Planning	Inspection Services Health Inspections/Housing Standards	518	538	542	690	880	852	715	625	472
Planning	Inspection Services School / Daycare Inspections	103	120	172	157	193	186	229	206	191
Planning	Inspection Services Oil Burner Inspections	24	18	31	19	13	13	26	6	20
Planning	Inspection Services Woodstove/Fireplace Inspections	10	5	2	29	5	8	6	4	7
Planning	Inspection Services Permits Issued - Blasting	10	11	5	2	5	1	7	3	2
Planning	Inspection Services Permits Issued - Certificate of Occupancy	105	127	283	223	228	139	151	74	130
Planning	Inspection Services Value of New Commercial/Industrial Construction	\$24,610,493	\$46,400,489	\$23,817,678	\$42,392,926	\$24,798,502	\$10,339,114	\$35,904,063	\$40,950,411	\$65,400,486
Planning	Inspection Services Value of New Residential Construction	\$16,308,300	\$16,929,050	\$25,720,975	\$15,326,538	\$35,330,160	\$35,979,551	\$30,390,089	\$33,908,323	\$42,572,853
Planning	Inspection Services Value of New Residential Construction: Alterations	\$7,321,707	\$8,359,425	\$25,600,077	\$12,102,505	9,114,033	\$8,048,692	\$6,595,728	\$18,003,753	\$19,146,869
Planning	Inspection Services Average Business Days from Building Permit App Submittal to Permit Approval/Denial	11	13	10	14	14	14	10	19	11
Planning	Inspection Services Average Business Days from Electrical Permit App Submittal to Permit Approval/Denial	5	9	7	14	14	9	2	2	3
Planning	Inspection Services Average Business Days from Plumbing Permit App Submittal to Permit Approval/Denial	5	9	7	14	14	9	2	2	3
Planning	Inspection Services Number of Complaints Received	49	33	37	21	32	27	21	21	137
Planning	Inspection Services Value of Commercial/Industrial Construction: Alterations	\$5,503,696	\$14,862,709	\$7,416,928	\$11,338,540	\$10,939,387	\$2,589,530	\$46,043,681	\$15,546,302	\$18,198,989
Planning	Inspection Services Number of Overtime Hours Worked	124	0	210	219	234	317	204	379	163
Planning	Inspection Services Building Inspections	1,433	1,192	1,337	1,765	2,390	1,938	1,257	1,532	2,087
Planning	Inspection Services Monthly Permit New Construction Value	\$58,563,734	\$119,846,545	\$82,308,880	\$76,695,590	\$77,768,591	\$57,039,890	\$86,536,358	\$104,755,755	\$145,619,081

