

**CITY OF DOVER**

**Year End Metrics**

<b>Department</b>	<b>Metric Title</b>	<b>FY2016 Total</b>	<b>FY2017 Total</b>	<b>FY2018 Total</b>	<b>FY2019 YTD</b>
Community Services	Engineering Service Calls Received During Year	15	14	43	21
Community Services	Engineering Work Orders Closed During Year	5	51	13	8
Community Services	Engineering Work Orders Remaining Open at Month End	3	79	326	5
Community Services	Engineering Work Orders Received During Year	10	64	19	11
Community Services	Engineering Service Calls Resolved During Year	1	6	96	16
Community Services	Facilities/Grounds Service Calls Received During Year	56	128	334	745
Community Services	Facilities/Grounds Service Calls Resolved During Year	55	60	328	741
Community Services	Facilities/Grounds Work Orders Received During Year	1,681	2,253	2,078	1,245
Community Services	Facilities/Grounds Work Orders Closed During Year	999	1,381	1,029	1,109
Community Services	Facilities/Grounds Work Orders Remaining Open at Month End	682	832	800	136
Community Services	Facilities/Grounds Burials Handled - Traditional	35	46	27	11
Community Services	Facilities/Grounds Burials Handled - Cremation	59	38	51	28
Community Services	Community Services - Annual / Personal Leave Hours Used	11,724	12,661	12,266	8,076
Community Services	Community Services - Sick Leave Hours Used	3,492	3,417	3,873	2,531
Community Services	Community Services - Disability Leave Hours Used	1,997	2,516	2,100	940
Community Services	Community Services - Comp Time Hours Used	1,784	2,399	2,496	1,001
Community Services	Community Services - Other Leave Hours Used	6,436	5,811	6,053	5,131
Community Services	Recycling/Solid Waste- Service Calls Received During Year	251	201	355	291
Community Services	Recycling/Solid Waste - Service Calls Resolved During Year	155	150	317	290
Community Services	Recycling/Solid Waste - Work Orders Received During Year	23	15	1	15
Community Services	Recycling/Solid Waste - Work Orders Closed During Year	5	4	1	15
Community Services	Recycling/Solid Waste - Work Orders Remaining Open at Month End	18	11	0	0
Community Services	Recycling/Solid Waste - Trash Collected in Tons	4,184	4,158	4,373	2,225
Community Services	Recycling/Solid Waste - Paper Collected in Tons	1,421	1,454	1,425	676
Community Services	Recycling/Solid Waste - Commingles Collected in Tons	1,162	1,176	1,166	553
Community Services	Streets/Stormwater - Service Calls Received During Year	409	609	687	386
Community Services	Streets/Stormwater - Service Calls Resolved During Year	331	416	524	314
Community Services	Streets/Stormwater - Work Orders Received During Year	537	599	506	616
Community Services	Streets/Stormwater - Work Orders Closed During Year	528	481	629	566
Community Services	Streets/Stormwater - Work Orders Remaining Open at Month End	8	141	114	50

