

**Performance Management Metrics
by Fiscal Year**

| Metric Name (Department/Division, Measurement Category, Value Type) | FY2016 Total | FY2017 Total | FY2018 Total | FY2019 Total | FY2020 Total | FY2021 Total |
|---|--------------|--------------|--------------|--------------|--------------|--------------|
| CSD Engineering Service Calls - # Received During Year | 15 | 14 | 43 | 36 | 31 | 18 |
| CSD Engineering Service Calls - # Resolved During Year | 1 | 6 | 96 | 26 | 25 | 4 |
| CSD Engineering Work Orders - # Closed During Year | 5 | 51 | 13 | 19 | 8 | 16 |
| CSD Engineering Work Orders - # Received During Year | 10 | 64 | 19 | 22 | 13 | 18 |
| CSD Facilities/Grounds Interments - # Cremation | 59 | 38 | 51 | 39 | 13 | 61 |
| CSD Facilities/Grounds Interments - # Traditional | 35 | 46 | 27 | 33 | 21 | 29 |
| CSD Facilities/Grounds Service Calls - # Received During Year | 56 | 128 | 334 | 1,228 | 674 | 952 |
| CSD Facilities/Grounds Service Calls - # Resolved During Year | 55 | 60 | 328 | 1,114 | 941 | 910 |
| CSD Facilities/Grounds Work Orders - Closed During Year | 999 | 1,381 | 1,029 | 1,723 | 1,643 | 1,847 |
| CSD Facilities/Grounds Work Orders - Received During Year | 1,681 | 2,253 | 2,078 | 2,065 | 1,177 | 1,764 |
| CSD Leave Hours Used - Annual/Personal | 11,724 | 12,661 | 12,266 | 12,457 | 12,441 | 11,895 |
| CSD Leave Hours Used - Comp Time | 1,784 | 2,399 | 2,496 | 2,255 | 2,951 | 2,822 |
| CSD Leave Hours Used - Disability | 1,997 | 2,516 | 2,100 | 1,668 | 2,348 | 108 |
| CSD Leave Hours Used - Other | 6,436 | 5,811 | 6,053 | 6,356 | 6,205 | 8,181 |
| CSD Leave Hours Used - Sick | 3,492 | 3,417 | 3,873 | 4,276 | 3,926 | 4,677 |
| CSD Recycling/Solid Waste - Curbside Recycling Collection Tonnage | - | - | - | - | 2,325 | 2,789 |
| CSD Recycling/Solid Waste - Curbside Trash Collection Tonnage | 4,184 | 4,158 | 4,373 | 4,772 | 4,855 | 3,714 |
| CSD Recycling/Solid Waste Service Calls - Received During Year | 251 | 201 | 355 | 446 | 0 | 0 |
| CSD Recycling/Solid Waste Work Orders - Closed During Year | 5 | 4 | 1 | 26 | 14 | 5 |
| CSD Recycling/Solid Waste Work Orders - Received during Year | 23 | 15 | 1 | 26 | 24 | 8 |
| CSD Streets/Stormwater # of Snow/Ice Control Events | 16 | 44 | 40 | 15 | 22 | 25 |
| CSD Streets/Stormwater Service Calls - Resolved During Year | 331 | 416 | 524 | 625 | 503 | 337 |
| CSD Streets/Stormwater Service Calls Received During Year | 409 | 609 | 687 | 787 | 512 | 427 |
| CSD Streets/Stormwater Work Orders - Closed During Year | 528 | 481 | 629 | 922 | 636 | 677 |
| CSD Streets/Stormwater Work Orders - Received During Year | 537 | 599 | 506 | 1,283 | 499 | 790 |
| CSD Wastewater Average Daily Flow - Million Gallons | 2.54 | 2.42 | 3.9 | 3.3 | 2.6 | 2.2 |
| CSD Wastewater Biosolids Processed - Wet Tons | 3,208 | 2,596 | 3,121 | 3,069 | 3,012 | 3,025 |
| CSD Wastewater Highest Daily Flow - Million Gallons | 6.83 | 7.84 | 4.71 | 8.95 | 11.93 | 5.99 |
| CSD Wastewater Septage Received - # Gallons | 318,350 | 282,500 | 309,150 | 393,430 | 503,767 | 515,855 |
| CSD Wastewater Treated/Discharged - Million Gallons | 935 | 953 | 927 | 1,027 | 937 | 799 |
| CSD Wastewater Work Orders - Total Received During Year | 4,346 | 4,090 | 4,000 | 3,992 | 3,686 | 3,451 |
| CSD Water/Sewer Service Calls - # Received During Year | 203 | 271 | 285 | 401 | 187 | 421 |
| CSD Water/Sewer Service Calls - Resolved During Year | 168 | 240 | 343 | 347 | 261 | 402 |
| CSD Water/Sewer Water Gallons Pumped - Million Gallon Average Per Day | 2.39 | 2.07 | 2.00 | 1.90 | 2.00 | 1.9 |
| CSD Water/Sewer Water Gallons Pumped - Total | 874,238,000 | 680,027,680 | 762,118,000 | 712,519,489 | 744,510,462 | 710,113,391 |
| CSD Water/Sewer Work Orders - Closed During Year | 949 | 777 | 1,549 | 1,523 | 1,594 | 2,046 |
| CSD Water/Sewer Work Orders -Received During Year | 1,167 | 1,113 | 1,744 | 1,653 | 1,297 | 2,188 |
| Executive HR Average Number of Employees Paid | 169 | 291 | 486 | 450 | 401 | 358 |
| Executive HR Number of Employment Applications Received - Regular Full Time Positions | 147 | 309 | 976 | 1,675 | 647 | 703 |
| Executive HR Number of Employment Applications Received - Regular Part Time Positions | 41 | 432 | 437 | 403 | 356 | 272 |