City of Dover
Fiscal Year End Metric Comparison

Department	Metric Name	FY2016 Total	FY2017 Total	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
Planning	Inspection Services Permits Issued - Building	461	537	579	534	578	606	546	680	699
Planning	Planning Code Complaints Resolved	10	10	2	12	32	27	18	7	6
Planning	Planning Code Complaints Reviewed	12	18	7	21	28	42	49	26	12
Planning	Planning Code Complaints Resolved for Signs	12	22	1	11	58	11	11	6	1
Planning	Planning Code Complaints Reviewed for Signs	11	27	0	14	51	12	11	8	0
Planning	Planning Conditional Use Permit - Environmental	9	7	24	17	11	14	23	21	20
Planning	Planning Conditional Use Permit - Non-Environmental	4	12	8	11	9	6	7	7	9
Planning	Planning Lot Line Adjustments	7	3	17	11	17	7	13	7	7
Planning	Planning Lot Merger Application	1	0	2	3	4	1	3	4	3
Planning	Planning Lot Restoration Application	2	6	0	4	8	4	4	1	4
Planning	Planning Permits, Accessory Dwelling Units	28	7	5	5	9	8	10	7	8
Planning	Planning Permits - Customary Home Occupation	2	3	0	5	11	3	4	3	2
Planning	Planning Permits - Signs - Permanent	48	41	45	79	35	30	43	31	42
Planning	Planning Permits - Signs - Temporary	8	15	4	4	6	9	0	7	6
Planning	Planning Site Plan # of units created	146	64	228	394	242	316	976	236	144
Planning	Planning Site Plan Sq Ft - Commercial Buildings	377,274	144,510	64,397	45,488	87,167	153,536	183,497	243,978	127,721
Planning	Planning Site Plan Sq Ft - Impervious Coverage	549,589	257,630	48,745	222,774	270,460	283,255	728,765	366,960	84,522
Planning	Planning Site Plans Approved	9	2	8	10	11	12	21	14	13
Planning	Planning Subdivision # of lots created	22	15	24	40	46	96	30	49	32
Planning	Planning Subdivision Plans Approved	3	4	6	12	9	15	12	8	5
Planning	Planning Waiver, Amendments to an Approved Plan Granted	2	0	4	7	4	5	3	4	12
Planning	Planning Waiver, Amendments to an Approved plan Requested	2	0	4	8	4	6	3	4	12
Planning	Planning Waiver, Extensions to an Approved plan - Granted	1	1	2	2	3	1	0	0	6
Planning	Planning Waiver, Extensions to an Approved plan - Requested	1	0	2	2	3	1	0	0	5
Planning	Planning Zoning Board, Appeal of Administrative Decision-Granted	2	0	1	0	0	0	1	0	0
Planning	Planning Zoning Board, Appeal of Administrative Decision Requested	2	0	1	0	0	0	1	0	1
Planning	Planning Zoning Board, Equitable Waivers	1	1	0	0	0	0	1	2	2
Planning	Planning Zoning Board, Special Exceptions	1	0	1	2	0	2	0	1	3
Planning	Planning Zoning Board, Variances - Dimensional	11	10	8	4	6	4	2	8	10
Planning	Planning Zoning Board, Variances - Use	2	9	6	18	7	5	1	5	13
Planning	Planning Permits - Signs-Community	-	-	-	-	10	13	14	8	15
Planning	Planning Zoning Board, Rehearing	-	-	-	2	2	0	1	1	1
Planning	Planning Transfer of Development Rights Granted	-	-	-	68	20	20	38	62	80
Planning	Planning Transfer of Development Rights Requested	-	-	-	68	58	55	38	63	37
Planning	Planning Site Plan Sq Ft - Residential Buildings	-	-	-	-	0	191,234	0	82,400	0
Planning	Planning Comp Time Hours Used	0	0	0	0	0	0	0	3	0
Planning	Planning Annual / Personal Leave Hours Used	636	1,047	989	909	764	1,015	1,308	871	1,142

