

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Community Services	Community Services Annual / Personal Leave Hours Used	12,441	11,895	11,678	11,838	11,310
Community Services	Community Services Sick Leave Hours Used	3,926	4,677	4,596	3,901	4,196
Community Services	Community Services Disability Leave Hours Used	2,348	108	1,444	1,913	2,480
Community Services	Community Services Comp Time Hours Used	2,951	2,822	3,445	5,509	4,656
Community Services	Community Services Other Leave Hours Used	6,205	8,181	6,424	6,608	6,836
Community Services	Engineering Service Calls - # Received During Year	31	18	58	259	203
Community Services	Engineering Service Calls - # Resolved During Year	25	4	43	232	170
Community Services	Engineering Work Orders - # Received During Year	13	18	165	321	12
Community Services	Engineering Work Orders - # Closed During Year	8	16	155	319	8
Community Services	Engineering Driveway Permits					115
Community Services	Facilities/Grounds Service Calls - # Received During Year	674	952	1,034	910	789
Community Services	Facilities/Grounds Interments - # Traditional	21	29	29	32	34
Community Services	Facilities/Grounds Interments - # Cremation	13	61	61	65	59
Community Services	Facilities/Grounds Work Orders - Closed During Year	1,643	1,847	1,631	1,743	1,370
Community Services	Facilities/Grounds Service Calls - # Resolved During Year	941	910	954	827	746
Community Services	Facilities/Grounds Work Orders - Received During Year	1,177	1,764	1,803	1,788	1,453
Community Services	Recycling/Solid Waste - Curbside Trash Collection Tonnage	4,855	3,714	4,199	3,991	4,040

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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	512	427	578	1,394	993
Community Services	Streets/Stormwater Service Calls - Resolved During Year	503	337	562	1,312	902
Community Services	Streets/Stormwater Work Orders - Total Received During Year	499	790	472	1,118	904
Community Services	Streets/Stormwater Work Orders - Closed During Year	636	677	433	1,007	599
Community Services	Streets/Stormwater # of Snow/Ice Control Events	22	25	15	19	13
Community Services	Wastewater Work Orders - Total Received During Year	3,686	3,451	3,745	3,564	3,255
Community Services	Wastewater Biosolids Processed - Wet Tons	3,012	3,025	3,036	3,092	3,430
Community Services	Wastewater Septage Received - # Gallons	503,767	515,855	798,838	547,219	644,985
Community Services	Wastewater Treated/Discharged - Million Gallons	937	799	930	940	1,089
Community Services	Wastewater Average Daily Flow - Million Gallons	2.6	2.2	2.9	2.6	3
Community Services	Wastewater Highest Daily Flow - Million Gallons	11.93	5.99	7.55	8.60	21.7
Community Services	Water/Sewer Service Calls - # Received During Year	187	421	453	311	336
Community Services	Water/Sewer Service Calls - Resolved During Month	261	402	379	276	244
Community Services	Water/Sewer Work Orders -Received During Year	1,297	2,188	2,906	2,469	2,872
Community Services	Water/Sewer Work Orders - Closed During Year	1,594	2,046	2,809	2,379	2,612
Community Services	Water/Sewer Water Gallons Pumped - Total	744,510,462	710,113,391	713,450,100	702,781,385	1,129,360,259

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Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Community Services	Water/Sewer Water Gallons Pumped - Million Gallon Average Per Day	2.00	1.9	2	1.93	1.8
Executive	Dover Labor Force	18,447	18,000	18,430	18,773	18,640
Executive	Unemployment Rate - Dover	5.2	4.0	2.2	1.86	2.1
Executive	Unemployment Rate - Strafford County	5.1	3.9	2.3	2.01	2.3
Executive	Unemployment Rate - State of NH	5.4	4.1	2.5	2.22	2.4
Executive	Unemployment Rate - National	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	75	63	89	58	72
Executive	Human Resources Number of Regular Full Time Positions Posted	27	48	45	52	72
Executive	Human Resources Number of Regular Part Time Positions Posted	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
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

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
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	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	47		65		55
Executive	NCS % Excellent/Good, Overall quality of the utility infrastructure			70		66
Executive	NCS % Excellent/Good, Overall feeling of safety	81		79		78
Executive	NCS % Excellent/Good, Overall quality of natural environment	68		79		73
Executive	NCS % Excellent/Good, Overall Quality of parks & rec opportunities			71		68
Executive	NCS % Excellent/Good, Overall health & wellness opportunities	75		79		69
Executive	NCS % Excellent/Good, Overall opportunities for education, culture & arts	70		63		64
Executive	NCS % Excellent/Good, Residents' connection & engagement with community			57		59
Executive	NCS % Excellent/Good, Dover as a place to live	90		89		89
Executive	NCS % Excellent/Good, Overall quality of life	83		87		81
Executive	NCS % Excellent/Good, Overall image or reputation of Dover	69		76		73
Executive	NCS % Excellent/Good, Overall customer service by Dover employees	79		84		83