| Executive HR Number of Employment Separations - Involuntary | 3 | 1 | 1 | 4 | 4 | 12 |
| Executive HR Number of Employment Separations - Voluntary | 44 | 46 | 59 | 51 | 35 | 54 |
| Executive HR Number of New Hires | 75 | 66 | 59 | 63 | 70 | 68 |
| Executive HR Number of Regular Full Time Positions Posted | 20 | 14 | 26 | 25 | 27 | 48 |
| Executive HR Number of Regular Part Time Positions Posted | 23 | 20 | 18 | 13 | 11 | 14 |

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| Executive HR Paid Advertising Cost for Positions Posted | \$8,320 | \$5,037 | \$2,400 | \$1,675 | \$2,400 | \$2,529 |
| Executive Info Tech - City Email Processed Less Spam | 729,132 | 736,110 | 797,806 | 813,432 | 890,229 | 971,217 |
| Executive Info Tech - Visitors to City Website | 744,214 | 1,058,064 | 1,191,033 | 1,237,322 | 1,126,840 | 1,153,288 |
| Executive Info Tech Chevy Bolt EV - kWh Charged | - | - | - | 787 | 475 | 490 |
| Executive Info Tech Chevy Bolt EV - Miles Traveled | - | - | - | 2,061 | 1,238 | 1,177 |
| Executive Info Tech DoverNet Municipal Wireless - Ave #of Clients | 51 | 116 | 147 | 155 | 203 | 200 |
| Executive Info Tech DoverNet Public Wireless - Ave #of Clients | 184 | 229 | 207 | 206 | 154 | 75 |
| Executive Info Tech Work Orders - Received During Year | 1,082 | 1,305 | 1,134 | 1,861 | 3,083 | 2,921 |
| Executive Leave Hours Used - Annual/Personal | 1,830 | 2,263 | 2,428 | 2,703 | 1,980 | 2,105 |
| Executive Leave Hours Used - Comp Time | - | - | 2 | 4 | 42 | 3 |
| Executive Leave Hours Used - Disability | - | - | - | 108 | 228 | 0 |
| Executive Leave Hours Used - Other | 908 | 1,097 | 770 | 1,266 | 1,393 | 1,510 |
| Executive Leave Hours Used - Sick | 169 | 291 | 486 | 450 | 401 | 504 |
| Executive Legal - Ordinances Created | 30 | 12 | 10 | 18 | 10 | 19 |
| Executive Legal - Resolutions Created | 58 | 39 | 67 | 53 | 75 | 73 |
| Executive Legal - Right to Know Requests Processed | 66 | 70 | 95 | 42 | 49 | 51 |
| Executive Media Services - Dover Download Sent | 60 | 60 | 60 | 55 | 60 | 60 |
| Executive Media Services All lists, Active Contacts | 54,587 | 66,977 | 75,282 | 78,988 | 127,916 | 163,363 |
| Executive Media Services Announcements to Website, Email & Social Media | 1,057 | 1,035 | 1,996 | 2,640 | 3,865 | 5,119 |
| Executive Media Services Average City CodeRed Subscribers | - | - | - | 946 | 1,477 | 1,628 |
| Executive Media Services Average City Facebook Subscribers | 1,557 | 2,110 | 3,009 | 4,097 | 5,738 | 6,972 |
| Executive Media Services Average City Twitter Subscribers | 960 | 1,200 | 1,463 | 1,695 | 1,865 | 1,979 |
| Executive Media Services Dover Video Views | 279,366 | 435,975 | 540,458 | 624,697 | 887,658 | 1,033,593 |
| Executive Media Services Facebook Posts | 191 | 588 | 990 | 1,073 | 2,309 | 3,888 |
| Executive Media Services Press Releases | 241 | 330 | 407 | 434 | 710 | 937 |
| Executive Media Services Total Communication Views | 91,876 | 100,865 | 121,138 | 125,823 | 162,249 | 208,253 |
| Executive Media Services Tweets to Twitter | 216 | 537 | 866 | 1,013 | 2,283 | 3,858 |
| Executive Media Services Videos Posted | 241 | 371 | 343 | 422 | 616 | 726 |
| Finance Assessing Property Inspections | 1,471 | 1,659 | 1,572 | 2,478 | 1,542 | 2,218 |
| Finance Assessing Registry Deeds | 1,009 | 1,023 | 1,023 | 893 | 972 | 1,192 |
| Finance Assessing Registry Foreclosures | 21 | 19 | 9 | 8 | 7 | 0 |
| Finance Assessing Registry Mortgages | 1,162 | 1,228 | 1,150 | 894 | 1,408 | 2,075 |
| Finance City Clerk/Tax Funds Collected for Delinquent Parking Tickets | - | - | - | - | - | 2,230 |
| Finance City Clerk/Tax Justice of Peace Requests | 109 | 73 | 87 | 112 | 109 | 132 |
| Finance City Clerk/Tax Notary Public Requests | 322 | 429 | 505 | 420 | 257 | 557 |
| Finance City Clerk/Tax Number of Birth Certificates/Copies Issued | 2,586 | 2,532 | 2,579 | 2,627 | 2,158 | 2,280 |
| Finance City Clerk/Tax Number of Death Certificates/Copies Issued | 3,480 | 3,259 | 3,205 | 3,020 | 3,093 | 2,879 |
| Finance City Clerk/Tax Number of Divorce Certificates/Copies Issued | - | - | - | - | - | 26 |
| Finance City Clerk/Tax Number of Dog Licenses Paid Online | - | - | - | - | - | 803 |