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Community Services	Streets/Stormwater - Number of Snow/Ice Control Activities	16	44	40	15
Community Services	Wastewater - Work Orders Received During Year	4,346	4,090	4,000	2,362
Community Services	Wastewater - Biosolids Processed - Wet Tons	3,208	2,596	3,121	1,745
Community Services	Wastewater - Septage Received in Gallons	318,350	282,500	309,150	249,450
Community Services	Wastewater - Wastewater Treated/Discharged - Million Gallons	935	953	927	606
Community Services	Wastewater - Wastewater Treated/Discharged - Average Daily Flow in Million	2.54	2.42	3.9	3.7
Community Services	Wastewater - Wastewater Highest Daily Flow - Million Gallons	6.83	7.84	4.71	8.95
Community Services	Water/Sewer - Service Calls Received During Year	203	271	285	243
Community Services	Water/Sewer - Service Calls Resolved During Year	168	240	343	199
Community Services	Water/Sewer - Work Orders Received During Year	1,167	1,113	1,744	1,031
Community Services	Water/Sewer - Work Orders Closed During Year	949	777	1,549	963
Community Services	Water/Sewer - Work Orders Remaining Open at Month End	198	431	195	128
Community Services	Water/Sewer - Water Gallons Pumped - Total	874,238,000	680,027,680	762,118,000	419,318,000
Community Services	Water/Sewer - Water Gallons Pumped - Million Gallon Average Per Day	2.39	2.07	2.00	1.90
Executive	Dover Labor Force	17,868	18,118	18,309	18,787
Executive	Unemployment Rate - Dover	2.5	2.3	2.3	1.9
Executive	Unemployment Rate - Strafford County	2.7	2.5	2.4	2.1
Executive	Unemployment Rate - State of NH	3.1	2.8	2.7	2.3
Executive	Unemployment Rate - National	5.0	4.7	4.1	3.7
Executive	Human Resources - Average Number of Employees Paid	347	362	362	360
Executive	Human Resources - Number of Full Time Positions Posted	20	14	26	17
Executive	Human Resources - Number of Part Time Positions Posted	23	20	18	6
Executive	Human Resources - Paid Advertising Cost for Positions Posted	\$8,320	\$5,037	\$2,400	\$1,485
Executive	Human Resources - Number of Employment Separations - Voluntary	44	46	59	30
Executive	Human Resources - Number of New Hires	75	66	59	35
Executive	Human Resources - Disability Leave Hours Used	0	0	110	108
Executive	Human Resources - Number of Work Comp Claims Reported	34	44	39	13
Executive	Human Resources - Number of Employment Separations - Involuntary	3	1	1	1
Executive	Human Resources - Comp Time Hours Used	0	0	2	3
Executive	Human Resources - Annual / Personal Leave Hours Used	1,830	2,263	2,428	1,748

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Executive	Human Resources - Sick Leave Hours Used	169	291	486	324
Executive	Human Resources - Disability Leave Hours Used	0	0	0	108
Executive	Human Resources - Other Leave Hours Used	908	1,097	770	1,032
Executive	Human Resources - Employment Applications Received - Full Time Positions	147	309	976	1,048
Executive	Human Resources - Employment Applications Received - Part Time Positions	41	432	437	128
Executive	Information Technology - Visitors to Website	744,214	1,058,064	1,191,033	732,491
Executive	Information Technology - Email Processed Less Spam	729,132	736,110	797,806	465,220
Executive	Media Services - Dover Download Sent	60	60	60	35
Executive	Information Technology - Work Orders Received During Year	1,082	1,305	1,134	759
Executive	Information Technology - DoverNet Municipal Wireless Average # of Clients	51	116	147	169
Executive	Information Technology - DoverNet Public Wireless Average # of Clients	184	229	207	207
Executive	Legal - Right to Know Requests Processed	66	70	95	19
Executive	Legal - Contracts Created	113	121	134	74
Executive	Legal - Contracts/Documents Reviewed	152	131	134	67
Executive	Legal - Resolutions Created	58	39	67	19
Executive	Legal - Ordinances Created	30	12	10	8
Executive	Media Services - Dover Communications - Total Views	91,876	100,865	121,138	79,629
Executive	Media Services - Visitor Views - Dover Video	279,366	435,975	540,458	374,679
Executive	Media Services - Announcements to Website, Email & Social Media	1,057	1,035	1,996	1,660
Executive	Media Services - Videos Posted	241	371	343	261
Executive	Media Services - Dover Communications - Press Releases	241	330	407	275
Executive	Media Services - Dover Communications - All lists, Active Contacts	54,587	66,977	75,282	48,620
Executive	Media Services - Average # of Subscribers - City Facebook	1,557	2,110	3,009	3,868
Executive	Media Services - Average # of Subscribers - City Twitter	960	1,200	1,463	1,666
Executive	Media Services - Dover Communications - Facebook	191	588	990	684
Executive	Media Services - Dover Communications - Twitter	216	537	866	630
Finance	Assessing - Property Inspections	1,471	1,659	1,572	1,670
Finance	Assessing - Registry Deeds	1,009	1,023	1,023	646
Finance	Assessing - Registry Mortgages	1,162	1,228	1,150	633
Finance	Assessing - Registry Foreclosures	21	19	9	7