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Executive	NCS % Excellent/Good, Public information services	71		71		71
Executive	NCS % Excellent/Good, Value of services for taxes paid to Dover	44		43		45
Executive	NCS % Excellent/Good, Overall Direction that Dover is taking	54		60		59
Executive	NCS % Excellent/Good, Job Dover gov't does at welcoming resident involvement	54		53		52
Executive	NCS % Excellent/Good, Overall confidence in Dover gov't.	52		50		51
Executive	NCS % Excellent/Good, Gov't generally acting in the best interest of community	53		60		55
Executive	NCS % Excellent/Good, Gov't being honest	60		62		58
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	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	80		78		71
Executive	NCS % Excellent/Good, Quality of Services provided by Fed Gov't	39		48		31
Executive	NCS % Excellent/Good, Overall economic health of Dover	62		67		61
Executive	NCS % Excellent/Good Quality of Life, Dover as a place to work	68		74		71
Executive	NCS % Excellent/Good Quality of Life, Dover as a place to visit	64		71		68

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Executive	NCS % Excellent/Good, Overall quality of business & service establishments in Dover	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	61		69		63
Executive	NCS % Excellent/Good, Employment opportunities in Dover	51		57		52
Executive	NCS % Excellent/Good, Shopping opportunities in Dover	53		56		51
Executive	NCS % Excellent/Good, Cost of living in Dover	29		28		19
Executive	NCS % Excellent/Good Quality of Services regarding economic development in Dover	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	35		41		36
Executive	NCS % Excellent/Good, ease of public parking in Dover	41		51		51
Executive	NCS % Excellent/Good, ease of travel by car in Dover	49		66		61
Executive	NCS % Excellent/Good, ease of travel by public transportation in Dover	42		46		39
Executive	NCS % Excellent/Good, ease of travel by bicycle in Dover	43		49		37
Executive	NCS % Excellent/Good, ease of walking in Dover	77		80		72
Executive	NCS % Excellent/Good, quality of traffic enforcement in Dover	67		71		64
Executive	NCS % Excellent/Good, quality of traffic signal timing in Dover	49		52		54

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Executive	NCS % Excellent/Good, quality of street repair in Dover	34		46		40
Executive	NCS % Excellent/Good, quality of street cleaning in Dover	57		67		71
Executive	NCS % Excellent/Good, quality of street lighting in Dover	69		72		66
Executive	NCS % Excellent/Good, quality of snow removal in Dover	69		76		74
Executive	NCS % Excellent/Good, quality of sidewalk maintenance in Dover	48		62		57
Executive	NCS % Excellent/Good, quality of bus or transit services in Dover	62		64		55
Executive	NCS % Excellent/Good, overall design or layout of residential & commercial areas of Dover	47		65		55
Executive	NCS % Excellent/Good, your neighborhood as a place to live	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	65		64		59
Executive	NCS % Excellent/Good, Variety of housing options	45		40		33
Executive	NCS % Excellent/Good, Availability of affordable quality housing	22		24		11
Executive	NCS % Excellent/Good, Overall quality of new development	52		61		45

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Executive	NCS % Excellent/Good, Overall appearance	75		80		70
Executive	NCS % Excellent/Good, Quality of Land use, planning & zoning services	43		52		42
Executive	NCS % Excellent/Good, Quality of code enforcement services	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	80		70		75
Executive	NCS % Excellent/Good, Quality of drinking water services	70		75		74
Executive	NCS % Excellent/Good, Quality of sewer services	78		87		83
Executive	NCS % Excellent/Good, Quality of storm water management services	62		84		77
Executive	NCS % Excellent/Good, Quality of power (electric and/or gas) utility services	74		84		70
Executive	NCS % Excellent/Good, Quality of utility billing services	61		72		59
Executive	NCS % Excellent/Good, Overall feeling of safety	81		79		78
Executive	NCS % Very/Somewhat Safe, In your neighborhood during day	91		95		94
Executive	NCS % Very/Somewhat Safe, In downtown/commercial area during day	90		93		92
Executive	NCS % Very/Somewhat Safe, From property crime			81		77
Executive	NCS % Very/Somewhat Safe, From violent crime			89		85

