

CITY OF DOVER

Year End Metrics

Department	Division	Metric Title	FY2016 Total	FY2017 Total	FY2018 YTD
Community Services	Engineering	Engineering Service Calls - # Unresolved at Month End	10	11	7
Community Services	Engineering	Engineering Service Calls - Carried Over from Prior Months	760	901	551
Community Services	Engineering	Service Calls - Total Received During Month	15	14	22
Community Services	Engineering	Work Orders - Closed During Month	5	51	8
Community Services	Engineering	Work Orders - Remaining Open at Month End	3	79	212
Community Services	Engineering	Work Orders - Carried Over from Prior Month(s)	650	877	212
Community Services	Engineering	Work Orders - Total Received During Month	10	64	11
Community Services	Engineering	Service Calls - Resolved During Month	1	6	89
Community Services	Facilities/Grounds	Service Calls - Total Received During Month	56	128	33
Community Services	Facilities/Grounds	Service Calls - Resolved During Month	55	60	28
Community Services	Facilities/Grounds	Service Calls - Unresolved at Month End	0	68	5
Community Services	Facilities/Grounds	Service Calls - Carried Over from Prior Month(s)	71	569	133
Community Services	Facilities/Grounds	Work Orders - Total Received During Month	1,681	2,253	1,203
Community Services	Facilities/Grounds	Work Orders - Closed During Month	999	1,381	401
Community Services	Facilities/Grounds	Work Orders - Remaining Open at Month End	682	832	602
Community Services	Facilities/Grounds	Work Orders Carried Over from Prior Month(s)	3,577	7,159	7,248
Community Services	Facilities/Grounds	Burials - Traditional	35	46	16
Community Services	Facilities/Grounds	Burials - Cremation	59	38	29
Community Services	Operations	Annual / Personal Leave Hours Used	11,724	12,661	8,209
Community Services	Operations	Sick Leave Hours Used	3,492	3,417	2,245
Community Services	Operations	Disability Leave Hours Used	1,997	2,516	388
Community Services	Operations	Comp Time Hours Used	1,784	2,399	1,245
Community Services	Operations	Other Leave Hours Used	6,436	5,811	4,297
Community Services	Recycling/Solid Waste	Service Calls - Total Received During Month	251	201	251
Community Services	Recycling/Solid Waste	Service Calls - Resolved During Month	155	150	221
Community Services	Recycling/Solid Waste	Service Calls - Unresolved at Month End	113	70	30
Community Services	Recycling/Solid Waste	Service Calls - Carried Over from Prior Month(s)	686	540	71
Community Services	Recycling/Solid Waste	Work Orders - Total Received During Month	23	15	0

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Department	Division	Metric Title	FY2016 Total	FY2017 Total	FY2018 YTD
Community Services	Recycling/Solid Waste	Work Orders - Closed During Month	5	4	0
Community Services	Recycling/Solid Waste	Work Orders - Remaining Open at Month End	18	11	0
Community Services	Recycling/Solid Waste	Work Orders Carried Over from Prior Month(s)	101	139	4
Community Services	Recycling/Solid Waste	Trash Collected - Tons	4,184	4,158	2,599
Community Services	Recycling/Solid Waste	Paper Collected - Tons	1,421	1,454	878
Community Services	Recycling/Solid Waste	Commingles Collected - Tons	1,162	1,176	718
Community Services	Streets/Stormwater	Service Calls - Total Received During Month	409	609	347
Community Services	Streets/Stormwater	Service Calls - Resolved During Month	331	416	263
Community Services	Streets/Stormwater	Service Calls - Unresolved at Month End	78	158	84
Community Services	Streets/Stormwater	Service Calls - Carried Over from Prior Month(s)	255	891	324
Community Services	Streets/Stormwater	Work Orders - Total Received During Month	537	599	454
Community Services	Streets/Stormwater	Work Orders - Closed During Month	528	481	366
Community Services	Streets/Stormwater	Work Orders - Remaining Open at Month End	8	141	86
Community Services	Streets/Stormwater	Work Orders Carried Over from Prior Month(s)	34	268	381
Community Services	Streets/Stormwater	Number of Snow/Ice Control Activities	16	44	22
Community Services	Wastewater	Work Orders - Total Received During Month	4,346	4,090	2,459
Community Services	Wastewater	Biosolids Processed - Wet Tons	3,208	2,596	1,769
Community Services	Wastewater	Septage Received - Gallons	318,350	282,500	179,150
Community Services	Wastewater	Wastewater Treated/Discharged - Million Gallons	935	953	475
Community Services	Wastewater	Wastewater Treated/Discharged - Average Daily Flow in Million Gallons	2.54	2.42	2.25
Community Services	Wastewater	Wastewater Highest Daily Flow - Million Gallons	6.83	7.84	4.71
Community Services	Water/Sewer	Service Calls - Total Received During Month	203	271	28
Community Services	Water/Sewer	Service Calls - Resolved During Month	168	240	202
Community Services	Water/Sewer	Service Calls - Unresolved at Month End	87	31	16
Community Services	Water/Sewer	Service Calls - Carried Over from Prior Month(s)	262	235	114
Community Services	Water/Sewer	Work Orders - Total Received During Month	1,167	1,113	895
Community Services	Water/Sewer	Work Orders - Closed During Month	949	777	767
Community Services	Water/Sewer	Work Orders - Remaining Open at Month End	198	431	128