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Finance	City Clerk/Tax - Death Certificates Issued	3,480	3,259	3,205	1,822
Finance	City Clerk/Tax - Marriage Licenses Issued	282	219	247	174
Finance	City Clerk/Tax - Birth Certificates Issued	2,586	2,532	2,579	1,494
Finance	City Clerk/Tax - Marriage Certificates/Copies Issued	547	587	634	416
Finance	City Clerk/Tax - Notary Public Requests	322	429	505	247
Finance	City Clerk/Tax - Justice of Peace Requests	109	73	87	63
Finance	City Clerk/Tax - Vehicle Registrations - Office	23,698	24,969	23,919	14,423
Finance	City Clerk/Tax - Vehicle Registrations - Online	4,542	4,321	4,576	2,335
Finance	City Clerk/Tax - Vehicle Registrations - Mailed In	3,014	3,335	3,850	1,954
Finance	Finance - Comp Time Hours Used	297	231	235	123
Finance	Finance - Annual / Personal Leave Hours Used	3,244	3,473	3,328	1,245
Finance	Finance - Sick Leave Hours Used	612	898	1,096	737
Finance	Finance - Disability Leave Hours Used	0	0	116	0
Finance	Finance - Other Leave Hours Used	1,964	2,220	2,043	1,676
Finance	Finance - Purchase Orders - Under \$1,000	6,827	6,599	6,345	3,722
Finance	Finance - Purchase Orders - \$1,000 to \$4,999	886	831	878	593
Finance	Finance - Purchase Orders - \$5,000 to \$9,999	164	142	137	114
Finance	Finance - Purchase Orders - \$10,000 to \$24,999	122	90	94	83
Finance	Finance - Purchase Orders - \$25,000 and Over	147	127	119	132
Finance	Finance - Bids/RFQ's - Number Posted	100	73	86	41
Finance	Finance - Accident Reports - Property	33	44	38	20
Finance	Finance - Accident Reports - Liability	48	58	89	39
Finance	Finance - Accident Reports - Auto	36	45	47	24
Finance	Utility Billing - Industrial Records Billed Annually	9,064	7,458	6,743	5,457
Finance	Utility Billing - Residential Records Billed Annually	31,699	40,127	33,033	24,447
Finance	Utility Billing - Work Orders - Final Meter Reads	478	492	528	317
Finance	Utility Billing - Work Orders - Stopped Meter Reads	385	600	847	368
Finance	Utility Billing - Work Orders - Installed New Meters	103	71	93	45
Finance	Utility Billing - Work Orders - On/Off Water Service	154	173	152	58
Fire & Rescue	Inspection Services - Life Safety	641	684	859	552