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Executive	NCS % Very/Somewhat Safe, From fire, flood or other natural disaster			91		91
Executive	NCS % Excellent/Good, Police/Sheriff services	90		83		81
Executive	NCS % Excellent/Good, Crime prevention services	78		80		74
Executive	NCS % Excellent/Good, Animal control services	73		86		86
Executive	NCS % Excellent/Good, Ambulance or Emergency Medical Services	97		93		94
Executive	NCS % Excellent/Good, Fire services	96		95		96
Executive	NCS % Excellent/Good, Fire prevention & education services	89		85		82
Executive	NCS % Excellent/Good, Emergency preparedness	61		68		65
Executive	NCS % Excellent/Good, Overall quality of natural environment	68		79		73
Executive	NCS % Excellent/Good, Cleanliness of Dover's natural environment	70		78		71
Executive	NCS % Excellent/Good, Water resources			56		51
Executive	NCS % Excellent/Good, Air quality	81		90		85
Executive	NCS % Excellent/Good, Preservation of natural areas	51		64		59
Executive	NCS % Excellent/Good, Dover's open space	46		61		57
Executive	NCS % Excellent/Good, Recycling services	74		69		74
Executive	NCS % Excellent/Good, Yard waste pick-up services	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	62		78		74

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2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Executive	NCS % Excellent/Good, Fitness opportunities	63		72		74
Executive	NCS % Excellent/Good, Recreational opportunities	58		67		62
Executive	NCS % Excellent/Good, Quality of services at city parks	74		76		71
Executive	NCS % Excellent/Good, Quality of services at recreation programs/classes	70		66		67
Executive	NCS % Excellent/Good, Quality of services at recreation centers/facilities	73		70		67
Executive	NCS % Excellent/Good, Overall health & wellness opportunities	75		79		69
Executive	NCS % Excellent/Good, Availability of affordable quality food	79		78		65
Executive	NCS % Excellent/Good, Availability of affordable quality health care	76		76		66
Executive	NCS % Excellent/Good, Availability of preventive health services	77		80		68
Executive	NCS % Excellent/Good, Availability of affordable quality mental health care	55		49		40
Executive	NCS % Excellent/Good, Quality of health services	80		79		75
Executive	NCS % Excellent/Good, your overall health	67		73		70
Executive	NCS % Excellent/Good, Opportunities for education, culture, arts	70		63		64
Executive	NCS % Excellent/Good, Opportunities to attend cultural, arts, music activities	63		57		56
Executive	NCS % Excellent/Good, Community support for the arts			65		63
Executive	NCS % Excellent/Good, Availability of affordable quality childcare/preschool	52		46		34

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Executive	NCS % Excellent/Good, K-12 education	71		69		59
Executive	NCS % Excellent/Good, Adult educational opportunities	57		56		54
Executive	NCS % Excellent/Good, Opportunities to attend special events/festivals	69		63		67
Executive	NCS % Excellent/Good, Public library services	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	83		83		80
Executive	NCS % Excellent/Good, Dover as a place to retire	53		51		52
Executive	NCS % Excellent/Good, Sense of community	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
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	60		64		62
Executive	NCS % Excellent/Good, Opportunities to participate in social events/activities	67		59		60

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2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Executive	NCS % Excellent/Good, Opportunities to volunteer	73		75		70
Executive	NCS % Excellent/Good, Opportunities to participate in community matters	67		67		66
Executive	NCS % Excellent/Good, Openness & acceptance of community toward people of diverse backgrounds	65		64		64
Executive	NCS % yes, Contacted the City of Dover for help/information	55		60		62
Executive	NCS % yes, Contacted Dover elected officials to express your opinion	17		17		14
Executive	NCS % yes, Attended a local public meeting	21		16		18
Executive	NCS % yes, Watched a local public meeting	27		32		24
Executive	NCS % yes, Volunteered your time to some group/activity	35		25		32
Executive	NCS % yes, Campaigned or advocated for local issue, cause, candidate	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	1700		543		620

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2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Executive	NCS Percent of Resident Response to Survey			20		21
Executive	Human Resources Number of Employment Separations - Voluntary	35	54	94	71	94
Executive	Human Resources Number of New Hires	70	68	77	92	112
Executive	Executive Disability Leave Hours Used	228	0	0	40	24
Executive	Human Resources Number of Employment Separations - Involuntary	4	12	5	7	5
Executive	Executive Comp Hours Used	42	3	19	19	18
Executive	Executive Annual / Personal Leave Hours Used	1,980	2,105	3,533	3,339	3,396
Executive	Executive Sick Leave Hours Used	401	504	681	693	644
Executive	Executive Other Leave Hours Used	1,393	1,510	1,940	1,579	2,147
Executive	Human Resources Average Number of Employees Paid	401	358	358	368	375
Executive	Human Resources Number of Disability Claims					46
Executive	IT - Visitors to City Website	1,126,840	1,153,288	1,252,399	1,383,804	1,773,337
Executive	IT - City Email Processed, Inbound Clean Messages	890,229	971,217	1,016,874	1,008,564	909,092
Executive	IT Work Orders - Received During Year	3,083	2,921	2,895	2,662	1,713
Executive	DoverNet Municipal Wireless - Ave #of Clients	203	200	230	260	320
Executive	DoverNet Public Wireless - Ave #of Clients	154	75	108	85	96
Executive	IT Chevy Bolt EV - Miles Traveled	1,238	1,177	1,290	1,219	1,227
Executive	IT Chevy Bolt EV - kWh Charged	475	490	500	348	322
Executive	Desk Phone System Total Calls					277,962
Executive	Legal Right to Know Requests Processed	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	75	73	75	70	67
Executive	Legal - Ordinances Created	10	19	22	17	17