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Community Services	Water/Sewer	Work Orders Carried Over from Prior Month(s)	1,825	2,915	1,779
Community Services	Water/Sewer	Water Gallons Pumped - Total	874,238,000	680,027,680	460,940,000
Community Services	Water/Sewer	Water Gallons Pumped - Million Gallon Average Per Day	2.39	2.07	2.15
Executive	Economic Development	Dover Labor Force	17,868	18,118	18,113
Executive	Economic Development	Unemployment Rate - Dover	2.5	2.3	2.10
Executive	Economic Development	Unemployment Rate - Strafford County	2.7	2.5	2.30
Executive	Economic Development	Unemployment Rate - State of NH	3.1	2.8	2.60
Executive	Economic Development	Unemployment Rate - National	5.0	4.7	4.20
Executive	Human Resources	Average Number of Employees Paid - Total	347	362	365
Executive	Human Resources	Number of Full Time Positions Posted	20	14	11
Executive	Human Resources	Number of Part Time Positions Posted	23	20	12
Executive	Human Resources	Paid Advertising Cost for Positions Posted	\$8,320	\$5,037	\$1,400
Executive	Human Resources	Number of Employment Separations - Voluntary	44	46	21
Executive	Human Resources	Number of New Hires	75	66	34
Executive	Human Resources	Hours Lost to Disability Leave	0	0	1,712
Executive	Human Resources	Accident Reports - Number of Work Comp Claims Reported	34	44	25
Executive	Human Resources	Number of Employment Separations - Involuntary	3	1	1
Executive	Human Resources	Comp Time Hours Used	0	0	2
Executive	Human Resources	Annual / Personal Leave Hours Used	1,830	2,263	1,701
Executive	Human Resources	Sick Leave Hours Used	169	291	304
Executive	Human Resources	Disability Leave Hours Used	0	0	0
Executive	Human Resources	Other Leave Hours Used	908	1,097	709
Executive	Human Resources	Total Employment Applications Received - Full Time Positions	147	309	759
Executive	Human Resources	Total Employment Applications Received - Part Time Positions	41	432	247
Executive	Information Technology	Visitors to Website - Total	744,214	1,058,064	687,262
Executive	Information Technology	Visitors to Website Per Day - Average	2,035	2,901	3,196
Executive	Information Technology	Email Processed Less Spam	729,132	736,110	455,096
Executive	Information Technology	Dover Communications - Dover Download Sent	60	60	35