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Fire & Rescue	Inspection Services - Business	82	239	177	62
Fire & Rescue	Inspection Services - Sprinkler/Alarm	384	260	360	254
Fire & Rescue	Inspection Services - Building	1,433	1,192	1,337	975
Fire & Rescue	Inspection Services - Electrical	1,568	1,396	1,412	844
Fire & Rescue	Inspection Services - Plumbing/Mechanical	1,776	1,678	2,024	1,329
Fire & Rescue	Inspection Services - Blasting	1	11	0	0
Fire & Rescue	Inspection Services - Health	518	538	542	396
Fire & Rescue	Inspection Services - School / Daycare	103	120	172	88
Fire & Rescue	Inspection Services - Oil Burner	24	18	31	12
Fire & Rescue	Inspection Services - Woodstove/Fireplace	10	5	2	29
Fire & Rescue	Inspection Services - Burn Permits Issued	1,325	1,142	1,126	203
Fire & Rescue	Inspection Services - Blasting Permits Issued	10	11	5	1
Fire & Rescue	Inspection Services - Building Permits Issued	461	537	579	329
Fire & Rescue	Inspection Services - Certificate of Occupancy Permits Issued	105	127	283	134
Fire & Rescue	Inspection Services - Monthly Permit New Construction Value	\$58,563,734	\$119,846,545	\$82,308,880	\$56,705,547
Fire & Rescue	Inspection Services - Value of New Commercial/Industrial Construction	\$24,610,493	\$46,400,489	\$23,817,678	\$34,027,556
Fire & Rescue	Inspection Services - Value of New Residential Construction	\$16,308,300	\$16,929,050	\$25,720,975	\$9,484,312
Fire & Rescue	Inspection Services - Value of New Residential Construction: Alterations	\$7,321,707	\$8,359,425	\$25,600,077	\$7,800,215
Fire & Rescue	Inspection Services - Average Business Days from Building Permit App Submit	11	13	10	14
Fire & Rescue	Inspection Services - Average Business Days from Electrical Permit App Submit	5	9	7	14
Fire & Rescue	Inspection Services - Average Business Days from Plumbing Permit App Submit	5	9	7	14
Fire & Rescue	Inspection Services - Number of Complaints Received	49	33	37	8
Fire & Rescue	Inspection Services - Value of Commercial/Industrial Construction: Alterations	\$5,503,696	\$14,862,709	\$7,416,928	\$9,182,383
Fire & Rescue	Inspection Services - Number of Overtime Hours Worked	124	0	310	219
Fire & Rescue	Fire & Rescue - Calls for Fires	146	138	144	65
Fire & Rescue	Fire & Rescue - Calls for Medical Emergency	2,810	3,264	3,365	1,858
Fire & Rescue	Fire & Rescue - Calls for Hazardous Conditions	151	257	348	136
Fire & Rescue	Fire & Rescue - Calls for Miscellaneous Other	237	437	533	194
Fire & Rescue	Fire & Rescue - Calls for Lock Outs	501	575	531	241
Fire & Rescue	Fire & Rescue - Calls for False/Good Intent	656	803	892	500

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Fire & Rescue	Fire & Rescue - Calls for Mutual Aid - Ambulance Service Given	84	63	94	48
Fire & Rescue	Fire & Rescue - Calls for Mutual Aid - Ambulance Service Received	54	57	84	56
Fire & Rescue	Fire & Rescue - Calls for Mutual Aid - Fire Service Given	38	37	24	16
Fire & Rescue	Fire & Rescue - Calls for Mutual Aid - Fire Service Received	12	9	25	5
Fire & Rescue	Fire & Rescue - Simultaneous Emergency Incidents	976	1,279	1,653	881
Fire & Rescue	Fire & Rescue - 3 or More Simultaneous Emergency Incidents	180	213	360	179
Fire & Rescue	Fire & Rescue - Patients Transported to Area Hospitals	2,419	1,854	2,534	1,576
Fire & Rescue	Fire & Rescue - Number of Overtime Hours Worked	15,807	21,787	23,972	14,400
Fire & Rescue	Fire & Rescue - Comp Time Hours Used	106	403	228	167
Fire & Rescue	Fire & Rescue - Annual / Personal Leave Hours Used	12,159	11,999	11,272	8,210
Fire & Rescue	Fire & Rescue - Sick Leave Hours Used	4,455	4,893	5,545	3,500
Fire & Rescue	Fire & Rescue - Disability Leave Hours Used	907	1,550	2,140	2,490
Fire & Rescue	Fire & Rescue - Other Leave Hours Used	1,113	1,775	1,144	622
Planning	Planning - Code Complaints Resolved	10	10	2	5
Planning	Planning - Code Complaints Reviewed	12	18	7	16
Planning	Planning - Code Complaints Resolved for Signs	12	22	1	9
Planning	Planning - Code Complaints Reviewed for Signs	11	27	0	9
Planning	Planning - Conditional Use Permit - Environmental	9	7	24	9
Planning	Planning - Conditional Use Permit - Non-Environmental	4	12	8	8
Planning	Planning - Lot Line Adjustments	7	3	17	5
Planning	Planning - Lot Merger Application	1	0	2	0
Planning	Planning - Lot Restoration Application	2	6	0	2
Planning	Planning - Permits, Accessory Dwelling Units	28	7	5	4
Planning	Planning - Permits, Customary Home Occupation	2	3	0	4
Planning	Planning - Permits, Extraction	0	2	0	0
Planning	Planning - Permits, Signs - Permanent	48	41	45	38
Planning	Planning - Permits, Signs - Temporary	8	15	4	3
Planning	Planning - New Homeowner Letters	366	646	82	0
Planning	Planning - Site Plan # of units created	146	64	228	218
Planning	Planning - Site Plan SF of buildings	377,274	144,510	64,397	23,800