| Finance City Clerk/Tax Number of Marriage Certificates/Copies Issued | 547 | 587 | 634 | 677 | 683 | 793 |
| Finance City Clerk/Tax Number of Marriage Licenses Issued | 282 | 219 | 247 | 285 | 251 | 307 |
| Finance City Clerk/Tax Number of Property Tax Bills Paid Online | - | - | - | - | - | 174 |
| Finance City Clerk/Tax Number of Vehicle Registrations - Mailed In | 3,014 | 3,335 | 3,850 | 2,907 | 4,324 | 4,453 |
| Finance City Clerk/Tax Number of Vehicle Registrations - Office | 23,698 | 24,969 | 23,919 | 25,144 | 19,800 | 22,138 |
| Finance City Clerk/Tax Number of Vehicle Registrations - Online | 4,542 | 4,321 | 4,576 | 4,318 | 7,933 | 7,645 |
| Finance City Clerk/Tax Number of Water/Sewer Bills Paid Online | - | - | - | - | - | 349 |
| Finance Leave Hours Used - Annual/Personal | 3,244 | 3,473 | 3,328 | 2,322 | 2,721 | 3,267 |
| Finance Leave Hours Used - Comp Time | 297 | 231 | 235 | 201 | 144 | 34 |

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|---|--------------|--------------|--------------|--------------|--------------|--------------|
| Finance Leave Hours Used - Disability | 0 | 0 | 116 | 0 | 0 | 456 |
| Finance Leave Hours Used - Other | 1,964 | 2,220 | 2,043 | 2,099 | 2,857 | 2,286 |
| Finance Leave Hours Used - Sick | 612 | 898 | 1,096 | 1,862 | 1,007 | 1,226 |
| Finance Purchasing Bids/RFQ's Posted | 100 | 73 | 86 | 89 | 85 | 74 |
| Finance Purchasing-Purchase Orders 1 - Under \$1,000 | 6,827 | 6,599 | 6,345 | 6,787 | 6,114 | 5,158 |
| Finance Purchasing-Purchase Orders 2 - \$1,000 to \$4,999 | 886 | 831 | 878 | 1,076 | 898 | 892 |
| Finance Purchasing-Purchase Orders 3 - \$5,000 to \$9,999 | 164 | 142 | 137 | 200 | 157 | 165 |
| Finance Purchasing-Purchase Orders 4 - \$10,000 to \$24,999 | 122 | 90 | 94 | 140 | 86 | 116 |
| Finance Purchasing-Purchase Orders 5 - \$25,000 and Over | 147 | 127 | 119 | 173 | 123 | 159 |
| Finance Utility Billing Work Orders-Final Meter Reads | 478 | 492 | 528 | 520 | 561 | 609 |
| Finance Utility Billing Work Orders-Installed New Meters | 103 | 71 | 93 | 74 | 74 | 91 |
| Finance Utility Billing Work Orders-On/Off Water Service | 154 | 173 | 152 | 124 | 141 | 161 |
| Finance Utility Billing Work Orders-Stopped Meter Reads | 385 | 600 | 847 | 1,016 | 665 | 1,725 |
| Finance Utility Billing-Industrial Records Billed | 9,064 | 7,458 | 6,743 | 8,701 | 9,870 | 7,450 |
| Finance Utility Billing-Residential Records Billed | 31,699 | 40,127 | 33,033 | 32,634 | 32,830 | 33,048 |
| Fire & Rescue Calls for False/Good Intent | 656 | 803 | 892 | 932 | 895 | 978 |
| Fire & Rescue Calls for Fires | 146 | 138 | 144 | 137 | 193 | 215 |
| Fire & Rescue Calls for Hazardous Conditions | 151 | 257 | 348 | 247 | 282 | 339 |
| Fire & Rescue Calls for Lock Outs | 501 | 575 | 531 | 508 | 404 | 74 |
| Fire & Rescue Calls for Medical Emergency | 2,810 | 3,264 | 3,365 | 3,722 | 3699 | 3,888 |
| Fire & Rescue Calls for Medical Emergency - # Patients Transported to Area Hospitals | 2,419 | 1,854 | 2,534 | 2,726 | 2,849 | 2,939 |
| Fire & Rescue Calls for Miscellaneous Other | 237 | 437 | 533 | 645 | 747 | 438 |
| Fire & Rescue Calls for Mutual Aid - Ambulance Service Given | 84 | 63 | 94 | 103 | 92 | 96 |
| Fire & Rescue Calls for Mutual Aid - Ambulance Service Received | 54 | 57 | 84 | 121 | 93 | 127 |
| Fire & Rescue Calls for Mutual Aid - Fire Service Given | 38 | 37 | 24 | 53 | 51 | 105 |
| Fire & Rescue Calls for Mutual Aid - Fire Service Received | 12 | 9 | 25 | 24 | 21 | 26 |
| Fire & Rescue Calls Simultaneous Emergency Incidents | 976 | 1,279 | 1,653 | 1,784 | 1,760 | 1,851 |
| Fire & Rescue Calls Simultaneous Emergency Incidents - 3 or More | 180 | 213 | 360 | 326 | 715 | 783 |
| Fire & Rescue Leave Hours Used - Annual/Personal | 12,159 | 11,999 | 11,272 | 12,589 | 10,858 | 13,176 |
| Fire & Rescue Leave Hours Used - Comp Time | 106 | 403 | 228 | 241 | 467 | 406 |
| Fire & Rescue Leave Hours Used - Disability | 907 | 1,550 | 2,140 | 3,024 | 2,324 | 3,379 |
| Fire & Rescue Leave Hours Used - Other | 1,113 | 1,775 | 1,144 | 904 | 2,716 | 6,232 |
| Fire & Rescue Leave Hours Used - Sick | 4,455 | 4,893 | 5,545 | 6,072 | 5,649 | 6,518 |
| Fire & Rescue Overtime Hours Worked | 15,807 | 21,787 | 23,972 | 22,906 | 22,317 | 28,044 |