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Department	Division	Metric Title	FY2016 Total	FY2017 Total	FY2018 YTD
Executive	Information Technology	Work Orders - Received During Current Month	1,082	1,305	649
Executive	Information Technology	DoverNet Municipal Wireless - Ave #of Clients	51	116	140
Executive	Information Technology	DoverNet Public Wireless - Ave #of Clients	184	229	211
Executive	Legal	Right to Know Requests Processed	66	70	54
Executive	Legal	Contracts Created	113	121	73
Executive	Legal	Contracts/Documents Reviewed	152	131	85
Executive	Legal	Total Resolutions Created	58	39	44
Executive	Legal	Total Ordinances Created	30	12	6
Executive	Media Services	Dover Communications - Total Views	91,876	100,865	69,030
Executive	Media Services	Visitor Views - Dover Video	279,366	435,975	304,145
Executive	Media Services	Announcements to Website, Email & Social Media	1,057	1,035	964
Executive	Media Services	Videos Posted	241	371	200
Executive	Media Services	Dover Communications - Press Releases	241	330	246
Executive	Media Services	Dover Communications - All lists, Active Contacts	54,587	66,977	43,078
Executive	Media Services	Subscribers - City Facebook	1,557	2,110	2,775
Executive	Media Services	Subscribers - City Twitter	960	1,200	1,399
Executive	Media Services	Dover Communications - Facebook	191	588	522
Executive	Media Services	Dover Communications - Twitter	216	537	486
Finance	Assessing	Property Inspections	1,471	1,659	809
Finance	Assessing	Registry Deeds	1,009	1,023	592
Finance	Assessing	Registry Mortgages	1,162	1,228	713
Finance	Assessing	Registry Foreclosures	21	19	6
Finance	City Clerk/Tax	Death Certificates Issued	3,480	3,259	1,882
Finance	City Clerk/Tax	Marriage Licenses Issued	282	219	154
Finance	City Clerk/Tax	Birth Certificates Issued	2,586	2,532	1,380
Finance	City Clerk/Tax	Marriage Certificates/Copies Issued	547	587	410
Finance	City Clerk/Tax	Notary Public Requests	322	429	252
Finance	City Clerk/Tax	Justice of Peace Requests	109	73	57

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Department	Division	Metric Title	FY2016 Total	FY2017 Total	FY2018 YTD
Finance	City Clerk/Tax	Vehicle Registrations - Office	23,698	24,969	13,592
Finance	City Clerk/Tax	Vehicle Registrations - Online	4,542	4,321	2,584
Finance	City Clerk/Tax	Vehicle Registrations - Mailed In	3,014	3,335	2,157
Finance	Operations	Comp Time Hours Used	297	231	145
Finance	Operations	Annual / Personal Leave Hours Used	3,244	3,473	2,210
Finance	Operations	Sick Leave Hours Used	612	898	598
Finance	Operations	Disability Leave Hours Used	0	0	109
Finance	Operations	Other Leave Hours Used	1,964	2,220	1,613
Finance	Purchasing	Purchase Orders - Under \$1,000	6,827	6,599	3,804
Finance	Purchasing	Purchase Orders - \$1,000 to \$4,999	886	831	504
Finance	Purchasing	Purchase Orders - \$5,000 to \$9,999	164	142	89
Finance	Purchasing	Purchase Orders - \$10,000 to \$24,999	122	90	67
Finance	Purchasing	Purchase Orders - \$25,000 and Over	147	127	79
Finance	Purchasing	Bids/RFQ's - Number Posted	100	73	38
Finance	Purchasing	Accident Reports - Property	33	44	20
Finance	Purchasing	Accident Reports - Liability	48	58	57
Finance	Purchasing	Accident Reports - Auto	36	45	24
Finance	Water/Sewer	Industrial Records Billed Monthly	9,064	7,458	3,744
Finance	Water/Sewer	Residential Records Billed Quarterly	31,699	40,127	16,142
Finance	Water/Sewer	Work Orders Water/Sewer - Final Meter Reads	478	492	313
Finance	Water/Sewer	Work Orders Water/Sewer - Stopped Meter Reads	385	600	426
Finance	Water/Sewer	Work Orders Water/Sewer - Installed New Meters	103	71	41
Finance	Water/Sewer	Work Orders Water/Sewer - On/Off Water Service	154	173	81
Fire & Rescue	Inspection Services	Inspections - Life Safety	641	684	487
Fire & Rescue	Inspection Services	Inspections - Business	82	239	85
Fire & Rescue	Inspection Services	Inspections - Sprinkler/Alarm	384	260	205
Fire & Rescue	Inspection Services	Inspections - Building	1,433	1,192	797
Fire & Rescue	Inspection Services	Inspections - Electrical	1,568	1,396	840