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Planning	Planning - Site Plan SF of Impervious Coverage	549,589	257,630	48,745	138,633
Planning	Planning - Site Plans Approved	9	2	8	8
Planning	Planning - Subdivision # of lots created	22	15	24	25
Planning	Planning - Subdivision Plans Approved	3	4	6	6
Planning	Planning - Waiver, Amendments to Approved Plan Granted	2	0	4	4
Planning	Planning - Waiver, Amendments to Approved Plan Requested	2	0	4	5
Planning	Planning - Waiver, Extensions to Approved Plan Granted	1	1	2	1
Planning	Planning - Waiver, Extensions to Approved Plan Requested	1	0	2	1
Planning	Planning - Waiver, Impact Fee Granted	3	0	0	0
Planning	Planning - Waiver, Impact Fee Requested	4	0	0	0
Planning	Planning - Waiver, Site Plan Granted	16	0	0	0
Planning	Planning - Waiver, Site Plan Requested	18	0	0	0
Planning	Planning - Waiver, Lot Line Plan Granted	1	0	0	0
Planning	Planning - Waiver, Lot Line Plan Requested	1	0	0	0
Planning	Planning - Waiver, Subdivision Plan Granted	4	0	0	0
Planning	Planning - Waiver, Subdivision Plan Requested	5	0	0	0
Planning	Planning - Zoning Amendment Granted	1	1	0	0
Planning	Planning - Zoning Amendment Requested	2	3	0	0
Planning	Planning - Zoning Board Appeal of Administrative Decision	2	0	1	1
Planning	Planning - Zoning Board Equitable Waivers	1	1	0	0
Planning	Planning - Zoning Board Special Exceptions	1	0	1	1
Planning	Planning - Zoning Board Variances - Dimensional	11	10	8	4
Planning	Planning - Zoning Board Variances - Use	2	9	6	10
Planning	Planning - CDBG Applications Received	13	10	13	13
Planning	Planning - Comp Time Hours Used	0	0	0	0
Planning	Planning - Annual / Personal Leave Hours Used	636	1,047	989	618
Planning	Planning - Sick Leave Hours Used	92	290	369	307
Planning	Planning - Disability Leave Hours Used	8	0	240	0
Planning	Planning - Other Leave Hours Used	636	676	740	554
Police	Police - Animal Investigations	353	209	258	226

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Police	Police Dispatch - Telephone Calls	96,831	88,879	95,730	57,016
Police	Police Dispatch - Telephone Calls 911	4,965	4,616	4,628	2,980
Police	Police Dispatch - Facility Walk In Visits	4,549	4,179	4,493	2,650
Police	Police Dispatch - Calls for Service - Police Only	30,568	29,436	27,490	17,170
Police	Police Dispatch - Calls for Service - Fire Only	4,613	4,676	4,899	2,948
Police	Police Dispatch - Calls for Service - Police & Fire	838	803	930	598
Police	Police Dispatch - Calls for Service - All Other	402	422	456	280
Police	Police Dispatch - Radio Transmissions	158,324	138,685	139,163	92,099
Police	Police - Non-Motor Vehicle Arrests - Total	820	675	619	382
Police	Police - Non- Motor Vehicle Summons - Total	125	68	64	37
Police	Police - Non-Motor Vehicle Arrests - Adult	821	671	639	372
Police	Police - Non-Motor Vehicle Arrests - Juvenile	54	65	34	31
Police	Police - Total Motor Vehicle Violation - Warnings	12,592	10,928	9,218	5,518
Police	Police - Total Motor Vehicle Violation - Summons	1,581	1,780	1,130	543
Police	Police - Motor Vehicle Violation - Speed Summons	471	275	180	180
Police	Police - Motor Vehicle Violation - Speed Warnings	4,907	4,362	3,237	3,237
Police	Police - Motor Vehicle Violation - Child Restraints	13	14	6	4
Police	Police - Motor Vehicle Violation - Driving After Revocation / Suspension	153	157	109	60
Police	Police - Motor Vehicle Violation - Equipment	2,062	1,730	1,756	1,277
Police	Police - Motor Vehicle Violation - Misuse/Fail to Display Plates	221	255	318	231
Police	Police - Motor Vehicle Violation - Operating Without Valid License	37	46	66	27
Police	Police - Motor Vehicle Violation - Solid/Yellow Line	157	64	51	12
Police	Police - Motor Vehicle Violation - Stop/Yield Sign	774	669	573	304
Police	Police - Motor Vehicle Violation - Traffic Light	727	523	454	226
Police	Police - Motor Vehicle Violation - Uninspected	1,123	1,041	798	235
Police	Police - Motor Vehicle Violation - Unregistered	287	304	363	264
Police	Police - Motor Vehicle Violation - All Other	2,434	2,167	1,757	1,030
Police	Police - Alarm Line Responses	1,033	1,135	1,309	1,142
Police	Police - Car Safety Seat Inspections	92	94	124	66
Police	Police - Court: Adult Arraignments	848	607	624	305