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2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Executive	Accident Reports - Property	62	61	68	54	57
Executive	Accident Reports - Liability	43	39	70	67	51
Executive	Accident Reports - Auto	34	33	46	80	57
Executive	Review Existing Legal Contracts & Draft Memo	-	-	35	153	152
Executive	Media Services Announcements Posted to Website	3,865	5,119	5,292	5,191	5,391
Executive	Media Services Social Media Subscribers, All Platforms	10,660	13,614	15,057	15,859	17,097
Executive	Media Services Press Releases Created & Distributed	710	937	862	799	669
Executive	Media Services Posts to Social Media, All Platforms	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	616	726	749	740	669
Executive	Media Services Dover Video Views, All Platforms	887,658	1,033,593	1,131,696	1,130,410	1,329,712
Executive	Media Services Average City CodeRed Subscribers	1,477	1,628	1,842		2,660
Finance	Assessing: Office Property Inspections	1,542	2,218	2,378	1,578	625
Finance	Assessing: Registry Deeds Recorded	972	1,192	1,059	810	850
Finance	Assessing: Registry Mortgages Recorded	1,408	2,075	1,428	880	780
Finance	Assessing: Registry Foreclosures Recorded	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

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Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Finance	City Clerk/Tax Death Certificates/Copies Issued	3,093	2,879	3,322	3,570	4084
Finance	City Clerk/Tax Marriage Licenses Issued	251	307	318	350	286
Finance	City Clerk/Tax Birth Certificates/Copies Issued	2,158	2,280	2,623	2,812	2,614
Finance	City Clerk/Tax Marriage Certificates/Copies Issued	683	793	880	825	784
Finance	City Clerk/Tax Notary Public Requests	257	557	433	433	344
Finance	City Clerk/Tax Justice of Peace Requests	109	132	151	155	102
Finance	City Clerk/Tax Vehicle Registrations - Office	19,800	22,138	23,042	20,947	23,936
Finance	City Clerk/Tax: Number of Vehicle Registrations Paid Online	7,933	7,645	7,148	8,751	7,540
Finance	City Clerk/Tax Vehicle Registrations - Mailed In	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	144	34	52	303	266
Finance	Finance Annual / Personal Leave Hours Used	2,721	3,267	4,260	3,652	3,800
Finance	Finance Sick Leave Hours Used	1,007	1,226	1,243	1,092	1,094
Finance	Finance Disability Leave Hours Used	0	456	1,493	1,238	200
Finance	Finance Other Leave Hours Used	2,857	2,286	2,359	1,763	2,008
Finance	Purchasing-Purchase Orders - Under \$1,000	6,114	5,158	3,552	3,476	3,700

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Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Finance	Purchasing-Purchase Orders - \$1,000 to \$4,999	898	892	773	917	1,227
Finance	Purchasing-Purchase Orders - \$5,000 to \$9,999	157	165	203	221	245
Finance	Purchasing-Purchase Orders - \$10,000 to \$24,999	86	116	131	157	186
Finance	Purchasing-Purchase Orders - \$25,000 and Over	123	159	225	232	243
Finance	Purchasing Bids/RFQ's Posted	85	74	113	70	41
Finance	Utility Billing-Industrial Records Billed	9,870	7,450	9,153	10,056	10,171
Finance	Utility Billing-Residential Records Billed	32,830	33,048	33,331	33,540	33,834
Finance	Utility Billing Work Orders-Final Meter Reads	561	609	550	441	365
Finance	Utility Billing Work Orders-Stopped Meter Reads	665	1,725	1,645	512	106
Finance	Utility Billing Work Orders-Installed New Meters	74	91	47	47	170
Finance	Utility Billing Work Orders-On/Off Water Service	141	161	144	144	324
Fire & Rescue	Fire & Rescue Comp Time Hours Used	467	406	389	459	190
Fire & Rescue	Fire & Rescue Annual / Personal Leave Hours Used	10,858	13,176	14,898	12,812	13,917
Fire & Rescue	Fire & Rescue Sick Leave Hours Used	5,649	6,518	6,434	5,823	6,794
Fire & Rescue	Fire & Rescue Disability Leave Hours Used	2,324	3,379	968	2,725	3,746
Fire & Rescue	Fire & Rescue Other Leave Hours Used	2,716	6,232	5,292	3,606	1,831
Fire & Rescue	Fire Special Duty Hours					203
Fire & Rescue	Fire & Rescue Burn Permits Issued	1,295	1,171	716	803	753
Fire & Rescue	Fire & Rescue Calls for Fires	193	215	140	100	138
Fire & Rescue	Fire & Rescue Calls for Medical Emergency	3699	3,888	4,454	3,328	4,679
Fire & Rescue	Fire & Rescue Calls for Hazardous Conditions	282	339	240	493	417