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Department	Division	Metric Title	FY2016 Total	FY2017 Total	FY2018 YTD
Fire & Rescue	Inspection Services	Inspections - Plumbing/Mechanical	1,776	1,678	1,095
Fire & Rescue	Inspection Services	Inspections - Blasting	1	11	0
Fire & Rescue	Inspection Services	Inspections - Health	518	538	289
Fire & Rescue	Inspection Services	Inspections - School / Daycare	103	120	110
Fire & Rescue	Inspection Services	Inspections - Oil Burner	24	18	11
Fire & Rescue	Inspection Services	Inspections - Woodstove/Fireplace	10	5	2
Fire & Rescue	Inspection Services	Permits Issued - Burn	1,325	1,142	433
Fire & Rescue	Inspection Services	Permits Issued - Blasting	10	11	1
Fire & Rescue	Inspection Services	Permits Issued - Building	461	537	309
Fire & Rescue	Inspection Services	Permits Issued - Certificate of Occupancy	105	127	105
Fire & Rescue	Inspection Services	Monthly Permit New Construction Value	\$58,563,734	\$119,846,545	\$38,658,130
Fire & Rescue	Inspection Services	Value of New Commercial/Industrial Construction	\$24,610,493	\$46,400,489	\$10,042,784
Fire & Rescue	Inspection Services	Value of New Residential Construction	\$16,308,300	\$16,929,050	\$11,432,481
Fire & Rescue	Inspection Services	Value of New Residential Construction: Alterations	\$7,321,707	\$8,359,425	\$12,147,542
Fire & Rescue	Inspection Services	Average Business Days from Building Permit App Submittal to Permit Approval	11	13	11
Fire & Rescue	Inspection Services	Average Business Days from Electrical Permit App Submittal to Permit Approval	5	9	7
Fire & Rescue	Inspection Services	Average Business Days from Plumbing Permit App Submittal to Permit Approval	5	9	7
Fire & Rescue	Inspection Services	Number of Complaints Received	49	33	19
Fire & Rescue	Inspection Services	Value of Commercial/Industrial Construction: Alterations	\$5,503,696	\$14,862,709	\$5,035,323
Fire & Rescue	Inspection Services	Number of Overtime Hours Worked	124	0	155
Fire & Rescue	Operations	Calls for Fires	146	138	65
Fire & Rescue	Operations	Calls for Medical Emergency	2,810	3,264	1,657
Fire & Rescue	Operations	Calls for Hazardous Conditions	151	257	174
Fire & Rescue	Operations	Calls for Miscellaneous Other	237	437	321
Fire & Rescue	Operations	Calls for Lock Outs	501	575	274
Fire & Rescue	Operations	Calls for False/Good Intent	656	803	476
Fire & Rescue	Operations	Calls for Mutual Aid - Ambulance Service Given	84	63	53
Fire & Rescue	Operations	Calls for Mutual Aid - Ambulance Service Received	54	57	55

