FY19 Benchmarks by Department

ELECTED OFFICIALS ESTION	ICMA 2018	INTERN 2018	BUDGET DOC FY19 GOAL	10/31/2019 FY19 ACTUAL	NATIONAL AVC	REGIONAL AVG	ICMA 2020	RECOM FY20
SURVEY PERCENTAGE OF CITIZENS RATING THE OVERALL QUALITY OF LOCAL GOVERNMENT AS GOOD OR EXCELLENT	78%	70%	> 78%	45%	NATIONAL AVG	REGIONAL AVG	78%	> 7
SURVEY PERCENTAGE OF CITIZENS RATING THE OVERALL VALUE RECEVED FOR TAX DOLLARS SPENT AS GOOD OR EXCELLENT	7010	46%	> 70%	37%	38%	41%	7070	> !
ADMINISTRATION	70144 2010		EVIA CON	EVIO ACTUAL	NATIONAL AVC.	DECTONAL AVC	10141 2020	EVOO
STION PERCENTAGE OF RECORDS REQUESTS RESPONDED TO WITHIN THREE BUSINESS DAYS OF INITIAL REQUEST	ICMA 2018	INTERN 2018 97%	FY19 GOAL > 98%	FY19 ACTUAL 95.24%	NATIONAL AVG	REGIONAL AVG	ICMA 2020	FY20
NUMBER OF WORKER'S COMPENSATION CLAIMS THAT RESULTED IN CLAIMS PAYOUTS		5776	< 5	4				
SURVEY PERCENTAGE OF CITIZENS RATING THE OVERALL EFFECTIVENESS OF CITY COMMUNICATION AS GOOD OR EXCELLENT		65%	> 90%	49%	45%	57%		>
SURVEY PERCENTAGE OF CITIZENS RATING THE OVERALL QUALITY OF THE CITY'S WEBSITE AS GOOD OR EXCELLENT		72%	> 82%	53%	60%	59%		>
SURVEY PERCENTAGE OF CITIZENS RATING THE OVERALL QUALITY OF CITY SERVICES AS GOOD OR EXCELLENT		70%	> 70%	59%	50%	45%		>
POLICE								
ESTION	ICMA 2018	INTERN 2018	FY19 GOAL	FY19 ACTUAL	NATIONAL AVG	REGIONAL AVG	ICMA 2020	FY20
PERCENTAGE OF PROPERTY CRIMES CLEARED	26%	18.2%	> 65%	18.35%			28%	>
PERCENTAGE OF VIOLENT CRIMES CLEARED	59%		> 65%	81.25%			54%	>
AVERAGE TIME TO RESPOND TO PRIORITY CALLS (FROM DISPATCH TO ON-SCENE ARRIVAL)	4:32	70%	< 5:30 > 80%	4:46	76%	76%	4:46	<
SURVEY PERCENTAGE OF CITIZENS RATING THE OVERALL QUALITY OF POLICE SERVICES AS GOOD OR EXCELLENT		70%	> 80%	85%	/6%	/6%		>
ANIMAL SHELTER								
ESTION	ICMA 2018	INTERN 2018	FY19 GOAL		NATIONAL AVG	REGIONAL AVG	ICMA 2020	FY20
PERCENTAGE OF DOGS ADOPTED WITHIN 14 CALENDAR DAYS OF FIRST ELIGIBLE ADOPTION DATE			> 95%	81.82%	<u> </u>			
DEVELOPMENT								
DEVELOPMENT	ICMA 2018	INTERN 2018	FY19 GOAL	FY19 ACTUAL	NATIONAL AVG	REGIONAL AVG	ICMA 2020	FY20
AVERAGE NUMBER OF DAYS BETWEEN APPLICATION AND ISSUANCE FOR COMMERCIAL DEVELOPMENT PERMITS	27		< 27	17			34.3	<
AVERAGE NUMBER OF DAYS BETWEEN APPLICATION AND ISSUANCE FOR RESIDENTIAL DEVELOPMENT PERMITS	17		< 17	4			19.5	<
AVERAGE NUMBER OF DAYS BETWEEN REQUEST AND INSPECTION FOR COMMERCIAL DEVELOPMENT	1.4		< 2	1.7			1.8	
AVERAGE NUMBER OF DAYS BETWEEN REQUEST AND INSPECTION FOR RESIDENTIAL DEVELOPMENT	1.2		< 2	1.5			1.5	
AVERAGE NUMBER OF DAYS BETWEEN INSPECTION AND VOLUNTARY COMPLIANCE PERCENTAGE OF CODE ENFORCEMENT CASES RESOLVED THROUGH FORCED COMPLIANCE	38 11%		< 38	35.0			34 18%	<
FERCENTAGE OF CODE ENFORCEMENT CALL AND A DECEMPTION OF CODE COMPLEXANCE PROCESS AS GOOD OR EXCELLENT	1170		> 75%	35%			1070	
SURVEY PERCENTAGE OF CITIZENS RATING THE OVERALL ENFORCEMENT OF CITY CODES AND ORDINANCES AS GOOD OR EXCELLENT				49%	50%	54%		>