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Police	Police - Court: Adult Trials	5	8	5	10
Police	Police - Court: Hearings	297	437	362	177
Police	Police - Part 1: Crimes Reported - Murder, Nonnegligent, Manslaughter	0	1	1	1
Police	Police - Part 1: Crimes Reported - Rape	12	19	9	5
Police	Police - Part 1: Crimes Reported - Robbery	7	7	2	7
Police	Police - Part 1: Crimes Reported- Assault	120	135	127	81
Police	Police - Part 1: Crimes Reported - Burglary Total:	47	41	29	17
Police	Police - Part 1: Crimes Reported - Larceny/Theft	450	358	305	231
Police	Police - Part 1: Crimes Reported - Auto Theft Total:	12	7	13	7
Police	Police - Part 1: Crimes Reported - Arson	5	4	2	5
Police	Police - Part 2: Crimes Reported - Fraud	104	96	90	37
Police	Police - Part 2: Crimes Reported - Stolen Property	69	8	9	11
Police	Police - Part 2: Crimes Reported - Criminal Mischief Total:	211	191	146	113
Police	Police - Part 2: Crimes Reported - Weapons Possession	6	4	1	2
Police	Police - Part 2: Crimes Reported - Sex Offenses	18	18	22	5
Police	Police - Part 2: Crimes Reported - Drug Offenses	84	79	50	26
Police	Police - Part 2: Crimes Reported - Driving While Intoxicated	106	88	91	46
Police	Police - Part 2: Crimes Reported - Liquor Laws	23	26	34	13
Police	Police - Part 2: Crimes Reported - All Other Offenses	495	422	410	265
Police	Police - Motor Vehicle Accidents - Injury Total:	55	55	63	41
Police	Police - Motor Vehicle Accidents - Fatal	0	0	1	2
Police	Police - Non-Criminal - Disturbances Total:	1,229	1,188	1,246	768
Police	Police - Non-Criminal - Domestic	410	390	415	282
Police	Police - Non-Criminal - Missing Persons Total:	83	90	69	42
Police	Police - Non-Criminal - Suspicious Activity Total:	271	229	252	155
Police	Police - Non-Criminal - Death Total:	58	59	47	50
Police	Police - Non-Criminal - Police Information, including Crimeline Total:	501	416	554	340
Police	Police - Non-Criminal - Welfare Check Total:	395	387	486	305
Police	Police - Non-Criminal - Police Assistance	900	847	846	471
Police	Police - Number of Calls - Priority 1	1,921	1,952	2,053	1,377