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Department	Division	Metric Title	FY2016 Total	FY2017 Total	FY2018 YTD
Fire & Rescue	Operations	Calls for Mutual Aid - Fire Service Given	38	37	14
Fire & Rescue	Operations	Calls for Mutual Aid - Fire Service Received	12	9	13
Fire & Rescue	Operations	Simultaneous Emergency Incidents	976	1,279	799
Fire & Rescue	Operations	3 or More Simultaneous Emergency Incidents	180	213	196
Fire & Rescue	Operations	Patients Transported to Area Hospitals	2,419	1,854	1,458
Fire & Rescue	Operations	Number of Overtime Hours Worked	15,807	21,787	13,607
Fire & Rescue	Operations	Comp Time Hours Used	106	403	140
Fire & Rescue	Operations	Annual / Personal Leave Hours Used	12,159	11,999	7,022
Fire & Rescue	Operations	Sick Leave Hours Used	4,455	4,893	2,828
Fire & Rescue	Operations	Disability Leave Hours Used	907	1,550	796
Fire & Rescue	Operations	Other Leave Hours Used	1,113	1,775	725
Planning	Administration	Code Complaints - Resolved	10	10	1
Planning	Administration	Code Complaints - Reviewed	12	18	5
Planning	Administration	Code Complaints, Signs - Resolved	12	22	1
Planning	Administration	Code Complaints, Signs - Reviewed	11	27	0
Planning	Administration	Conditional Use Permit - Environmental	9	7	14
Planning	Administration	Conditional Use Permit - Non-Environmental	4	12	4
Planning	Administration	Lot Line Adjustments	7	3	11
Planning	Administration	Lot Merger Application	1	0	1
Planning	Administration	Lot Restoration Application	2	6	0
Planning	Administration	Permits, Accessory Dwelling Units	28	7	3
Planning	Administration	Permits, Customary Home Occupation	2	3	0
Planning	Administration	Permits, Extraction	0	2	0
Planning	Administration	Permits, Signs - Permanent	48	41	18
Planning	Administration	Permits, Signs - Temporary	8	15	1
Planning	Administration	PR. Blog Entries	155	8	0
Planning	Administration	PR. Facebook Posts	155	8	0
Planning	Administration	PR. New Homeowner Letters	366	646	82

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Department	Division	Metric Title	FY2016 Total	FY2017 Total	FY2018 YTD
Planning	Administration	PR. Press Releases	15	7	0
Planning	Administration	Planning Twitter Posts	155	8	0
Planning	Administration	Site Plan # of units created	146	64	145
Planning	Administration	Site Plan SF of buildings	377,274	144,510	18,793
Planning	Administration	Site Plan SF of Impervious Coverage	549,589	257,630	25,528
Planning	Administration	Site Plans Approved	9	2	3
Planning	Administration	Subdivision # of lots created	22	15	20
Planning	Administration	Subdivision Plans Approved	3	4	4
Planning	Administration	Waiver, Amendments to an Approved plan - Granted	2	0	0
Planning	Administration	Waiver, Amendments to an Approved plan Requested	2	0	0
Planning	Administration	Waiver, Extensions to an Approved plan - Granted	1	1	0
Planning	Administration	Waiver, Extensions to an Approved plan - Requested	1	0	0
Planning	Administration	Waivers, Impact Fee - Granted	3	0	0
Planning	Administration	Waivers, Impact Fee - Requested	4	0	0
Planning	Administration	Waivers, Site Plan - Granted	16	0	0
Planning	Administration	Waivers, Site Plan - Requested	18	0	0
Planning	Administration	Waivers, Lot Line Plan - Granted	1	0	2
Planning	Administration	Waivers, Lot Line Plan - Requested	1	0	2
Planning	Administration	Waivers, Subdivision Plan - Granted	4	0	0
Planning	Administration	Waivers, Subdivision Plan - Requested	5	0	0
Planning	Administration	Zoning Amendment - Granted	1	1	0
Planning	Administration	Zoning Amendment - Requested	2	3	0
Planning	Administration	Zoning Board, Appeal of Administrative Decision	2	0	1
Planning	Administration	Zoning Board, Equitable Waivers	1	1	0
Planning	Administration	Zoning Board, Special Exceptions	1	0	1
Planning	Administration	Zoning Board, Variances - Dimensional	11	10	5
Planning	Administration	Zoning Board, Variances - Use	2	9	2
Planning	CDBG	CDBG Applications - Received	13	10	0

