

FY19 Benchmarks by Department

ELECTED OFFICIALS				as of		RECOMMENDED			
SURVEY QUESTION	ICMA 2018	INTERN 2018	FY19 GOAL	FY19 ACTUAL	NATIONAL AVG	REGIONAL AVG	ICMA 2020	FY20 GOAL	
Q3-8	*SURVEY* PERCENTAGE OF CITIZENS RATING THE OVERALL QUALITY OF LOCAL GOVERNMENT AS GOOD OR EXCELLENT	78%	70%	> 78%	45%		78%	> 78%	
Q3-3	*SURVEY* PERCENTAGE OF CITIZENS RATING THE OVERALL VALUE RECEIVED FOR TAX DOLLARS SPENT AS GOOD OR EXCELLENT		46%	> 70%	37%	38%	41%	> 50%	
ADMINISTRATION									
SURVEY QUESTION	ICMA 2018	INTERN 2018	FY19 GOAL	FY19 ACTUAL	NATIONAL AVG	REGIONAL AVG	ICMA 2020	FY20 GOAL	
	PERCENTAGE OF RECORDS REQUESTS RESPONDED TO WITHIN THREE BUSINESS DAYS OF INITIAL REQUEST		97%	> 98%	95.24%			> 98%	
	NUMBER OF WORKER'S COMPENSATION CLAIMS THAT RESULTED IN CLAIMS PAYOUTS		< 5	4				< 5	
Q1-7	*SURVEY* PERCENTAGE OF CITIZENS RATING THE OVERALL EFFECTIVENESS OF CITY COMMUNICATION AS GOOD OR EXCELLENT		65%	> 90%	49%	45%	57%	> 65%	
Q15-3	*SURVEY* PERCENTAGE OF CITIZENS RATING THE OVERALL QUALITY OF THE CITY'S WEBSITE AS GOOD OR EXCELLENT		72%	> 82%	53%	60%	59%	> 65%	
Q3-1	*SURVEY* PERCENTAGE OF CITIZENS RATING THE OVERALL QUALITY OF CITY SERVICES AS GOOD OR EXCELLENT		70%	> 70%	59%	50%	45%	> 65%	
POLICE									
SURVEY QUESTION	ICMA 2018	INTERN 2018	FY19 GOAL	FY19 ACTUAL	NATIONAL AVG	REGIONAL AVG	ICMA 2020	FY20 GOAL	
	PERCENTAGE OF PROPERTY CRIMES CLEARED	26%	18.2%	> 65%	18.35%		28%	> 35%	
	PERCENTAGE OF VIOLENT CRIMES CLEARED	59%		> 65%	81.25%		54%	> 80%	
	AVERAGE TIME TO RESPOND TO PRIORITY CALLS (FROM DISPATCH TO ON-SCENE ARRIVAL)	4:32		< 5:30	4:46		4:46	< 4:30	
Q1-1	*SURVEY* PERCENTAGE OF CITIZENS RATING THE OVERALL QUALITY OF POLICE SERVICES AS GOOD OR EXCELLENT		70%	> 80%	85%	76%	76%	> 80%	
ANIMAL SHELTER									
SURVEY QUESTION	ICMA 2018	INTERN 2018	FY19 GOAL	FY19 ACTUAL	NATIONAL AVG	REGIONAL AVG	ICMA 2020	FY20 GOAL	
	PERCENTAGE OF DOGS ADOPTED WITHIN 14 CALENDAR DAYS OF FIRST ELIGIBLE ADOPTION DATE			> 95%	81.82%				
DEVELOPMENT									
SURVEY QUESTION	ICMA 2018	INTERN 2018	FY19 GOAL	FY19 ACTUAL	NATIONAL AVG	REGIONAL AVG	ICMA 2020	FY20 GOAL	
	AVERAGE NUMBER OF DAYS BETWEEN APPLICATION AND ISSUANCE FOR COMMERCIAL DEVELOPMENT PERMITS	27	< 27	17			34.3	< 24	
	AVERAGE NUMBER OF DAYS BETWEEN APPLICATION AND ISSUANCE FOR RESIDENTIAL DEVELOPMENT PERMITS	17	< 17	4			19.5	< 16	