City of Dover
Fiscal Year End Metric Comparison

Department	Metric Name	FY2016 Total	FY2017 Total	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
Planning	Planning Sick Leave Hours Used	92	290	369	445	299	319	331	362	357
Planning	Planning Disability Leave Hours Used	8	0	240	8	280	250	0	0	0
Planning	Planning Other Leave Hours Used	636	676	740	701	688	578	596	575	686
Police	Police Animal Investigations - Total	353	209	258	344	282	226	501	706	555
Police	Police Sexual Offenders Registered									New in July 2024
Police	Police Grand Jury Indictments									New in July 2024
Police	Police Investigations sent to County Attorney's									New in July 2024
Police	Police Forensic Interviews Conducted									New in July 2024
Police	Police Search Warrants Executed									New in July 2024
Police	Police Investigations sent to DCYF									New in July 2024
Police	Police Internet Crimes Against Children Investigations									New in July 2024
Police	Police Total Open Investigations by Detective Unit									New in July 2024
Police	Police Parking Tickets Issued - Total	9,091	8,942	10,802	8,236	7,881	6,648	8,193	8,323	10,863
Police	Police Parking Meters - Number of Transactions	401,675	421,698	449,083	467,734	397,008	382,298	485,217	522,379	547,885
Police	Police Parking Meters - Revenue	\$727,969	\$831,413	\$593,463	\$672,945	\$792,054	\$766,607	\$909,503	\$1,028,074	\$1,127,158
Police	Police Parking Meters - Days of Use	254	248	250	253	290	303	301	301	301
Police	Police Parking Permits Issued	4,580	5,344	5,753	6,118	6,200	8,278	8,812	9,170	9743
Police	Police Parking Tickets - Income	-	-	-	-	-	-	\$199,526	\$202,477	\$235,326
Police	Police Parking Permits - Revenue	-	-	-	-	-	-	\$344,367	\$361,190	\$381,967
Police	Police Parking Meters - Garage Number of Transactions	-	-	-	-	-	-	28,515	32,802	31,716
Police	Police Parking Meters - Garage Revenue	-	-	-	-	-	-	\$89.886	\$92,896	\$94,323
Police	Police Parking Meters - Garage Days of Use	-	-	-	-	-	-	301	301	350
Police	Police Parking - Electric Vehicle Charging Stations Used	-	-	-	-	-	67	316	693	800
Police	Police Number of Overtime Hours Worked	7,533	6,602	9,677	6,278	6,215	7,691	10,354	10,018	8,435
Police	Police Special Detail Hours	6,047	6,691	5,332	5,251	3,772	1,732	1,539	2,090	2,048
Police	Police Comp Time Hours Used	282	1,218	1,319	1,373	1,380	1,473	1,305	1,469	1,206
Police	Police Annual / Personal Leave Hours Used	12,327	13,526	13,656	13,495	13,288	14,786	13,172	11,437	10,630
Police	Police Sick Leave Hours Used	2,015	2,220	2,208	2,411	2,483	3,394	4,209	2,834	3,193
Police	Police Disability Leave Hours Used	702	68	806	850	1,102	3,105	435	1,077	471
Police	Police Other Leave Hours Used	2,267	2,260	1,323	2,815	2,608	2,395	1,308	1,261	1,898
Police	Police Non-Motor Vehicle Arrests - Total	820	675	619	649	625	736	630	652	713
Police	Police Non-Motor Vehicle Arrests - Adult	821	671	639	630	620	712	607	647	729
Police	Police Non-Motor Vehicle Arrests - Juvenile	54	65	34	47	19	17	13	6	1
Police	Police- Motor Vehicle Violation - Warnings	12,592	10,928	9,218	9,782	6,966	10,849	4,166	3,102	5,110
Police	Police Motor Vehicle Violation - Speed Summons	471	275	180	640	243	290	163	349	315
Police	Police Non- Motor Vehicle Summons - Total	125	68	64	54	61	205	126	38	162
Police	Police Motor Vehicle Violation - Summons	1,581	1,780	1,130	1,037	827	1,126	669	697	877
Police	Police-Motor Vehicle Violation - Speed Warnings	4,907	4,362	3,237	3,655	2,325	4,770	1,360	776	1,142
Police	Police Motor Vehicle Violation - Child Restraints	13	14	6	8	5	6	1	2	4
Police	Police Motor Vehicle Violation - Driving After Revocation / Suspension	153	157	109	123	123	219	50	23	6
Police	Police Motor Vehicle Violation - Equipment	2,062	1,730	1,756	2,010	1,180	1,689	617	447	847