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Department	Division	Metric Title	FY2016 Total	FY2017 Total	FY2018 YTD
Planning	Operations	Comp Time Hours Used	0	0	0
Planning	Operations	Annual / Personal Leave Hours Used	636	1,047	658
Planning	Operations	Sick Leave Hours Used	92	290	143
Planning	Operations	Disability Leave Hours Used	8	0	0
Planning	Operations	Other Leave Hours Used	636	676	607
Police	Animal Control	Animal Investigations - Total	353	209	155
Police	Dispatch	Telephone Calls - Total	96,831	88,879	55,009
Police	Dispatch	Telephone Calls - 911	4,965	4,616	2,731
Police	Dispatch	Attendance - Facility Walk In Visits	4,549	4,179	2,704
Police	Dispatch	Calls for Service - Police Only	30,568	29,436	15,828
Police	Dispatch	Calls for Service - Fire Only	4,613	4,676	2,956
Police	Dispatch	Calls for Service - Police & Fire	838	803	538
Police	Dispatch	Calls for Service - All Other	402	422	293
Police	Dispatch	Radio Transmissions	158,324	138,685	85,332
Police	Operations	Non-Motor Vehicle Arrests - Total	820	675	383
Police	Operations	Non- Motor Vehicle Summons - Total	125	68	45
Police	Operations	Non-Motor Vehicle Arrests - Adult	821	671	398
Police	Operations	Non-Motor Vehicle Arrests - Juvenile	54	65	24
Police	Operations	Total Motor Vehicle Violation - Warnings	12,592	10,928	4,957
Police	Operations	Total Motor Vehicle Violation - Summons	1,581	1,780	692
Police	Operations	Motor Vehicle Violation - Speed Summons	471	275	88
Police	Operations	Motor Vehicle Violation - Speed Warnings	4,907	4,362	1,681
Police	Operations	Motor Vehicle Violation - Child Restraints	13	14	3
Police	Operations	Motor Vehicle Violation - Driving After Revocation / Suspension	153	157	71
Police	Operations	Motor Vehicle Violation - Equipment	2,062	1,730	914
Police	Operations	Motor Vehicle Violation - Misuse/Fail to Display Plates	221	255	146
Police	Operations	Motor Vehicle Violation - Operating Without Valid License	37	46	44
Police	Operations	Motor Vehicle Violation - Solid/Yellow Line	157	64	21

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Police	Operations	Motor Vehicle Violation - Stop/Yield Sign	774	669	329
Police	Operations	Motor Vehicle Violation - Traffic Light	727	523	292
Police	Operations	Motor Vehicle Violation - Uninspected	1,123	1,041	460
Police	Operations	Motor Vehicle Violation - Unregistered	287	304	217
Police	Operations	Motor Vehicle Violation - All Other	2,434	2,167	1,019
Police	Operations	Alarm Line Responses	1,033	1,135	795
Police	Operations	Car Safety Seat Inspections	92	94	78
Police	Operations	Court: Adult Arraignments	848	607	414
Police	Operations	Court: Adult Trials	5	8	2
Police	Operations	Court: Hearings	297	437	217
Police	Operations	Part 1: Crimes Reported - Murder, Nonnegligent, Manslaughter	0	1	0
Police	Operations	Part 1: Crimes Reported - Rape	12	19	3
Police	Operations	Part 1: Crimes Reported - Robbery	7	7	1
Police	Operations	Part 1: Crimes Reported- Assault	120	135	77
Police	Operations	Part 1: Crimes Reported - Burglary Total:	47	41	19
Police	Operations	Part 1: Crimes Reported - Larceny/Theft	450	358	196
Police	Operations	Part 1: Crimes Reported - Auto Theft Total:	12	7	8
Police	Operations	Part 1: Crimes Reported - Arson	5	4	1
Police	Operations	Part 2: Crimes Reported - Fraud	104	96	59
Police	Operations	Part 2: Crimes Reported - Stolen Property	69	8	6
Police	Operations	Part 2: Crimes Reported - Criminal Mischief Total:	211	191	112
Police	Operations	Part 2: Crimes Reported - Weapons Possession	6	4	1
Police	Operations	Part 2: Crimes Reported - Sex Offenses	18	18	13
Police	Operations	Part 2: Crimes Reported - Drug Offenses	84	79	36
Police	Operations	Part 2: Crimes Reported - Driving While Intoxicated	106	88	59
Police	Operations	Part 2: Crimes Reported - Liquor Laws	23	26	24
Police	Operations	Part 2: Crimes Reported - All Other Offenses	495	422	255
Police	Operations	Motor Vehicle Accidents - Injury Total:	55	55	45