	AVERAGE NUMBER OF DAYS BETWEEN REQUEST AND INSPECTION FOR COMMERCIAL DEVELOPMENT	1.4	< 2	1.7			1.8	< 2	
	AVERAGE NUMBER OF DAYS BETWEEN REQUEST AND INSPECTION FOR RESIDENTIAL DEVELOPMENT	1.2	< 2	1.5			1.5	< 2	
	AVERAGE NUMBER OF DAYS BETWEEN INSPECTION AND VOLUNTARY COMPLIANCE	38	< 38	35.0			34	< 34	
	PERCENTAGE OF CODE ENFORCEMENT CASES RESOLVED THROUGH FORCED COMPLIANCE	11%	< 11%	3.36%			18%	< 11%	
Q6-6	*SURVEY* PERCENTAGE OF CITIZENS RATING THE SPEED OF CODE COMPLIANCE PROCESS AS GOOD OR EXCELLENT		> 75%	35%					
Q1-5	*SURVEY* PERCENTAGE OF CITIZENS RATING THE OVERALL ENFORCEMENT OF CITY CODES AND ORDINANCES AS GOOD OR EXCELLENT			45%	50%	54%		> 60%	
FINANCE									
SURVEY QUESTION	ICMA 2018	INTERN 2018	FY19 GOAL	FY19 ACTUAL	NATIONAL AVG	REGIONAL AVG	ICMA 2020	FY20 GOAL	
	MOST RECENT GENERAL OBLIGATION CREDIT RATING OF VERY STRONG (AA-, AA, AA+) OR EXTREMELY STRONG (AAA)		≥ AA-	AA-				≥ AA-	
	PERCENTAGE OF ON-TIME DEBT SERVICE PAYMENTS		100%	100%				100%	
	NUMBER OF MATERIAL WEAKNESSES PLUS SIGNIFICANT DEFICIENCIES NOTED IN PRIOR YEAR'S AUDIT		< 4	4				≤ 3	
	PERCENTAGE OF MONTHLY BANK RECONCILIATIONS COMPLETED WITHIN 15 CALENDAR DAYS OF MONTH-END		100%	75%				100%	
Q1-6	*SURVEY* PERCENTAGE OF CITIZENS RATING THE OVERALL QUALITY OF CUSTOMER SERVICE FROM CITY EMPLOYEES AS GOOD OR EXCELLENT	86%	> 80%	68%	45%	52%		> 75%	
	PERCENTAGE OF UTILITY BILLING CUSTOMERS SIGNED UP FOR AUTO-DEBIT							> 50%	
SENIOR CENTER									
SURVEY QUESTION	ICMA 2018	INTERN 2018	FY19 GOAL	FY19 ACTUAL	NATIONAL AVG	REGIONAL AVG	ICMA 2020	FY20 GOAL	
	PERCENTAGE INCREASE IN RENTALS OVER PRIOR YEAR			> 110%	96.30%				
	PERCENTAGE OF OPERATING EXPENSES RECOUPED THROUGH RENTAL REVENUE							> 50%	
PARKS & RECREATION									
SURVEY QUESTION	ICMA 2018	INTERN 2018	FY19 GOAL	FY19 ACTUAL	NATIONAL AVG	REGIONAL AVG	ICMA 2020	FY20 GOAL	
	OPERATING EXPENSE PER CAPITA FROM PRIOR YEAR'S NPRA AGENCY PERFORMANCE SURVEY		> \$70	\$39.66	\$78.69			> \$70	
	OPERATING EXPENSE PER DEVELOPED PARK ACRE FROM PRIOR YEAR'S NPRA AGENCY PERFORMANCE SURVEY		< \$6,500	\$3,539.37	\$3,174			< \$6,500	
	DEVELOPED PARK ACREAGE PER THOUSAND RESIDENTS FROM PRIOR YEAR'S NPRA AGENCY PERFORMANCE SURVEY	11.73	> 11.5	12.0	10.1			> 11.5	