| Fire & Rescue Value of Fire Loss | | | | \$466,089 | \$622,349 | \$1,715,814 |
| Inspection Services Average Business Days from Building Permit App Submittal to Approval/Denial | 11 | 13 | 10 | 14 | 14 | 14 |
| Inspection Services Average Business Days from Electrical Permit App Submittal to Approval/Denial | 5 | 9 | 7 | 14 | 14 | 9 |
| Inspection Services Average Business Days from Plumbing Permit App Submittal to Approval/Denial | 5 | 9 | 7 | 14 | 14 | 9 |
| Inspection Services Code Complaints Received | 49 | 33 | 37 | 21 | 32 | 27 |
| Inspection Services Number of Building Inspections | 1,433 | 1,192 | 1,337 | 1,765 | 2,390 | 1,938 |
| Inspection Services Number of Business Inspections | 82 | 239 | 177 | 149 | 139 | 129 |
| Inspection Services Number of Electrical Inspections | 1,568 | 1,396 | 1,412 | 1,546 | 1,304 | 1,085 |
| Inspection Services Number of Health Inspections/Housing Standards | 518 | 538 | 542 | 690 | 880 | 852 |
| Inspection Services Number of Life Safety Inspections | 641 | 684 | 859 | 864 | 896 | 825 |
| Inspection Services Number of Oil Burner Inspections | 24 | 18 | 31 | 19 | 13 | 13 |
| Inspection Services Number of Plumbing/Mechanical Inspections | 1,776 | 1,678 | 2,024 | 2,155 | 1,606 | 1,135 |
| Inspection Services Number of School / Daycare Inspections | 103 | 120 | 172 | 157 | 193 | 186 |
| Inspection Services Number of Sprinkler/Alarm Inspections | 384 | 260 | 360 | 543 | 1,151 | 717 |

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|--|--------------|---------------|--------------|--------------|--------------|--------------|
| Inspection Services Number of Woodstove/Fireplace Inspections | 10 | 5 | 2 | 29 | 5 | 8 |
| Inspection Services Overtime Hours Worked | 124 | 0 | 210 | 219 | 234 | 317 |
| Inspection Services Permits Issued - Blasting | 10 | 11 | 5 | 2 | 5 | 1 |
| Inspection Services Permits Issued - Building | 461 | 537 | 579 | 534 | 578 | 606 |
| Inspection Services Permits Issued - Burn | 1,325 | 1,142 | 1,126 | 1,348 | 1,295 | 1,171 |
| Inspection Services Permits Issued - Certificate of Occupancy | 105 | 127 | 283 | 223 | 228 | 139 |
| Inspection Services Value of All Permits | \$58,563,734 | \$119,846,545 | \$82,308,880 | \$76,695,590 | \$77,768,591 | \$57,039,890 |
| Inspection Services Value of Commercial/Industrial Construction - New | \$24,610,493 | \$46,400,489 | \$23,817,678 | \$42,392,926 | \$24,798,502 | \$10,339,114 |
| 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 |
| Inspection Services Value of Residential Construction - New | \$16,308,300 | \$16,929,050 | \$25,720,975 | \$15,326,538 | \$35,330,160 | \$35,979,551 |
| Inspection Services Value of Residential Construction: Alterations | \$7,321,707 | \$8,359,425 | \$25,600,077 | \$12,102,505 | 9,114,033 | \$8,048,692 |
| Planning CDBG Applications - Received | 13 | 10 | 13 | 16 | 14 | 7 |
| Planning Conditional Use Permit - Environmental | 9 | 7 | 24 | 17 | 11 | 14 |
| Planning Conditional Use Permit - Non-Environmental | 4 | 12 | 8 | 11 | 9 | 6 |
| Planning Leave Hours Used - Annual/Personal | 636 | 1,047 | 989 | 909 | 764 | 1,015 |
| Planning Leave Hours Used - Comp Time | 0 | 0 | 0 | 0 | 0 | 0 |
| Planning Leave Hours Used - Disability | 8 | 0 | 240 | 8 | 280 | 250 |
| Planning Leave Hours Used - Other | 636 | 676 | 740 | 701 | 688 | 578 |
| Planning Leave Hours Used - Sick | 92 | 290 | 369 | 445 | 299 | 319 |
| Planning Lot Line Adjustments | 7 | 3 | 17 | 11 | 17 | 7 |
| Planning Lot Merger Application | 1 | 0 | 2 | 3 | 4 | 1 |
| Planning Lot Restoration Application | 2 | 6 | 0 | 4 | 8 | 4 |
| Planning Permits - Customary Home Occupation | 2 | 3 | 0 | 5 | 11 | 3 |
| Planning Permits - Signs - Permanent | 48 | 41 | 45 | 79 | 35 | 30 |
| Planning Permits - Signs - Temporary | 8 | 15 | 4 | 4 | 6 | 9 |
| Planning Permits - Signs-Community | - | - | - | - | 10 | 13 |
| Planning Permits, Accessory Dwelling Units | 28 | 7 | 5 | 5 | 9 | 8 |
| Planning Site Plan # of units created | 146 | 64 | 228 | 394 | 242 | 316 |
| Planning Site Plan Sq Ft - Commercial Buildings | 377,274 | 144,510 | 64,397 | 45,488 | 87,167 | 153,536 |
| Planning Site Plan Sq Ft - Impervious Coverage | 549,589 | 257,630 | 48,745 | 222,774 | 270,460 | 283,255 |