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Fire & Rescue	Fire & Rescue Calls for Miscellaneous Other	747	438	606	409	585
Fire & Rescue	Fire & Rescue Calls for Lock Outs	404	74	296	217	333
Fire & Rescue	Fire & Rescue Calls for False/Good Intent	895	978	1,018	780	1,114
Fire & Rescue	Fire & Rescue Calls for Mutual Aid - Ambulance Service Given	92	96	184	183	122
Fire & Rescue	Fire & Rescue Calls for Mutual Aid - Ambulance Service Received	93	127	188	67	32
Fire & Rescue	Fire & Rescue Calls for Mutual Aid - Fire Service Given	51	105	72	26	71
Fire & Rescue	Fire & Rescue Calls for Mutual Aid - Fire Service Received	21	26	15	12	14
Fire & Rescue	Fire & Rescue 2 Simultaneous Emergency Incidents	1,760	1,851	1,951	1,511	2,011
Fire & Rescue	Fire & Rescue 3 Simultaneous Emergency Incidents	715	783	778	664	798
Fire & Rescue	Fire & Rescue Patients Transported to Area Hospitals	2,849	2,939	3,369	3,820	3,658
Fire & Rescue	Fire & Rescue Number of Overtime Hours Worked	22,317	28,044	23,215	27,722	28,335
Fire & Rescue	Fire & Rescue Value of Fire Loss	\$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	14	7	14	13	18
Planning	Inspection Services Life Safety Inspections	896	825	782	731	720
Planning	Inspection Services Business Inspections	139	129	153	240	155
Planning	Inspection Services Sprinkler/Alarm Inspections	1,151	717	510	593	576
Planning	Inspection Services Electrical Inspections	1,304	1,085	931	1,165	1,527

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Planning	Inspection Services Plumbing/Mechanical Inspections	1,606	1,135	991	1,417	2,309
Planning	Inspection Services Health Inspections/Housing Standards	880	852	715	625	472
Planning	Inspection Services School / Daycare Inspections	193	186	229	206	191
Planning	Inspection Services Oil Burner Inspections	13	13	26	6	20
Planning	Inspection Services Woodstove/Fireplace Inspections	5	8	6	4	7
Planning	Inspection Services Permits Issued - Blasting	5	1	7	3	2
Planning	Inspection Services Permits Issued - Certificate of Occupancy	228	139	151	74	130
Planning	Inspection Services Value of New Commercial/Industrial Construction	\$24,798,502	\$10,339,114	\$35,904,063	\$40,950,411	\$65,400,486
Planning	Inspection Services Value of New Residential Construction	\$35,330,160	\$35,979,551	\$30,390,089	\$33,908,323	\$42,572,853
Planning	Inspection Services Value of New Residential Construction: Alterations	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	14	14	10	19	11
Planning	Inspection Services Average Business Days from Electrical Permit App Submittal to Permit Approval/Denial	14	9	2	2	3
Planning	Inspection Services Average Business Days from Plumbing Permit App Submittal to Permit Approval/Denial	14	9	2	2	3
Planning	Inspection Services Number of Complaints Received	32	27	21	21	137
Planning	Inspection Services Value of Commercial/Industrial Construction: Alterations	\$10,939,387	\$2,589,530	\$46,043,681	\$15,546,302	\$18,198,989

