

YEAR END METRICS  
FY2018 TO FY2022

Metric Name	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total
Community Services Annual / Personal Leave Hours Used	12,266	12,457	12,441	11,895	11,678
Community Services Sick Leave Hours Used	3,873	4,276	3,926	4,677	4,596
Community Services Disability Leave Hours Used	2,100	1,668	2,348	108	1,444
Community Services Comp Time Hours Used	2,496	2,255	2,951	2,822	3,445
Community Services Other Leave Hours Used	6,053	6,356	6,205	8,181	6,424
Engineering Service Calls - # Received During Year	43	36	31	18	58
Engineering Service Calls - # Resolved During Year	96	26	25	4	43
Engineering Work Orders - # Received During Year	19	22	13	18	165
Engineering Work Orders - # Closed During Year	13	19	8	16	155
Facilities/Grounds Service Calls - # Received During Year	334	1,228	674	952	1,034
Facilities/Grounds Interments - # Traditional	27	33	21	29	29
Facilities/Grounds Interments - # Cremation	51	39	13	61	61
Facilities/Grounds Work Orders - Closed During Year	1,029	1,723	1,643	1,847	1,631
Facilities/Grounds Service Calls - # Resolved During Year	328	1,114	941	910	954
Facilities/Grounds Work Orders - Received During Year	2,078	2,065	1,177	1,764	1,803
Recycling/Solid Waste Work Orders - Received during Year	1	26	24	8	1
Recycling/Solid Waste Work Orders - Closed During Year	1	26	14	5	1
Recycling/Solid Waste - Curbside Trash Collection Tonnage	4,373	4,772	4,855	3,714	4,199
Recycling/Solid Waste - Curbside Recycling Collection Tonnage	-	-	2,325	2,789	2,732
Recycling/Solid Waste Service Calls - Received During Year	355	446	0	0	507
Streets/Stormwater Service Calls Received During Year	687	787	512	427	578
Streets/Stormwater Service Calls - Resolved During Year	524	625	503	337	562
Streets/Stormwater Work Orders - Total Received During Year	506	1,283	499	790	472
Streets/Stormwater Work Orders - Closed During Year	629	922	636	677	433
Streets/Stormwater # of Snow/Ice Control Events	40	15	22	25	15
Wastewater Work Orders - Total Received During Year	4,000	3,992	3,686	3,451	3,745
Wastewater Biosolids Processed - Wet Tons	3,121	3,069	3,012	3,025	3,036
Wastewater Septage Received - # Gallons	309,150	393,430	503,767	515,855	798,838
Wastewater Treated/Discharged - Million Gallons	927	1,027	937	799	930
Wastewater Average Daily Flow - Million Gallons	3.9	3.3	2.6	2.2	2.9
Wastewater Highest Daily Flow - Million Gallons	4.71	8.95	11.93	5.99	7.55
Water/Sewer Service Calls - # Received During Year	285	401	187	421	453
Water/Sewer Service Calls - Resolved During Month	343	347	261	402	379