| Planning Site Plan Sq Ft - Residential Buildings | - | - | - | - | 0 | 191,234 |
| Planning Site Plans Approved | 9 | 2 | 8 | 10 | 11 | 12 |
| Planning Subdivision # of lots created | 22 | 15 | 24 | 40 | 46 | 96 |
| Planning Subdivision Plans Approved | 3 | 4 | 6 | 12 | 9 | 15 |
| Planning Transfer of Development Rights Granted | - | - | - | 68 | 20 | 20 |
| Planning Transfer of Development Rights Requested | - | - | - | 68 | 58 | 55 |
| Planning Waiver, Amendments to an Approved Plan Granted | 2 | 0 | 4 | 7 | 4 | 5 |
| Planning Waiver, Amendments to an Approved plan Requested | 2 | 0 | 4 | 8 | 4 | 6 |
| Planning Waiver, Extensions to an Approved plan - Granted | 1 | 1 | 2 | 2 | 3 | 1 |
| Planning Waiver, Extensions to an Approved plan - Requested | 1 | 0 | 2 | 2 | 3 | 1 |
| Planning Zoning Amendment - Granted | 1 | 1 | 0 | 0 | 0 | |
| Planning Zoning Amendment - Requested | 2 | 3 | 0 | 1 | 0 | |
| Planning Zoning Board, Appeal of Administrative Decision Requested | 2 | 0 | 1 | 0 | 0 | 0 |
| Planning Zoning Board, Appeal of Administrative Decision-Granted | 2 | 0 | 1 | 0 | 0 | 0 |
| Planning Zoning Board, Appeal of Administrative Decision-Requested | 2 | 0 | 1 | 0 | 0 | 0 |
| Planning Zoning Board, Equitable Waivers | 1 | 1 | 0 | 0 | 0 | 0 |
| Planning Zoning Board, Rehearing | - | - | - | 2 | 2 | 0 |
| Planning Zoning Board, Special Exceptions | 1 | 0 | 1 | 2 | 0 | 2 |

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| Planning Zoning Board, Variances - Dimensional | 11 | 10 | 8 | 4 | 6 | 4 |
| Planning Zoning Board, Variances - Use | 2 | 9 | 6 | 18 | 7 | 5 |
| Planning Zoning Code Complaints Resolved | 10 | 10 | 2 | 12 | 32 | 27 |
| Planning Zoning Code Complaints Resolved for Signs | 12 | 22 | 1 | 11 | 58 | 11 |
| Planning Zoning Code Complaints Reviewed | 12 | 18 | 7 | 21 | 28 | 42 |
| Planning Zoning Code Complaints Reviewed for Signs | 11 | 27 | 0 | 14 | 51 | 12 |
| Police Alarm Line Responses | 1,033 | 1,135 | 1,309 | 1,717 | 1,200 | 1,143 |
| Police Animal Investigations - Total | 353 | 209 | 258 | 344 | 282 | 226 |
| Police Car Safety Seat Inspections | 92 | 94 | 124 | 114 | 94 | 28 |
| Police Case Reports Processed | 16,838 | 22,001 | 20,656 | 18,761 | 18,209 | 14,985 |
| Police Community Service Program - Hours Worked Off | 166 | 163 | 98 | 98 | 87 | 21 |
| Police Community Service Program - Juveniles Tracked | 41 | 64 | 84 | 66 | 47 | 11 |
| Police Criminal Record Requests | 592 | 596 | 441 | 583 | 429 | 314 |
| Police Dispatch-Calls for Service - All Other | 402 | 422 | 456 | 467 | 406 | 446 |
| Police Dispatch-Calls for Service - Fire Only | 4,613 | 4,676 | 4,899 | 4,999 | 4,899 | 4,932 |
| Police Dispatch-Calls for Service - Police & Fire | 838 | 803 | 930 | 1,011 | 1,025 | 1,023 |
| Police Dispatch-Calls for Service - Police Only | 30,568 | 29,436 | 27,490 | 29,476 | 26,845 | 31,560 |
| Police Dispatch-Radio Transmissions | 158,324 | 138,685 | 139,163 | 158,874 | 153,398 | 155,374 |
| Police Dispatch-Telephone Calls | 96,831 | 88,879 | 95,730 | 94,623 | 88,486 | 87,158 |
| Police Dispatch-Telephone Calls - 911 | 4,965 | 4,616 | 4,628 | 4,974 | 4,946 | 4,952 |
| Police Dover Court Diversion Cases | 46 | 44 | 22 | 13 | 9 | 15 |
| Police Emergency Calls Responded to In Under 6 Minutes | 522 | 691 | 691 | 763 | 665 | 558 |
| Police Facility Walk-Ins | 4,589 | 4,179 | 4,493 | 4,985 | 3,020 | 2,152 |
| Police K-9 Unit Call Outs | 2 | 7 | 30 | 35 | 25 | 13 |
| Police Leave Hours Used - Annual / Personal | 12,327 | 13,526 | 13,656 | 13,495 | 13,288 | 14,786 |
| Police Leave Hours Used - Comp Time | 282 | 1,218 | 1,319 | 1,373 | 1,380 | 1,473 |
| Police Leave Hours Used - Disability | 702 | 68 | 806 | 850 | 1,102 | 3,105 |
| Police Leave Hours Used - Other | 2,267 | 2,260 | 1,323 | 2,815 | 2,608 | 2,395 |
| Police Leave Hours Used - Sick | 2,015 | 2,220 | 2,208 | 2,411 | 2,483 | 3,394 |
| Police Motor Vehicle Accidents - Fatal | 0 | 0 | 1 | 2 | 0 | 2 |
| Police Motor Vehicle Accidents - Injuries | 55 | 55 | 63 | 72 | 61 | 54 |
| Police Motor Vehicle Accidents - Reported | 1,054 | 968 | 1,185 | 1,160 | 894 | 834 |
| Police Motor Vehicle Violation - All Other | 2,434 | 2,167 | 1,757 | 1,749 | 1,423 | 1,758 |