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Police	Police - Number of Calls - Priority 2	1,382	1,227	1,203	717
Police	Police - Number of Calls - Priority 3	5,983	5,565	6,368	3,784
Police	Police - Number of Calls - Priority 4	7,631	7,846	8,338	5,197
Police	Police - Number of Overtime Hours Worked	7,533	6,602	9,677	3,759
Police	Police - K-9 Unit Call Outs	2	7	30	21
Police	Police - Collision Investigation Team Call Outs	1	2	1	1
Police	Police - Special Detail Hours	6,047	6,691	5,332	3,132
Police	Police - Number of Police Emergency Calls Responded to In Under 6 Minutes	522	691	691	473
Police	Police - Comp Time Hours Used	282	1,218	1,319	834
Police	Police - Annual / Personal Leave Hours Used	12,327	13,526	13,656	8,296
Police	Police - Sick Leave Hours Used	2,015	2,220	2,208	1,455
Police	Police - Disability Leave Hours Used	702	68	806	850
Police	Police - Other Leave Hours Used	2,267	2,260	1,323	1,973
Police	Police - Part One Crimes Total:	653	572	488	354
Police	Police - Part Two Crimes Total:	1,118	980	917	546
Police	Police - Non-Criminal - Death: Untimely	33	38	37	40
Police	Police - Non-Criminal - Death: Suicide	7	16	8	12
Police	Police - Motor Vehicle Accidents -Total:	1,054	968	1,185	709
Police	Police - Part 1: Crimes Reported - Burglary: Residence	38	31	19	8
Police	Police - Part 1: Crimes Reported - Burglary: Non Residence	12	10	10	9
Police	Police - Non-Criminal - Other Disturbances	440	207	262	148
Police	Parking Tickets Issued - Total	9,091	8,942	10,802	5,236
Police	Parking Tickets - Winter Restriction	1,354	848	934	1
Police	Parking Tickets - Handicapped Violation	2	92	79	44
Police	Parking Meters - Number of Transactions	401,675	421,698	449,083	269,901
Police	Parking Meters - Revenue	\$727,969	\$831,413	\$593,463	\$369,047
Police	Parking Meters - Days of Use	254	248	250	145
Police	Parking Permits Issued - Business	4,580	5,344	5753	3523
Police	Police - Community Service Program Juveniles Tracked	41	64	84	35
Police	Police - Community Service Program - Hours Worked Off	166	163	98	49

Metrics are approximate based on various factors.

**CITY OF DOVER**

**Year End Metrics**

<b>Department</b>	<b>Metric Title</b>	<b>FY2016 Total</b>	<b>FY2017 Total</b>	<b>FY2018 Total</b>	<b>FY2019 YTD</b>
Police	Police - Criminal Record Requests	592	596	441	329
Police	Police - Police Case Reports Processed	16,838	22,001	20,656	9,269
Police	Police - Teen Center Attendance	4,998	6,757	5,478	3,205
Police	Police - Teen Center Days of Operation	220	243	207	128
Police	Police - Dover Court Diversion Active Cases	46	44	22	8
Public Library	Public Library - Website Page views	196,585	190,958	377,475	297,417
Public Library	Public Library - New Cardholders	1,739	1,915	1,593	1,043
Public Library	Public Library - Active Cardholders Total	17,049	16,626	14,984	14,586
Public Library	Public Library - Public Meetings Held	1,648	1,125	1,731	946
Public Library	Public Library - Audio, Ebook, Video and Music Downloads	26,962	31,474	34,170	24,093
Public Library	Public Library - Internet/PC Users (incl. Wi-Fi)	37,539	66,726	58,982	36,389
Public Library	Public Library - Museum Passes Borrowed	1,309	1,353	1,356	690
Public Library	Public Library - Holds Filled	14,345	16,068	16,329	8,458
Public Library	Public Library - Program Attendance	13,229	16,423	19,308	10,837
Public Library	Public Library - Programs Offered	513	675	759	427
Public Library	Public Library - Facility Walk In Visits	178,548	181,777	179,805	109,420
Public Library	Public Library - Facility Average Walk In Visits Per Day	6,427	555	542	564
Public Library	Public Library - Intra/Inter Library Loans Sent & Received	5,176	5,885	5,881	3,310
Public Library	Public Library - Days of Operation	335	329	333	189
Public Library	Public Library - Circulation - Total	282,653	289,887	279,124	163,354
Public Library	Public Library - Posts to Blog	71	65	62	39
Public Library	Public Library - Blog Readers	279	140	1,464	874
Public Library	Public Library - Posts to Facebook	879	897	818	516
Public Library	Public Library - Followers on Facebook	1,832	2,185	2,534	2,879
Public Library	Public Library - Posts to Twitter	403	513	509	340
Public Library	Public Library - Followers on Twitter	682	815	926	975
Public Library	Public Library - Posts to Pinterest	603	346	162	118
Public Library	Public Library - Followers on Pinterest	1,185	1,301	1,371	1,321
Public Library	Public Library - Posts to Instagram	213	290	205	114
Public Library	Public Library - Followers on Instagram	537	925	1,129	1,272