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Planning	Inspection Services Number of Overtime Hours Worked	234	317	204	379	163
Planning	Inspection Services Building Inspections	2,390	1,938	1,257	1,532	2,087
Planning	Inspection Services Monthly Permit New Construction Value	\$77,768,591	\$57,039,890	\$86,536,358	\$104,755,755	\$145,619,081
Planning	Inspection Services Permits Issued - Building	578	606	546	680	699
Planning	Planning Code Complaints Resolved	32	27	18	7	6
Planning	Planning Code Complaints Reviewed	28	42	49	26	12
Planning	Planning Code Complaints Resolved for Signs	58	11	11	6	1
Planning	Planning Code Complaints Reviewed for Signs	51	12	11	8	0
Planning	Planning Conditional Use Permit - Environmental	11	14	23	21	20
Planning	Planning Conditional Use Permit - Non-Environmental	9	6	7	7	9
Planning	Planning Lot Line Adjustments	17	7	13	7	7
Planning	Planning Lot Merger Application	4	1	3	4	3
Planning	Planning Lot Restoration Application	8	4	4	1	4
Planning	Planning Permits, Accessory Dwelling Units	9	8	10	7	8
Planning	Planning Permits - Customary Home Occupation	11	3	4	3	2
Planning	Planning Permits - Signs - Permanent	35	30	43	31	42
Planning	Planning Permits - Signs - Temporary	6	9	0	7	6
Planning	Planning Site Plan # of units created	242	316	976	236	144
Planning	Planning Site Plan Sq Ft - Commercial Buildings	87,167	153,536	183,497	243,978	127,721
Planning	Planning Site Plan Sq Ft - Impervious Coverage	270,460	283,255	728,765	366,960	84,522
Planning	Planning Site Plans Approved	11	12	21	14	13
Planning	Planning Subdivision # of lots created	46	96	30	49	32
Planning	Planning Subdivision Plans Approved	9	15	12	8	5

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Planning	Planning Waiver, Amendments to an Approved Plan Granted	4	5	3	4	12
Planning	Planning Waiver, Amendments to an Approved plan Requested	4	6	3	4	12
Planning	Planning Waiver, Extensions to an Approved plan - Granted	3	1	0	0	6
Planning	Planning Waiver, Extensions to an Approved plan - Requested	3	1	0	0	5
Planning	Planning Zoning Board, Appeal of Administrative Decision-Granted	0	0	1	0	0
Planning	Planning Zoning Board, Appeal of Administrative Decision Requested	0	0	1	0	1
Planning	Planning Zoning Board, Equitable Waivers	0	0	1	2	2
Planning	Planning Zoning Board, Special Exceptions	0	2	0	1	3
Planning	Planning Zoning Board, Variances - Dimensional	6	4	2	8	10
Planning	Planning Zoning Board, Variances - Use	7	5	1	5	13
Planning	Planning Permits - Signs-Community	10	13	14	8	15
Planning	Planning Zoning Board, Rehearing	2	0	1	1	1
Planning	Planning Transfer of Development Rights Granted	20	20	38	62	80
Planning	Planning Transfer of Development Rights Requested	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	3	0
Planning	Planning Annual / Personal Leave Hours Used	764	1,015	1,308	871	1,142
Planning	Planning Sick Leave Hours Used	299	319	331	362	357
Planning	Planning Disability Leave Hours Used	280	250	0	0	0
Planning	Planning Other Leave Hours Used	688	578	596	575	686
Police	Police Animal Investigations - Total	282	226	501	706	555
Police	Police Parking Tickets Issued - Total	7,881	6,648	8,193	8,323	10,863

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Police	Police Parking Meters - Number of Transactions	397,008	382,298	485,217	522,379	547,885
Police	Police Parking Meters - Revenue	\$792,054	\$766,607	\$909,503	\$1,028,074	\$1,127,158
Police	Police Parking Meters - Days of Use	290	303	301	301	301
Police	Police Parking Permits Issued	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	6,215	7,691	10,354	10,018	8,435
Police	Police Special Detail Hours	3,772	1,732	1,539	2,090	2,048
Police	Police Comp Time Hours Used	1,380	1,473	1,305	1,469	1,206
Police	Police Annual / Personal Leave Hours Used	13,288	14,786	13,172	11,437	10,630
Police	Police Sick Leave Hours Used	2,483	3,394	4,209	2,834	3,193
Police	Police Disability Leave Hours Used	1,102	3,105	435	1,077	471
Police	Police Other Leave Hours Used	2,608	2,395	1,308	1,261	1,898
Police	Police Non-Motor Vehicle Arrests - Total	625	736	630	652	713
Police	Police Non-Motor Vehicle Arrests - Adult	620	712	607	647	729
Police	Police Non-Motor Vehicle Arrests - Juvenile	19	17	13	6	1
Police	Police- Motor Vehicle Violation - Warnings	6,966	10,849	4,166	3,102	5,110
Police	Police Motor Vehicle Violation - Speed Summons	243	290	163	349	315