| Police Motor Vehicle Violation - Child Restraints | 13 | 14 | 6 | 8 | 5 | 6 |
| Police Motor Vehicle Violation - Driving After Revocation / Suspension | 153 | 157 | 109 | 123 | 123 | 219 |
| Police Motor Vehicle Violation - Equipment | 2,062 | 1,730 | 1,756 | 2,010 | 1,180 | 1,689 |
| Police Motor Vehicle Violation - Misuse/Fail to Display Plates | 221 | 255 | 318 | 447 | 267 | 339 |
| Police Motor Vehicle Violation - Operating Without Valid License | 37 | 46 | 66 | 51 | 55 | 150 |
| Police Motor Vehicle Violation - Solid/Yellow Line | 157 | 64 | 51 | 35 | 58 | 72 |
| Police Motor Vehicle Violation - Speed Summons | 471 | 275 | 180 | 640 | 243 | 290 |
| Police Motor Vehicle Violation - Speed Warnings | 4,907 | 4,362 | 3,237 | 3,655 | 2,325 | 4,770 |
| Police Motor Vehicle Violation - Stop/Yield Sign | 774 | 669 | 573 | 651 | 461 | 516 |
| Police Motor Vehicle Violation - Summons | 1,581 | 1,780 | 1,130 | 1,037 | 827 | 1,126 |
| Police Motor Vehicle Violation - Traffic Light | 727 | 523 | 454 | 348 | 269 | 320 |
| Police Motor Vehicle Violation - Uninspected | 1,123 | 1,041 | 798 | 479 | 275 | 730 |
| Police Motor Vehicle Violation - Unregistered | 287 | 304 | 363 | 442 | 312 | 606 |
| Police- Motor Vehicle Violation - Warnings | 12,592 | 10,928 | 9,218 | 9,782 | 6,966 | 10,849 |
| Police Non- Motor Vehicle Summons - Total | 125 | 68 | 64 | 54 | 61 | 205 |

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|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Police Non-Criminal - Death: Suicide | 7 | 16 | 8 | 20 | 20 | 13 |
| Police Non-Criminal - Death: Untimely | 33 | 38 | 37 | 54 | 43 | 41 |
| Police Non-Criminal - Deaths | 58 | 59 | 47 | 71 | 63 | 54 |
| Police Non-Criminal - Disturbances | 1,229 | 1,188 | 1,246 | 1,242 | 1,160 | 1,283 |
| Police Non-Criminal - Domestic | 410 | 390 | 415 | 452 | 376 | 384 |
| Police Non-Criminal - Missing Persons Total: | 83 | 90 | 69 | 67 | 78 | 53 |
| Police Non-Criminal - Other Disturbances | 440 | 207 | 262 | 277 | 277 | 276 |
| Police Non-Criminal - Police Assistance | 900 | 847 | 846 | 820 | 775 | 930 |
| Police Non-Criminal - Police Information, including Crimeline Total: | 501 | 416 | 554 | 545 | 590 | 493 |
| Police Non-Criminal - Suspicious Activity | 271 | 229 | 252 | 225 | 186 | 204 |
| Police Non-Criminal - Welfare Check | 395 | 387 | 486 | 542 | 425 | 506 |
| Police Non-Motor Vehicle Arrests - Adult | 821 | 671 | 639 | 630 | 620 | 712 |
| Police Non-Motor Vehicle Arrests - Juvenile | 54 | 65 | 34 | 47 | 19 | 17 |
| Police Non-Motor Vehicle Arrests - Total | 820 | 675 | 619 | 649 | 625 | 736 |
| Police Number of Calls - Priority 1 | 1,921 | 1,952 | 2,053 | 2,253 | 2,108 | 1,764 |
| Police Number of Calls - Priority 2 | 1,382 | 1,227 | 1,203 | 1,205 | 1,197 | 1,125 |
| Police Number of Calls - Priority 3 | 5,983 | 5,565 | 6,368 | 6,297 | 6,725 | 6,232 |
| Police Number of Calls - Priority 4 | 7,631 | 7,846 | 8,338 | 8,685 | 8,415 | 7,603 |
| Police Number of Overtime Hours Worked | 7,533 | 6,602 | 9,677 | 6,278 | 6,215 | 7,691 |
| Police Parking - Electric Vehicle Charging Income | - | - | - | - | - | \$312 |
| Police Parking - Electric Vehicle Charging Stations Used | - | - | - | - | - | 67 |
| Police Parking Meters - Days of Use | 254 | 248 | 250 | 253 | 290 | 303 |
| Police Parking Meters - Number of Transactions | 401,675 | 421,698 | 449,083 | 467,734 | 397,008 | 382,298 |
| Police Parking Meters - Revenue | \$727,969 | \$831,413 | \$593,463 | \$672,945 | \$792,054 | \$766,607 |
| Police Parking Permits Issued - Business | 4,580 | 5,344 | 5,753 | 6,118 | 6,200 | 8,278 |
| Police Parking Permits Issued - Total | - | - | - | - | - | 5,367 |
| Police Parking Tickets - Accessible Space Violation | 2 | 92 | 79 | 77 | 47 | 20 |
| Police Parking Tickets - Winter Restriction | 1,354 | 848 | 934 | 223 | 169 | 392 |
| Police Parking Tickets Issued - Total | 9,091 | 8,942 | 10,802 | 8,236 | 7,881 | 6,648 |
| Police Part 1: Crimes Reported - Arson | 5 | 4 | 2 | 5 | 3 | 1 |
| Police Part 1: Crimes Reported - Auto Theft | 12 | 7 | 13 | 13 | 15 | 19 |
| Police Part 1: Crimes Reported - Burglary | 47 | 41 | 29 | 30 | 35 | 22 |
| Police Part 1: Crimes Reported - Burglary: Non Residence | 12 | 10 | 10 | 17 | 21 | 9 |