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Water/Sewer Work Orders -Received During Year	1,744	1,653	1,297	2,188	2,906
Water/Sewer Work Orders - Closed During Year	1,549	1,523	1,594	2,046	2,809
Water/Sewer Water Gallons Pumped - Total	762,118,000	712,519,489	744,510,462	710,113,391	713,450,100
Water/Sewer Water Gallons Pumped - Million Gallon Average Per Day	2.00	1.90	2.00	1.9	2
Dover Labor Force	18,309	18,677	18,447	18,000	18,430
Unemployment Rate - Dover	2.3	2.1	5.2	4.0	2.2
Unemployment Rate - Strafford County	2.4	2.2	5.1	3.9	2.3
Unemployment Rate - State of NH	2.7	2.5	5.4	4.1	2.5
Unemployment Rate - National	4.1	3.8	6.0	6.9	4.2
Human Resources - Number of Work Comp Claims Reported	39	29	75	63	89
Human Resources Number of Regular Full Time Positions Posted	26	25	27	48	45
Human Resources Number of Regular Part Time Positions Posted	18	13	11	14	20
Human Resources Number of Employment Separations - Voluntary	59	51	35	54	94
Human Resources Number of New Hires	59	63	70	68	77
Executive Disability Leave Hours Used	-	108	228	0	0
Human Resources Number of Employment Separations - Involuntary	1	4	4	12	5
Executive Comp Hours Used	2	4	42	3	19
Executive Annual / Personal Leave Hours Used	2,428	2,703	1,980	2,105	3,533
Executive Sick Leave Hours Used	486	450	401	504	681
Executive Other Leave Hours Used	770	1,266	1,393	1,510	1,940
Human Resources Average Number of Employees Paid	486	450	401	358	358
IT - Visitors to City Website	1,191,033	1,237,322	1,126,840	1,153,288	1,252,399
IT - City Email Processed Less Spam	797,806	813,432	890,229	971,217	1,016,874
IT Work Orders - Received During Year	1,134	1,861	3,083	2,921	2,895
DoverNet Municipal Wireless - Ave #of Clients	147	155	203	200	230
DoverNet Public Wireless - Ave #of Clients	207	206	154	75	108
IT Visitors to Citizen Transparency Site	-	-	53	-	-
IT Chevy Bolt EV - Miles Traveled	-	2,061	1,238	1,177	1,290

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IT Chevy Bolt EV - kWh Charged	-	787	475	490	500
Legal Right to Know Requests Processed	95	42	49	51	77
Legal Contracts / Memo Created	-	-	-	-	303
Legal Matters / Questions Handled	-	-	-	-	790
Legal - Resolutions Created	67	53	75	73	75
Legal - Ordinances Created	10	18	10	19	22
Accident Reports - Property	38	44	62	61	68
Accident Reports - Liability	89	63	43	39	70
Accident Reports - Auto	47	49	34	33	46
Review Existing Legal Contracts & Draft Memo	-	-	-	-	35
Media Services - Dover Download Sent	60	55	60	60	60
Media Services Announcements to Website, Email & Social Media	1,996	2,640	3,865	5,119	5,292
Media Services Active Subscribers, All Platforms	6,274	7,224	10,660	13,614	15,057
Media Services Press Releases	407	434	710	937	862
Media Services Facebook Posts	990	1,073	2,309	3,888	4,020
Media Services Total Communication Views	121,138	125,823	162,249	208,253	235,561
Media Services Tweets to Twitter	866	1,013	2,283	3,858	3,993
Media Services Average City Facebook Subscribers	3,009	4,097	5,738	6,972	7,849
Media Services Average City Twitter Subscribers	1,463	1,695	1,865	1,979	2,071
Media Services Videos Posted	343	422	616	726	749
Media Services Dover Video Views	540,458	624,697	887,658	1,033,593	1,131,696
Media Services Average City CodeRed Subscribers	-	946	1,477	1,628	1,842
Assessing: Office Property Inspections	1,572	2,478	1,542	2,218	2,378
Assessing: Registry Deeds Recorded	1,023	893	972	1,192	1,059
Assessing: Registry Mortgages Recorded	1,150	894	1,408	2,075	1,428
Assessing: Registry Foreclosures Recorded	9	8	7	0	1
Assessing: Registry Liens Recorded	-	-	-	-	26
Assessing: Registry Discharge of Mortgages Recorded	-	-	-	-	500
Assessing: Registry Plans Recorded	-	-	-	-	58
Assessing: Registry Parcel Mergers Recorded	-	-	-	-	1
City Clerk/Tax Death Certificates/Copies Issued	3,205	3,020	3,093	2,879	3,322
City Clerk/Tax Marriage Licenses Issued	247	285	251	307	318