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Police	Police Non- Motor Vehicle Summons - Total	61	205	126	38	162
Police	Police Motor Vehicle Violation - Summons	827	1,126	669	697	877
Police	Police-Motor Vehicle Violation - Speed Warnings	2,325	4,770	1,360	776	1,142
Police	Police Motor Vehicle Violation - Child Restraints	5	6	1	2	4
Police	Police Motor Vehicle Violation - Driving After Revocation / Suspension	123	219	50	23	6
Police	Police Motor Vehicle Violation - Equipment	1,180	1,689	617	447	847
Police	Police Motor Vehicle Violation - Misuse/Fail to Display Plates	267	339	151	113	191
Police	Police Motor Vehicle Violation - Operating Without Valid License	55	150	36	26	17
Police	Police Motor Vehicle Violation - Solid/Yellow Line	58	72	66	38	48
Police	Police Motor Vehicle Violation - Stop/Yield Sign	461	516	246	129	347
Police	Police-Motor Vehicle Violation - Traffic Light	269	320	195	177	265
Police	Police Motor Vehicle Violation - Uninspected	275	730	394	323	806
Police	Police Motor Vehicle Violation - Unregistered	312	606	392	337	503
Police	Police Alarm Line Responses	1,200	1,143	1,092	877	962
Police	Police Part 1: Crimes Reported - Murder, Nonnegligent, Manslaughter	0	2	0	1	0
Police	Police Part 1: Crimes Reported - Sexual Offenses	2	10	4	0	0
Police	Police Part 1: Crimes Reported - Robbery	9	7	22	2	0
Police	Police Part 1: Crimes Reported- Assault	111	111	115	118	68

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Police	Police Part 1: Crimes Reported - Burglary	35	22	21	26	31
Police	Police Part 1: Crimes Reported - Larceny/Theft	274	386	480	408	300
Police	Police Part 1: Crimes Reported - Auto Theft	15	19	28	22	13
Police	Police Part 1: Crimes Reported - Arson	3	1	2	1	0
Police	Police Part 2: Crimes Reported - Fraud	54	71	196	151	155
Police	Police Part 2: Crimes Reported - Criminal Mischief Total:	223	187	186	169	119
Police	Police Part 2: Crimes Reported - Weapons Possession	5	3	37	77	0
Police	Police Part 2: Crimes Reported - Drug Offenses	88	81	77	48	28
Police	Police Part 2: Crimes Reported - Driving While Intoxicated	64	69	58	83	136
Police	Police- Public Motor Vehicle Accidents - Fatal	0	2	0	1	0
Police	Police Non-Criminal - Disturbances	1,160	1,283	1,402	923	1,029
Police	Police Non-Criminal - Missing Persons Total:	78	53	182	60	35
Police	Police Non-Criminal - Suspicious Activity	186	204	446	580	692
Police	Police Non-Criminal - Deaths	63	54	26	42	42
Police	Police Non-Criminal - Police Information, including Crimeline Total:	590	493	451	590	623
Police	Police Non-Criminal - Welfare Check	425	506	885	1,266	1,320
Police	Police Non-Criminal - Police Assistance	775	930	1,721	2,743	2,500
Police	Police Number of Calls - Priority 1	2,108	1,764	1,614	1,704	1,613
Police	Police Number of Calls - Priority 2	1,197	1,125	1,126	1,400	1,262
Police	Police Number of Calls - Priority 3	6,725	6,232	12,082	11,323	14,430
Police	Police Number of Calls - Priority 4	8,415	7,603	6,655	9,766	10,492
Police	Police K-9 Unit Call Outs	25	13	0	33	24
Police	Police Part 1-Crimes Total:	449	560	0	568	412

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Police	Police Part 2-Crimes Total:	957	1,009	0	2,542	2,220
Police	Motor Vehicle Accidents -Total:	894	834	1,217	1,070	1,159
Police	Police Non-Criminal - Other Disturbances	277	276	68	1,224	1,219
Police	Police - Facility Walk-Ins	3,020	2,152	2,630	2,897	20,099
Police	Police-Criminal Record Requests	429	314	274	218	260
Police	Police Reports Written	18,209	14,985	6,302	0	0
Police	Police Community Service Program - Juveniles Tracked	47	11	57	49	38
Police	Police Community Service Program - Hours Worked Off	87	21	76	110	100
Police	Police Teen Center Attendance	3,871	1,264	2,649	3,952	4,460
Police	Police Teen Center - Days of Operation	153	178	191	222	219
Police	Police Dover Court Diversion Cases	9	15	14	10	27
Police	Dispatch-Telephone Calls	88,486	87,158	96,882	98,221	89,339
Police	Dispatch-Telephone Calls - 911	4,946	4,952	4,588	5,704	5,484
Police	Dispatch-Calls for Service - Police Only	26,845	31,560	0	28,447	32,591
Police	Dispatch-Calls for Service - Fire Only	4,899	4,932	0	7,803	7,354
Police	Dispatch-Calls for Service - All Other	406	446	0	104	76
Police	Dispatch-Radio Transmissions	153,398	155,374	188,145	216,026	216,747
Public Library	Public Library Website Page views	389,119	357,569	494,166	1,003,531	2,103,321
Public Library	Public Library New Cardholders	1,356	1,039	1,765	1,628	1,980
Public Library	Public Library Active Cardholders - Average per month	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	50,265	52,162	53,345	62,575	68,660
Public Library	Public Library Internet/PC Users (incl. Wi-Fi & Chromebooks)	64,610	52,846	63,956	85,067	98,423
Public Library	Public Library Museum Passes Borrowed	804	209	802	1,339	1,517
Public Library	Public Library Holds Filled	18,466	22,877	17,736	17,766	19,956
Public Library	Public Library Program Attendance	14,410	12,361	12,537	18,385	26,158