City of Dover
Fiscal Year End Metric Comparison

Department	Metric Name	FY2016 Total	FY2017 Total	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
Police	Police Motor Vehicle Violation - Misuse/Fail to Display Plates	221	255	318	447	267	339	151	113	191
Police	Police Motor Vehicle Violation - Operating Without Valid License	37	46	66	51	55	150	36	26	17
Police	Police Motor Vehicle Violation - Solid/Yellow Line	157	64	51	35	58	72	66	38	48
Police	Police Motor Vehicle Violation - Stop/Yield Sign	774	669	573	651	461	516	246	129	347
Police	Police-Motor Vehicle Violation - Traffic Light	727	523	454	348	269	320	195	177	265
Police	Police Motor Vehicle Violation - Uninspected	1,123	1,041	798	479	275	730	394	323	806
Police	Police Motor Vehicle Violation - Unregistered	287	304	363	442	312	606	392	337	503
Police	Police Alarm Line Responses	1,033	1,135	1,309	1,717	1,200	1,143	1,092	877	962
Police	Police Part 1: Crimes Reported - Murder, Nonnegligent, Manslaughter	0	1	1	1	0	2	0	1	0
Police	Police Part 1: Crimes Reported - Sexual Offenses	12	19	9	9	2	10	4	0	0
Police	Police Part 1: Crimes Reported - Robbery	7	7	2	10	9	7	22	2	0
Police	Police Part 1: Crimes Reported- Assault	120	135	127	138	111	111	115	118	68
Police	Police Part 1: Crimes Reported - Burglary	47	41	29	30	35	22	21	26	31
Police	Police Part 1: Crimes Reported - Larceny/Theft	450	358	305	351	274	386	480	408	300
Police	Police Part 1: Crimes Reported - Auto Theft	12	7	13	13	15	19	28	22	13
Police	Police Part 1: Crimes Reported - Arson	5	4	2	5	3	1	2	1	0
Police	Police Part 2: Crimes Reported - Fraud	104	96	90	63	54	71	196	151	155
Police	Police Part 2: Crimes Reported - Criminal Mischief Total:	211	191	146	183	223	187	186	169	119
Police	Police Part 2: Crimes Reported - Weapons Possession	6	4	1	2	5	3	37	77	0
Police	Police Part 2: Crimes Reported - Drug Offenses	84	79	500	49	88	81	77	48	28
Police	Police Part 2: Crimes Reported - Driving While Intoxicated	106	88	91	77	64	69	58	83	136
Police	Police- Public Motor Vehicle Accidents - Fatal	0	0	1	2	0	2	0	1	0
Police	Police Non-Criminal - Disturbances	1,229	1,188	1,246	1,242	1,160	1,283	1,402	923	1,029
Police	Police Non-Criminal - Missing Persons Total:	83	90	69	67	78	53	182	60	35
Police	Police Non-Criminal - Suspicious Activity	271	229	252	225	186	204	446	580	692
Police	Police Non-Criminal - Deaths	58	59	47	71	63	54	26	42	42
Police	Police Non-Criminal - Police Information, including Crimeline Total:	501	416	554	545	590	493	451	590	623
Police	Police Non-Criminal - Welfare Check	395	387	486	542	425	506	885	1,266	1,320
Police	Police Non-Criminal - Police Assistance	900	847	846	820	775	930	1,721	2,743	2,500
Police	Police Number of Calls - Priority 1	1,921	1,952	2,053	2,253	2,108	1,764	1,614	1,704	1,613
Police	Police Number of Calls - Priority 2	1,382	1,227	1,203	1,205	1,197	1,125	1,126	1,400	1,262
Police	Police Number of Calls - Priority 3	5,983	5,565	6,368	6,297	6,725	6,232	12,082	11,323	14,430
Police	Police Number of Calls - Priority 4	7,631	7,846	8,338	8,685	8,415	7,603	6,655	9,766	10,492
Police	Police K-9 Unit Call Outs	2	7	30	35	25	13	0	33	24
Police	Police Part 1-Crimes Total:	653	572	488	557	449	560	0	568	412
Police	Police Part 2-Crimes Total:	1,118	980	917	937	957	1,009	0	2,542	2,220
Police	Motor Vehicle Accidents -Total:	1,054	968	1,185	1,160	894	834	1,217	1,070	1,159
Police	Police Non-Criminal - Other Disturbances	440	207	262	277	277	276	68	1,224	1,219