| Police Part 1: Crimes Reported - Burglary: Residence | 38 | 31 | 19 | 13 | 14 | 15 |
| Police Part 1: Crimes Reported - Larceny/Theft | 450 | 358 | 305 | 351 | 274 | 386 |
| Police Part 1: Crimes Reported - Murder, Nonnegligent, Manslaughter | 0 | 1 | 1 | 1 | 0 | 2 |
| Police Part 1: Crimes Reported - Rape | 12 | 19 | 9 | 9 | 2 | 10 |
| Police Part 1: Crimes Reported - Robbery | 7 | 7 | 2 | 10 | 9 | 7 |
| Police Part 1: Crimes Reported- Assault | 120 | 135 | 127 | 138 | 111 | 111 |
| Police Part 1-Crimes Total: | 653 | 572 | 488 | 557 | 449 | 560 |
| Police Part 2: Crimes Reported - All Other Offenses | 495 | 422 | 410 | 454 | 456 | 548 |
| Police Part 2: Crimes Reported - Criminal Mischief Total: | 211 | 191 | 146 | 183 | 223 | 187 |
| Police Part 2: Crimes Reported - Driving While Intoxicated | 106 | 88 | 91 | 77 | 64 | 69 |
| Police Part 2: Crimes Reported - Drug Offenses | 84 | 79 | 500 | 49 | 88 | 81 |
| Police Part 2: Crimes Reported - Fraud | 104 | 96 | 90 | 63 | 54 | 71 |
| Police Part 2: Crimes Reported - Liquor Laws | 23 | 26 | 34 | 25 | 19 | 35 |
| Police Part 2: Crimes Reported - Sex Offenses | 18 | 18 | 22 | 17 | 19 | 36 |
| Police Part 2: Crimes Reported - Stolen Property | 69 | 8 | 9 | 13 | 15 | 16 |

| Metric Name (Department/Division, Measurement Category, Value Type) | FY2016 Total | FY2017 Total | FY2018 Total | FY2019 Total | FY2020 Total | FY2021 Total |
|---|--------------|--------------|--------------|--------------|--------------|--------------|
| Police Part 2: Crimes Reported - Weapons Possession | 6 | 4 | 1 | 2 | 5 | 3 |
| Police Part 2-Crimes Total: | 1,118 | 980 | 917 | 937 | 957 | 1,009 |
| Police Special Detail Hours | 6,047 | 6,691 | 5,332 | 5,251 | 3,772 | 1,732 |
| Police Teen Center - Attendance | 4,998 | 6,757 | 5,478 | 5,330 | 3,871 | 1,264 |
| Police Teen Center - Days of Operation | 220 | 243 | 207 | 230 | 153 | 178 |
| Public Library Active Cardholders - Average per month | 17,049 | 16,626 | 14,984 | 14,600 | 14,451 | 13,323 |
| Public Library Audio, Ebook, Video and Music Downloads | 26,962 | 31,474 | 34,170 | 43,079 | 50,265 | 52,162 |
| Public Library Average Walk In Visits Per Day | 536 | 555 | 542 | 580 | 450 | 274 |
| Public Library Circulation - Adult | 155,643 | 154,877 | 144,210 | 140,185 | 102,383 | 88,592 |
| Public Library Circulation - Children | 100,003 | 105,239 | 100,735 | 101,893 | 70,685 | 76,709 |
| Public Library Circulation - Total | 282,653 | 289,887 | 279,124 | 285,147 | 223,682 | 217,393 |
| Public Library Days of Operation | 335 | 329 | 333 | 331 | 263 | 297 |
| Public Library Followers on Facebook, Monthly Average | 1,832 | 2,185 | 2,534 | 3,107 | 3,974 | 4,573 |
| Public Library Followers on Instagram, Monthly Average | 537 | 925 | 1,129 | 1,330 | 1,623 | 1,923 |
| Public Library Followers on Pinterest, Monthly Average | 1,185 | 1,301 | 1,371 | 1,259 | 1,190 | 1,199 |
| Public Library Followers on Twitter, Monthly Average | 682 | 815 | 926 | 988 | 1,017 | 1,014 |
| Public Library Holds Filled | 14,345 | 16,068 | 16,329 | 17,127 | 18,466 | 22,877 |
| Public Library Internet/PC Users (incl. Wi-Fi & Chromebooks) | 37,539 | 66,726 | 58,982 | 65,240 | 64,610 | 52,846 |
| Public Library Intra/Inter Library Loans Sent & Received | 5,176 | 5,885 | 5,881 | 6,576 | 4,668 | 2,449 |
| Public Library Leave Hours Used - Annual/Personal | 2,447 | 2,412 | 2,462 | 2,546 | 2,626 | 1,963 |
| Public Library Leave Hours Used - Comp Time | 0 | 0 | 13 | 0 | 0 | 0 |
| Public Library Leave Hours Used - Disability | 322 | 0 | 0 | 848 | 352 | 592 |
| Public Library Leave Hours Used - Sick | 366 | 610 | 626 | 695 | 1,136 | 687 |
| Public Library Museum Passes Borrowed | 1,309 | 1,353 | 1,356 | 1,233 | 804 | 209 |
| Public Library New Cardholders | 1,739 | 1,915 | 1,593 | 1,789 | 1,356 | 1,039 |
| Public Library Other Leave Hours Used | 1,512 | 1,363 | 1,361 | 1,397 | 1,513 | 1,497 |
| Public Library Passport applications processed | - | - | - | 410 | 313 | 13 |
| Public Library Posts to Facebook | 879 | 897 | 818 | 903 | 1,076 | 1,173 |
| Public Library Posts to Instagram | 213 | 290 | 205 | 220 | 215 | 550 |
| Public Library Posts to Pinterest | 603 | 346 | 162 | 325 | 410 | 546 |