	PERCENTAGE OF PARTICIPANTS IN PARKS & RECREATION PROGRAMS RATING THEM AS SATISFACTORY		> 85%	78.87%				> 85%	
Q9-6	*SURVEY* LEVEL OF SATISFACTION WITH YOUTH RECREATION PROGRAMS	88%	> 88%	49%	61%	59%		> 65%	
Q9-7	*SURVEY* LEVEL OF SATISFACTION WITH ADULT RECREATION PROGRAMS	88%	> 88%	36%	54%	52%		> 55%	
Q9-1	*SURVEY* PERCENTAGE OF CITIZENS RATING THE OVERALL MAINTENANCE OF CITY PARKS AS GOOD OR EXCELLENT	90%	> 90%	69%	70%	75%		> 80%	
Q8	*SURVEY* PERCENTAGE OF HOUSEHOLDS PARTICIPATING IN PARKS & RECREATION PROGRAMS DURING THE PAST 12 MONTHS			26.90%				> 50%	
Q7	*SURVEY* PERCENTAGE OF HOUSEHOLDS VISITING A PARK DURING THE PAST 12 MONTHS			73.50%				> 80%	
PUBLIC WORKS (STREETS)									
SURVEY QUESTION	ICMA 2018	INTERN 2018	FY19 GOAL	FY19 ACTUAL	NATIONAL AVG	REGIONAL AVG	ICMA 2020	FY20 GOAL	
	PERCENTAGE OF PAVED LANE MILES ASSESSED AS SATISFACTORY	73%	> 73%	63.33%			70%	> 70%	
	TOTAL EXPENDITURES FOR ROAD REHABILITATION PER PAVED LANE MILE	\$2,140.84	< \$2,150	\$3,318.14			\$2,746.96	< \$4,000	
Q1-2	*SURVEY* PERCENTAGE OF CITIZENS RATING THE OVERALL MAINTENANCE OF CITY STREETS AS GOOD OR EXCELLENT		> 90%	32%	41%	40%		> 50%	
Q13-7	*SURVEY* PERCENTAGE OF CITIZENS RATING THE OVERALL QUALITY OF SNOW REMOVAL ON CITY STREETS AS GOOD OR EXCELLENT			56%	56%	54%		> 60%	
Q13-9	*SURVEY* PERCENTAGE OF CITIZENS RATING THE OVERALL QUALITY OF CITY'S STORM WATER MANAGEMENT AS GOOD OR EXCELLENT			53%	45%	47%		> 55%	
PUBLIC WORKS (UTILITIES)									
SURVEY QUESTION	ICMA 2018	INTERN 2018	FY19 GOAL	FY19 ACTUAL	NATIONAL AVG	REGIONAL AVG	ICMA 2020	FY20 GOAL	
	PERCENTAGE OF UTILITY WORK ORDERS COMPLETED WITHIN ONE BUSINESS DAY		> 85%	99.74%				> 95%	
	PERCENTAGE OF UTILITY LOCATES COMPLETED WITHIN REQUIRED TIMEFRAMES PER DIG SAFE		> 97%	100.00%				100%	
	NUMBER OF VIOLATIONS IN DRINKING WATER REGULATIONS AS REPORTED IN THE ANNUAL CCR		0	0				0	
Q1-4	*SURVEY* PERCENTAGE OF CITIZENS RATING THE OVERALL QUALITY OF WATER & SEWER UTILITIES AS GOOD OR EXCELLENT		> 80%	53%	65%	65%		> 70%	
SANITATION									
SURVEY QUESTION	ICMA 2018	INTERN 2018	FY19 GOAL	FY19 ACTUAL	NATIONAL AVG	REGIONAL AVG	ICMA 2020	FY20 GOAL	
Q1-11	*SURVEY* PERCENTAGE OF CITIZENS RATING THE OVERALL QUALITY OF SOLID WASTE SERVICES AS GOOD OR EXCELLENT			53%				> 55%	