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Department	Division	Metric Title	FY2016 Total	FY2017 Total	FY2018 YTD
Police	Operations	Motor Vehicle Accidents - Fatal	0	0	0
Police	Operations	Non-Criminal - Disturbances Total:	1,229	1,188	709
Police	Operations	Non-Criminal - Domestic	410	390	255
Police	Operations	Non-Criminal - Missing Persons Total:	83	90	43
Police	Operations	Non-Criminal - Suspicious Activity Total:	271	229	138
Police	Operations	Non-Criminal - Death Total:	58	59	27
Police	Operations	Non-Criminal - Police Information, including Crimeline Total:	501	416	315
Police	Operations	Non-Criminal - Welfare Check Total:	395	387	259
Police	Operations	Non-Criminal - Police Assistance	900	847	489
Police	Operations	Number of Calls - Priority 1	1,921	1,952	1,252
Police	Operations	Number of Calls - Priority 2	1,382	1,227	747
Police	Operations	Number of Calls - Priority 3	5,983	5,565	3,778
Police	Operations	Number of Calls - Priority 4	7,631	7,846	4,842
Police	Operations	Number of Overtime Hours Worked	7,533	6,602	6,102
Police	Operations	K-9 Unit Call Outs	2	7	17
Police	Operations	Collision Investigation Team Call Outs	1	2	0
Police	Operations	Special Detail Hours	6,047	6,691	3,935
Police	Operations	Number of Police Emergency Calls Responded to In Under 6 Minutes	522	691	426
Police	Operations	Comp Time Hours Used	282	1,218	837
Police	Operations	Annual / Personal Leave Hours Used	12,327	13,526	8,707
Police	Operations	Sick Leave Hours Used	2,015	2,220	1,564
Police	Operations	Disability Leave Hours Used	702	68	350
Police	Operations	Other Leave Hours Used	2,267	2,260	954
Police	Operations	Part One Crimes Total:	653	572	305
Police	Operations	Part Two Crimes Total:	1,118	980	609
Police	Operations	Non-Criminal - Death: Untimely	33	38	20
Police	Operations	Non-Criminal - Death: Suicide	7	16	5
Police	Operations	Motor Vehicle Accidents -Total:	1,054	968	720

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Department	Division	Metric Title	FY2016 Total	FY2017 Total	FY2018 YTD
Police	Operations	Part 1: Crimes Reported - Burglary: Residence	38	31	12
Police	Operations	Part 1: Crimes Reported - Burglary: Non Residence	12	10	7
Police	Operations	Non-Criminal - Other Disturbances	440	207	138
Police	Parking	Parking Tickets Issued - Total	9,091	8,942	6,254
Police	Parking	Parking Tickets - Winter Restriction	1,354	848	675
Police	Parking	Parking Tickets - Handicapped Violation	2	92	40
Police	Parking	Parking Meters - Number of Transactions	401,675	421,698	258,210
Police	Parking	Parking Meters - Revenue	\$727,969	\$831,413	\$335,982
Police	Parking	Parking Meters - Days of Use	254	248	145
Police	Parking	Parking Permits Issued - Business	4,580	5,344	3290
Police	Programs	Community Service Program - Juveniles Tracked	41	64	33
Police	Programs	Community Service Program - Hours Worked Off	166	163	38
Police	Records Bureau	Criminal Record Requests	592	596	106
Police	Records Bureau	Police Case Reports Processed	16,838	22,001	12,488
Police	Teen Center	Attendance	4,998	6,757	2,704
Police	Teen Center	Teen Center - Days of Operation	220	243	106
Police	Teen Center	Dover Court Diversion Active Cases	46	44	9
Public Library	Library	Website Page views	196,585	190,958	202,141
Public Library	Library	New Cardholders	1,739	1,915	946
Public Library	Library	Active Cardholders Total	17,049	16,626	15,230
Public Library	Library	Public Meetings Held	1,648	1,125	973
Public Library	Library	Audio, Ebook, Video and Music Downloads	26,962	31,474	18,711
Public Library	Library	Internet/PC Users (incl. Wi-Fi)	37,539	66,726	32,518
Public Library	Library	Museum Passes Borrowed	1,309	1,353	789
Public Library	Library	Holds Filled	14,345	16,068	9,342
Public Library	Library	Attendance - Programs	13,229	16,423	10,321
Public Library	Library	Programs Offered	513	675	392
Public Library	Library	Attendance - Facility Walk In Visits	178,548	181,777	103,019

Metrics are approximate based on various factors.