City of Dover
Fiscal Year End Metric Comparison

Department	Metric Name	FY2016 Total	FY2017 Total	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
Police	Police - Facility Walk-Ins	4,589	4,179	4,493	4,985	3,020	2,152	2,630	2,897	20,099
Police	Police-Criminal Record Requests	592	596	441	583	429	314	274	218	260
Police	Police Reports Written	16,838	22,001	20,656	18,761	18,209	14,985	6,302	0	0
Police	Police Community Service Program - Juveniles Tracked	41	64	84	66	47	11	57	49	38
Police	Police Community Service Program - Hours Worked Off	166	163	98	98	87	21	76	110	100
Police	Police Teen Center Attendance	4,998	6,757	5,478	5,330	3,871	1,264	2,649	3,952	4,460
Police	Police Teen Center - Days of Operation	220	243	207	230	153	178	191	222	219
Police	Police Dover Court Diversion Cases	46	44	22	13	9	15	14	10	27
Police	Dispatch-Telephone Calls	96,831	88,879	95,730	94,623	88,486	87,158	96,882	98,221	89,339
Police	Dispatch-Telephone Calls - 911	4,965	4,616	4,628	4,974	4,946	4,952	4,588	5,704	5,484
Police	Dispatch-Calls for Service - Police Only	30,568	29,436	27,490	29,476	26,845	31,560	0	28,447	32,591
Police	Dispatch-Calls for Service - Fire Only	4,613	4,676	4,899	4,999	4,899	4,932	0	7,803	7,354
Police	Dispatch-Calls for Service - All Other	402	422	456	467	406	446	0	104	76
Police	Dispatch-Radio Transmissions	158,324	138,685	139,163	158,874	153,398	155,374	188,145	216,026	216,747
Public Library	Public Library Website Page views	196,585	190,958	377,475	579,052	389,119	357,569	494,166	1,003,531	2,103,321
Public Library	Public Library New Cardholders	1,739	1,915	1,593	1,789	1,356	1,039	1,765	1,628	1,980
Public Library	Public Library Active Cardholders - Average per month	17,049	16,626	14,984	14,600	14,451	13,323	12,873	13,052	12,726
Public Library	Public Library Number of times meeting rooms used							713	1,832	3,025
Public Library	Public Library Audio, Ebook, Video and Music Downloads	26,962	31,474	34,170	43,079	50,265	52,162	53,345	62,575	68,660
Public Library	Public Library Internet/PC Users (incl. Wi-Fi & Chromebooks)	37,539	66,726	58,982	65,240	64,610	52,846	63,956	85,067	98,423
Public Library	Public Library Museum Passes Borrowed	1,309	1,353	1,356	1,233	804	209	802	1,339	1,517
Public Library	Public Library Holds Filled	14,345	16,068	16,329	17,127	18,466	22,877	17,736	17,766	19,956
Public Library	Public Library Program Attendance	13,229	16,423	19,308	20,342	14,410	12,361	12,537	18,385	26,158
Public Library	Public Library Programs Offered	513	675	759	789	689	543	732	876	864
Public Library	Public Library Walk In Visits	178,548	181,777	179,805	194,123	140,575	73,162	114,571	128,192	136,679
Public Library	Public Library Average Walk In Visits Per Day	536	555	542	580	450	274	349	391	415
Public Library	Public Library Intra/Inter Library Loans Sent & Received	5,176	5,885	5,881	6,576	4,668	2,449	3,923	5,115	3,380
Public Library	Public Library Days of Operation	335	329	333	331	263	297	329	328	326
Public Library	Public Library Circulation - Total	282,653	289,887	279,124	285,147	223,682	217,393	225,436	236,895	220,497
Public Library	Public Library Posts to Facebook	879	897	818	903	1,076	1,173	985	1,472	860
Public Library	Public Library Followers on Facebook, Monthly Average	1,832	2,185	2,534	3,107	3,974	4,573	4,791	5,053	6,189
Public Library	Public Library Funds Community Members Saved Using Library Museum Passes								\$38,093.81	\$48,217
Public Library	Public Library Revenue Generated for Library by Processing Passports								\$14,807	\$14,842
Public Library	Public Library Posts to Instagram	213	290	205	220	215	550	581	706	772