FINANCE	ICMA 2018	INTERN 2018	FY19 GOAL	FY19 ACTUAL	NATIONAL AVC	REGIONAL AVG	ICMA 2020	FY20
MOST RECENT GENERAL OBLIGATION CREDIT RATING OF VERY STRONG (AA-, AA, AA+) OR EXTREMELY STRONG (AAA)	1CMA 2010	INTERN 2010	≥ AA-	AA-	NATIONAL AVG	REGIONAL AVG	1CMA 2020	2
PERCENTAGE OF ON-TIME DEBT SERVICE PAYMENTS			100%	100%				10
NUMBER OF MATERIAL WEAKNESSES PLUS SIGNIFICANT DEFICIENCES NOTED IN PRIOR YEAR'S AUDIT			< 4	4				1
PERCENTAGE OF MONTHLY BANK RECONCILIATIONS COMPLETED WITHIN 15 CALENDAR DAYS OF MONTH-END		0.504	100%	75%	450/	520/		10
SURVEY PERCENTAGE OF CITIZENS RATING THE OVERALL QUALITY OF CUSTOMER SERVICE FROM CITY EMPLOYEES AS GOOD OR EXCELLENT PERCENTAGE OF UTLITY BILLING CUSTOMERS SIGNED UP FOR AUTO-DEBIT		86%	> 80%	68%	45%	52%		>
SENIOR CENTER ESTION	ICMA 2018	INTERN 2018	FY19 GOAL	FY19 ACTUAL	NATIONAL AVG	DECTONIAL AVC	ICMA 2020	FY20
PERCENTAGE INCREASE IN RENTALS OVER PRIOR YEAR	ICMA 2016	INTERN 2010	> 110%	96.30%	NATIONAL AVG	REGIONAL AVG	ICMA 2020	F120
PERCENTAGE OF OPERATING EXPENSES RECOUPED THROUGH RENTAL REVENUE								>
PARKS & RECREATION						DECTONIAL AVC	ICMA 2020	FY20
	TCMA 2019	TNTEDN 2019	EV10 COAL	EV10 ACTUAL			1CMA 2020	>
ESTION	ICMA 2018	INTERN 2018	FY19 GOAL > \$70	FY19 ACTUAL \$39.66	NATIONAL AVG \$78.69			
	ICMA 2018	INTERN 2018	FY19 GOAL > \$70 < \$6,500	FY19 ACTUAL \$39.66 \$3,539.37	\$78.69 \$3,174			< \$
ESTION OPERATING EXPENSE PER CAPITA FROM PRIOR YEAR'S NPRA AGENCY PERFORMANCE SURVEY OPERATING EXPENSE PER DEVELOPED PARK ACRE FROM PRIOR YEAR'S NPRA AGENCY PERFORMANCE SURVEY DEVELOPED PARK ACREAGE PER THOUSAND RESIDENTS FROM PRIOR YEAR'S NPRA AGENCY PERFORMANCE SURVEY	ICMA 2018	INTERN 2018	> \$70 < \$6,500 > 11.5	\$39.66 \$3,539.37 12.0	\$78.69			>
ESTION OPERATING EXPENSE PER CAPITA FROM PRIOR YEAR'S NPRA AGENCY PERFORMANCE SURVEY OPERATING EXPENSE PER DEVELOPED PARK ACRE FROM PRIOR YEAR'S NPRA AGENCY PERFORMANCE SURVEY DEVELOPED PARK ACREAGE PER THOUSAND RESIDENTS FROM PRIOR YEAR'S NPRA AGENCY PERFORMANCE SURVEY PERCENTAGE OF PARTICIPANTS IN PARKS & RECREATION PROGRAMMS RATING THEM AS SATISFACTORY	ICMA 2018	11.73	> \$70 < \$6,500 > 11.5 > 85%	\$39.66 \$3,539.37 12.0 78.87%	\$78.69 \$3,174 10.1			>
STION OPERATING EXPENSE PER CAPITA FROM PRIOR YEAR'S NPRA AGENCY PERFORMANCE SURVEY OPERATING EXPENSE PER DEVELOPED PARK ACRE FROM PRIOR YEAR'S NPRA AGENCY PERFORMANCE SURVEY DEVELOPED PARK ACREAGE PER THOUSAND RESIDENTS FROM PRIOR YEAR'S NPRA AGENCY PERFORMANCE SURVEY PERCENTAGE OF PARTICIPANTS IN PARKS & RECREATION PROGRAMS RATING THEM AS SATISFACTORY "SURVEY' LEVEL OF SATISFACTION WITH YOUTH RECREATION PROGRAMS	ICMA 2018	11.73 88%	> \$70 < \$6,500 > 11.5 > 85% > 88%	\$39.66 \$3,539.37 12.0 78.87% 49%	\$78.69 \$3,174 10.1 61%	59%		>
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