| Public Library Posts to Twitter | 403 | 513 | 509 | 527 | 386 | 426 |
| Public Library Press Releases | 39 | 65 | 65 | 74 | 43 | 78 |
| Public Library Program Attendance | 13,229 | 16,423 | 19,308 | 20,342 | 14,410 | 12,361 |
| Public Library Programs Offered | 513 | 675 | 759 | 789 | 689 | 543 |
| Public Library Public Meetings Held | 1,648 | 1,125 | 1,731 | 1,759 | 1,377 | 563 |
| Public Library Subscribers to E-News, Monthly Average | 2,693 | 3,198 | 3,702 | 4,129 | 4,456 | 4,686 |
| Public Library TikTok Subscribers - Monthly Average | - | - | - | - | 75 | 3,720 |
| Public Library Video Posts to TikTok | - | - | - | - | 1,412 | 36 |
| Public Library Walk In Visits | 178,548 | 181,777 | 179,805 | 194,123 | 140,575 | 73,162 |
| Public Library Website Page views | 196,585 | 190,958 | 377,475 | 579,052 | 389,119 | 357,569 |
| Public Welfare Case Expenditures | \$407,749 | \$433,949 | \$305,110 | \$225,741 | \$236,231 | \$123,766 |
| Public Welfare Contacts | 666 | 3,356 | 2,960 | 2,767 | 3,182 | 4,793 |
| Public Welfare Individuals Served - Monthly Average | 227 | 227 | 207 | 195 | 49 | 25 |
| Public Welfare Leave Hours Used - Annual/Personal | 356 | 408 | 412 | 518 | 833 | 86 |
| Public Welfare Leave Hours Used - Comp Time | 0 | 0 | 0 | 0 | 0 | 0 |
| Public Welfare Leave Hours Used - Disability | 154 | 0 | 0 | 661 | 994 | 0 |
| Public Welfare Leave Hours Used - Other | 204 | 219 | 238 | 110 | 134 | 221 |
| Public Welfare Leave Hours Used - Sick | 126 | 70 | 96 | 67 | 0 | 33 |

| Metric Name (Department/Division, Measurement Category, Value Type) | FY2016 Total | FY2017 Total | FY2018 Total | FY2019 Total | FY2020 Total | FY2021 Total |
|---|--------------|--------------|--------------|--------------|--------------|--------------|
| Public Welfare Number of Active Cases, Monthly Average | 94 | 99 | 71 | 48 | 186 | 132 |
| Public Welfare Number of New Cases | 148 | 116 | 82 | 54 | 85 | 55 |
| Recreation Arena Attendance - Public Skate | 5,810 | 6,417 | 5,833 | 7,331 | 5,660 | 3,183 |
| Recreation Arena Attendance - Rock Night | 5,534 | 5,078 | 4,655 | 3,237 | 2,980 | 0 |
| Recreation Arena Reservations - Birthday Parties | 18 | 13 | 16 | 20 | 15 | 0 |
| Recreation Gym Attendance - Open Gym | 28,561 | 24,694 | 25,179 | 29,065 | 22,613 | 20,172 |
| Recreation Gym Reservations - Birthday Parties | 0 | 1 | 0 | 0 | 0 | 0 |
| Recreation Gym Reservations - Common Area | 501 | 431 | 441 | 413 | 304 | 5 |
| Recreation Leave Hours Used - Annual/Personal | 1,715 | 2,568 | 2,609 | 2,641 | 1,911 | 1,554 |
| Recreation Leave Hours Used - Comp Time | 0 | 0 | 0 | 0 | 0 | 0 |
| Recreation Leave Hours Used - Disability | 0 | 140 | 24 | 0 | 96 | 0 |
| Recreation Leave Hours Used - Other | 1,244 | 1,254 | 1,578 | 1,425 | 1,838 | 1,364 |
| Recreation Leave Hours Used - Sick | 552 | 422 | 581 | 616 | 606 | 774 |
| Recreation Pool Attendance - Facility Walk In Visits | - | - | - | 71,766 | 42,399 | 42,124 |
| Recreation Pool Reservations - Birthday Parties | 15 | 22 | 12 | 12 | 3 | 0 |
| Recreation Senior Center Membership - Renewals | 521 | 548 | 603 | 524 | 412 | 273 |
| Recreation Senior Center Attendance - Daily Game/Class Participants | 14,791 | 12,753 | 12,834 | 13,388 | 9,417 | 5,823 |
| Recreation Senior Center Attendance - Facility Walk In Visits | - | - | - | 5,202 | 3,098 | 274 |
| Recreation Senior Center Attendance - Trips | 832 | 790 | 898 | 774 | 699 | 30 |
| Recreation Senior Center Membership - New | 209 | 205 | 201 | 205 | 142 | 34 |
| Risk Management Accident Reports - Auto | 36 | 45 | 47 | 49 | 34 | 33 |
| Risk Management Accident Reports - Liability | 48 | 58 | 89 | 63 | 43 | 39 |
| Risk Management Accident Reports - Property | 33 | 44 | 38 | 44 | 62 | 61 |
| Risk Management Number of Work Comp Claims Reported | 34 | 44 | 39 | 29 | 75 | 63 |
| Unemployment - Dover Total Available Labor Force | 17,868 | 18,118 | 18,309 | 18,677 | 18,447 | 18,000 |
| Unemployment Rate - Dover | 2.5 | 2.3 | 2.3 | 2.1 | 5.2 | 4.0 |
| Unemployment Rate - National | 5.0 | 4.7 | 4.1 | 3.8 | 6.0 | 6.9 |
| Unemployment Rate - State of NH | 3.1 | 2.8 | 2.7 | 2.5 | 5.4 | 4.1 |
| Unemployment Rate - Strafford County | 2.7 | 2.5 | 2.4 | 2.2 | 5.1 | 3.9 |