City of Dover
Fiscal Year End Metric Comparison

Department	Metric Name	FY2016 Total	FY2017 Total	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
Public Library	Public Library Followers on Instagram, Monthly Average	537	925	1,129	1,330	1,623	1,923	2,088	2,310	2,637
Public Library	Public Library Press Releases	39	65	65	74	43	78	111	136	118
Public Library	Public Library Subscribers to E-News, Monthly Average	2,693	3,198	3,702	4,129	4,456	4,686	5,039	5,423	5,858
Public Library	Public Library Circulation - Adult	155,643	154,877	144,210	140,185	102,383	88,592	96,158	95,804	98,194
Public Library	Public Library Circulation - Children	100,003	105,239	100,735	101,893	70,685	76,709	84,306	72,324	81,986
Public Library	Public Library Passport applications processed	-	-	-	410	313	13	323	489	484
Public Library	Public Library Unique Users Visiting Library Website									126,282
Public Library	Public Library Disability Leave Hours Used	322	0	0	848	352	592	184	332	272
Public Library	Public Library Other Leave Hours Used	1,512	1,363	1,361	1,397	1,513	1,497	1,650	1,564	1,626
Public Library	Public Library Sick Leave Hours Used	366	610	626	695	1,136	687	748	972	1,119
Public Library	Public Library Annual / Personal Leave Hours Used	2,447	2,412	2,462	2,546	2,626	1,963	3,048	2,758	2,973
Public Library	Public Library Comp Time Hours Used	0	0	13	0	0	0	0	0	0
Public Welfare	Public Welfare Contacts	666	3,356	2,960	2,767	3,182	4,793	1,114	1,768	2,897
Public Welfare	Public Welfare Number of Active Cases, Monthly Average	94	99	71	48	186	132	82	81	101
Public Welfare	Public Welfare Case Expenditures	\$407,749	\$433,949	\$305,110	\$225,741	\$236,231	\$123,766	\$41,828	\$205,810	\$425,707
Public Welfare	Public Welfare Number of New Cases	148	116	82	54	85	55	122	259	281
Public Welfare	Public Welfare Individuals Served - Monthly Average	227	227	207	195	49	25	47	118	188
Public Welfare	Public Welfare Annual / Personal Leave Hours Used	356	408	412	518	833	86	457	323	308
Public Welfare	Public Welfare Comp Time Hours Used	0	0	0	0	0	0	0	0	0
Public Welfare	Public Welfare Disability Leave Hours Used	154	0	0	661	994	0	84	0	289
Public Welfare	Public Welfare Sick Leave Hours Used	126	70	96	67	0	33	130	190	168
Public Welfare	Public Welfare Other Leave Hours Used	204	219	238	110	134	221	247	214	291
Recreation	Arena Attendance - Public Skate	5,810	6,417	5,833	7,331	5,660	3,183	4,744	6,465	6,682
Recreation	Arena Attendance - Rock Night	5,534	5,078	4,655	3,237	2,980	0	1,954	1,263	1,131
Recreation	Arena Reservations - Birthday Parties	18	13	16	20	15	0	13	8	26
Recreation	Gym Attendance - Open Gym	28,561	24,694	25,179	29,065	22,613	20,172	24,431	28,370	30,278
Recreation	Gym Reservations - Common Area	501	431	441	413	304	5	0	0	69
Recreation	Gym Reservations - Birthday Parties	0	1	0	0	0	0	1	0	2
Recreation	Pool Reservations - Birthday Parties	15	22	12	12	3	0	35	54	35
Recreation	Pool Attendance - Facility Walk In Visits	-	-	-	71,766	42,399	42,124	0	0	0
Recreation	Recreation Annual / Personal Leave Hours Used	1,715	2,568	2,609	2,641	1,911	1,554	2,185	2,453	2,238
Recreation	Recreation Comp Time Hours Used	0	0	0	0	0	0	37	0	0
Recreation	Recreation Disability Leave Hours Used	0	140	24	0	96	0	43	246	454
Recreation	Recreation Sick Leave Hours Used	552	422	581	616	606	774	754	700	1,037
Recreation	Recreation Other Leave Hours Used	1,244	1,254	1,578	1,425	1,838	1,364	1,537	1,652	1,054
Recreation	Senior Center Membership - Renewals	521	548	603	524	412	273	377	379	411
Recreation	Senior Center Membership - New	209	205	201	205	142	34	163	218	134
Recreation	Senior Center Attendance - Trips	832	790	898	774	699	30	464	454	220

City of Dover
Fiscal Year End Metric Comparison

Department	Metric Name	FY2016 Total	FY2017 Total	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
Recreation	Senior Center Attendance - Daily Game/Class Participants	14,791	12,753	12,834	13,388	9,417	5,823	8,968	10,276	8,628
Recreation	Senior Center Attendance - Facility Walk In Visits	-	-	-	5,202	3,098	274	1,210	1,385	1,266