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Public Library	Public Library Programs Offered	689	543	732	876	864
Public Library	Public Library Walk In Visits	140,575	73,162	114,571	128,192	136,679
Public Library	Public Library Average Walk In Visits Per Day	450	274	349	391	415
Public Library	Public Library Intra/Inter Library Loans Sent & Received	4,668	2,449	3,923	5,115	3,380
Public Library	Public Library Days of Operation	263	297	329	328	326
Public Library	Public Library Circulation - Total	223,682	217,393	225,436	236,895	220,497
Public Library	Public Library Posts to Facebook	1,076	1,173	985	1,472	860
Public Library	Public Library Followers on Facebook, Monthly Average	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	215	550	581	706	772
Public Library	Public Library Followers on Instagram, Monthly Average	1,623	1,923	2,088	2,310	2,637
Public Library	Public Library Press Releases	43	78	111	136	118
Public Library	Public Library Subscribers to E-News, Monthly Average	4,456	4,686	5,039	5,423	5,858
Public Library	Public Library Circulation - Adult	102,383	88,592	96,158	95,804	98,194
Public Library	Public Library Circulation - Children	70,685	76,709	84,306	72,324	81,986
Public Library	Public Library Passport applications processed	313	13	323	489	484
Public Library	Public Library Unique Users Visiting Library Website					126,282
Public Library	Public Library Disability Leave Hours Used	352	592	184	332	272
Public Library	Public Library Other Leave Hours Used	1,513	1,497	1,650	1,564	1,626
Public Library	Public Library Sick Leave Hours Used	1,136	687	748	972	1,119
Public Library	Public Library Annual / Personal Leave Hours Used	2,626	1,963	3,048	2,758	2,973

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Public Library	Public Library Comp Time Hours Used	0	0	0	0	0
Public Welfare	Public Welfare Contacts	3,182	4,793	1,114	1,768	2,897
Public Welfare	Public Welfare Number of Active Cases, Monthly Average	186	132	82	81	101
Public Welfare	Public Welfare Case Expenditures	\$236,231	\$123,766	\$41,828	\$205,810	\$425,707
Public Welfare	Public Welfare Number of New Cases	85	55	122	259	281
Public Welfare	Public Welfare Individuals Served - Monthly Average	49	25	47	118	188
Public Welfare	Public Welfare Annual / Personal Leave Hours Used	833	86	457	323	308
Public Welfare	Public Welfare Comp Time Hours Used	0	0	0	0	0
Public Welfare	Public Welfare Disability Leave Hours Used	994	0	84	0	289
Public Welfare	Public Welfare Sick Leave Hours Used	0	33	130	190	168
Public Welfare	Public Welfare Other Leave Hours Used	134	221	247	214	291
Recreation	Arena Attendance - Public Skate	5,660	3,183	4,744	6,465	6,682
Recreation	Arena Attendance - Rock Night	2,980	0	1,954	1,263	1,131
Recreation	Arena Reservations - Birthday Parties	15	0	13	8	26
Recreation	Gym Attendance - Open Gym	22,613	20,172	24,431	28,370	30,278
Recreation	Gym Reservations - Common Area	304	5	0	0	69
Recreation	Gym Reservations - Birthday Parties	0	0	1	0	2
Recreation	Pool Reservations - Birthday Parties	3	0	35	54	35
Recreation	Pool Attendance - Facility Walk In Visits	42,399	42,124	0	0	0
Recreation	Recreation Annual / Personal Leave Hours Used	1,911	1,554	2,185	2,453	2,238
Recreation	Recreation Comp Time Hours Used	0	0	37	0	0
Recreation	Recreation Disability Leave Hours Used	96	0	43	246	454
Recreation	Recreation Sick Leave Hours Used	606	774	754	700	1,037
Recreation	Recreation Other Leave Hours Used	1,838	1,364	1,537	1,652	1,054
Recreation	Senior Center Membership - Renewals	412	273	377	379	411
Recreation	Senior Center Membership - New	142	34	163	218	134
Recreation	Senior Center Attendance - Trips	699	30	464	454	220

**Fiscal Year End Metrics  
2020 to 2024**

Department	Metric Name	FY2020	FY2021	FY2022	FY2023	FY2024
Recreation	Senior Center Attendance - Daily Game/Class Participants	9,417	5,823	8,968	10,276	8,628
Recreation	Senior Center Attendance - Facility Walk In Visits	3,098	274	1,210	1,385	1,266