Metrics are approximate based on various factors.

**CITY OF DOVER**

**Year End Metrics**

<b>Department</b>	<b>Metric Title</b>	<b>FY2016 Total</b>	<b>FY2017 Total</b>	<b>FY2018 Total</b>	<b>FY2019 YTD</b>
Public Library	Public Library - Press Releases	39	65	65	39
Public Library	Public Library - Subscribers to E-Newsletter	2,693	3,198	3,702	4,048
Public Library	Public Library - Circulation - Adult	155,643	154,877	144,219	81,925
Public Library	Public Library - Circulation - Children	100,003	105,239	100,735	57,336
Public Library	Public Library - Annual / Personal Leave Hours Used	2,447	2,412	2,462	1,275
Public Library	Public Library - Comp Time Hours Used	0	0	13	0
Public Library	Public Library - Disability Leave Hours Used	322	0	0	0
Public Library	Public Library - Other Leave Hours Used	1,512	1,363	1,361	1,172
Public Library	Public Library - Sick Leave Hours Used	366	610	626	434
Public Welfare	Public Welfare Annual / Personal Leave Hours Used	356	408	412	284
Public Welfare	Public Welfare Comp Time Hours Used	0	0	0	0
Public Welfare	Public Welfare Disability Leave Hours Used	154	0	0	0
Public Welfare	Public Welfare Sick Leave Hours Used	126	70	96	67
Public Welfare	Public Welfare Other Leave Hours Used	204	219	238	110
Public Welfare	Public Welfare Contacts	666	3,356	2,960	1,583
Public Welfare	Public Welfare Number of Active Cases - Yearly Average	94	99	71	54
Public Welfare	Public Welfare Case Expenditures	\$407,749	\$433,949	\$305,110	\$117,066
Public Welfare	Public Welfare Number of New Cases	148	116	82	27
Public Welfare	Public Welfare Individuals Served - Yearly Average	227	227	207	224
Recreation	Arena Attendance - Public Skate	5,810	6,417	5,833	4,947
Recreation	Arena Attendance - Rock Night	5,534	5,078	4,655	2,512
Recreation	Arena Reservations - Birthday Parties	18	13	16	11
Recreation	Gym Attendance - Open Gym	28,561	24,694	25,179	16,603
Recreation	Gym Reservations - Common Area	501	431	441	254
Recreation	Gym Reservations - Birthday Parties	0	1	0	0
Recreation	Recreation Annual / Personal Leave Hours Used	1,715	2,568	2,609	2,131
Recreation	Recreation Comp Time Hours Used	0	0	0	0
Recreation	Recreation Disability Leave Hours Used	0	140	24	0
Recreation	Recreation Sick Leave Hours Used	552	422	581	393
Recreation	Recreation Other Leave Hours Used	1,244	1,254	1,578	1,201

Metrics are approximate based on various factors.

**CITY OF DOVER****Year End Metrics**

<b>Department</b>	<b>Metric Title</b>	<b>FY2016 Total</b>	<b>FY2017 Total</b>	<b>FY2018 Total</b>	<b>FY2019 YTD</b>
Recreation	Pool Reservations - Birthday Parties	15	22	12	3
Recreation	Senior Center Membership - Renewals	521	548	603	256
Recreation	Senior Center Membership - New	209	205	201	111
Recreation	Senior Center Attendance - Trips	832	790	898	422
Recreation	Senior Center Attendance - Daily Game/Class Participants	14,791	12,753	12,834	8,055

Metrics are approximate based on various factors.