CITY OF DOVER

Year End Metrics

Department	Division	Metric Title	FY2016 Total	FY2017 Total	FY2018 YTD
Public Library	Library	Attendance - Facility Average Walk In Visits Per Day	6,427	555	545
Public Library	Library	Intra/Inter Library Loans Sent & Received	5,176	5,885	3,330
Public Library	Library	Days of Operation	335	329	190
Public Library	Library	Circulation - Total	282,653	289,887	162,109
Public Library	Library	Library Posts to Blog	71	65	32
Public Library	Library	Library Blog Readers	279	140	116
Public Library	Library	Library Posts to Facebook	879	897	482
Public Library	Library	Library Followers on Facebook	1,832	2,185	2,460
Public Library	Library	Library Posts to Twitter	403	513	294
Public Library	Library	Library Followers on Twitter	682	815	905
Public Library	Library	Library Posts to Pinterest	603	346	126
Public Library	Library	Library Followers on Pinterest	1,185	1,301	1,363
Public Library	Library	Library Posts to Instagram	213	290	124
Public Library	Library	Library Followers on Instagram	537	925	1,098
Public Library	Library	Library Press Releases	39	65	36
Public Library	Library	Library Subscribers to E-Newsletter	2,693	3,198	3,596
Public Library	Library	Circulation - Adult	155,643	154,877	84,428
Public Library	Library	Circulation - Children	100,003	105,239	58,970
Public Library	Operations	Annual / Personal Leave Hours Used	2,447	2,412	1,754
Public Library	Operations	Comp Time Hours Used	0	0	0
Public Library	Operations	Disability Leave Hours Used	322	0	0
Public Library	Operations	Other Leave Hours Used	1,512	1,363	1,174
Public Library	Operations	Sick Leave Hours Used	366	610	331
Public Welfare	Operations	Annual / Personal Leave Hours Used	356	408	280
Public Welfare	Operations	Comp Time Hours Used	0	0	0
Public Welfare	Operations	Disability Leave Hours Used	154	0	0
Public Welfare	Operations	Sick Leave Hours Used	126	70	66
Public Welfare	Operations	Other Leave Hours Used	204	219	178

Metrics are approximate based on various factors.

CITY OF DOVER

Year End Metrics

Department	Division	Metric Title	FY2016 Total	FY2017 Total	FY2018 YTD
Public Welfare	Welfare	Contacts	666	3,356	1,903
Public Welfare	Welfare	Number of Active Cases	1,122	1,192	571
Public Welfare	Welfare	Case Expenditures	\$407,749	\$433,949	\$211,120
Public Welfare	Welfare	Number of New Cases	148	116	55
Public Welfare	Welfare	Individuals Served	2,721	2,720	1,598
Recreation	Arena	Attendance - Public Skate	5,810	6,417	3,369
Recreation	Arena	Attendance - Rock Night	5,534	5,078	2,982
Recreation	Arena	Reservations - Birthday Parties	18	13	9
Recreation	Gym	Attendance - Open Gym	28,561	24,694	13,179
Recreation	Gym	Reservations - Common Area	501	431	230
Recreation	Gym	Reservations - Birthday Parties	0	1	0
Recreation	Operations	Annual / Personal Leave Hours Used	1,715	2,568	1,848
Recreation	Operations	Comp Time Hours Used	0	0	0
Recreation	Operations	Disability Leave Hours Used	0	140	0
Recreation	Operations	Sick Leave Hours Used	552	422	405
Recreation	Operations	Other Leave Hours Used	1,244	1,254	1,324
Recreation	Pools	Reservations - Birthday Parties	15	22	2
Recreation	Senior Center	Membership - Renewals	521	548	267
Recreation	Senior Center	Membership - New	209	205	106
Recreation	Senior Center	Attendance - Trips	832	790	599
Recreation	Senior Center	Attendance - Daily Game/Class Participants	14,791	12,753	6,898

Metrics are approximate based on various factors.