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Metric Name	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total
City Clerk/Tax Birth Certificates/Copies Issued	2,579	2,627	2,158	2,280	2,623
City Clerk/Tax Marriage Certificates/Copies Issued	634	677	683	793	880
City Clerk/Tax Notary Public Requests	505	420	257	557	433
City Clerk/Tax Justice of Peace Requests	87	112	109	132	151
City Clerk/Tax Vehicle Registrations - Office	23,919	25,144	19,800	22,138	23,042
City Clerk/Tax: Number of Vehicle Registrations Paid Online	4,576	4,318	7,933	7,645	7,148
City Clerk/Tax Vehicle Registrations - Mailed In	3,850	2,907	4,324	4,453	3,547
City Clerk/Tax: Number of Dog Licenses Paid Online	-	-	-	803	1,474
City Clerk/Tax: Number of Property Tax Bills Paid Online	-	-	-	174	669
City Clerk/Tax: Number of Water/Sewer Bills Paid Online	-	-	-	349	2,029
City Clerk/Tax: Funds Collected for Parking Tickets	-	-	-	2,230	12,730
Divorce Certificates/Copies Issued	-	-	-	26	103
Finance Comp Time Hours Used	235	201	144	34	52
Finance Annual / Personal Leave Hours Used	3,328	2,322	2,721	3,267	4,260
Finance Sick Leave Hours Used	1,096	1,862	1,007	1,226	1,243
Finance Disability Leave Hours Used	116	0	0	456	1,493
Finance Other Leave Hours Used	2,043	2,099	2,857	2,286	2,359
Purchasing-Purchase Orders - Under \$1,000	6,345	6,787	6,114	5,158	3,552
Purchasing-Purchase Orders - \$1,000 to \$4,999	878	1,076	898	892	773
Purchasing-Purchase Orders - \$5,000 to \$9,999	137	200	157	165	203
Purchasing-Purchase Orders - \$10,000 to \$24,999	94	140	86	116	131
Purchasing-Purchase Orders - \$25,000 and Over	119	173	123	159	225
Purchasing Bids/RFQ's Posted	86	89	85	74	113
Utility Billing-Industrial Records Billed	6,743	8,701	9,870	7,450	9,153
Utility Billing-Residential Records Billed	33,033	32,634	32,830	33,048	33,331
Utility Billing Work Orders-Final Meter Reads	528	520	561	609	550
Utility Billing Work Orders-Stopped Meter Reads	847	1,016	665	1,725	1,645
Utility Billing Work Orders-Installed New Meters	93	74	74	91	47
Utility Billing Work Orders-On/Off Water Service	152	124	141	161	144
Fire & Rescue Comp Time Hours Used	228	241	467	406	389
Fire & Rescue Annual / Personal Leave Hours Used	11,272	12,589	10,858	13,176	14,898
Fire & Rescue Sick Leave Hours Used	5,545	6,072	5,649	6,518	6,434
Fire & Rescue Disability Leave Hours Used	2,140	3,024	2,324	3,379	968

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Metric Name	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total
Fire & Rescue Other Leave Hours Used	1,144	904	2,716	6,232	5,292
Fire & Rescue Calls for Fires	144	137	193	215	140
Fire & Rescue Calls for Medical Emergency	3,365	3,722	3,699	3,888	4,454
Fire & Rescue Calls for Hazardous Conditions	348	247	282	339	240
Fire & Rescue Calls for Miscellaneous Other	533	645	747	438	606
Fire & Rescue Calls for Lock Outs	531	508	404	74	296
Fire & Rescue Calls for False/Good Intent	892	932	895	978	1,018
Fire & Rescue Calls for Mutual Aid - Ambulance Service Given	94	103	92	96	184
Fire & Rescue Calls for Mutual Aid - Ambulance Service Received	84	121	93	127	188
Fire & Rescue Calls for Mutual Aid - Fire Service Given	24	53	51	105	72
Fire & Rescue Calls for Mutual Aid - Fire Service Received	25	24	21	26	15
Fire & Rescue Simultaneous Emergency Incidents	1,653	1,784	1,760	1,851	1,951
Fire & Rescue 3 or More Simultaneous Emergency Incidents	360	326	715	783	778
Fire & Rescue Patients Transported to Area Hospitals	2,534	2,726	2,849	2,939	3,369
Fire & Rescue Number of Overtime Hours Worked	23,972	22,906	22,317	28,044	23,215
Fire & Rescue Value of Fire Loss		\$466,089	\$622,349	\$1,715,814	\$247,427
Inspection Services Life Safety Inspections	859	864	896	825	782
Inspection Services Business Inspections	177	149	139	129	153
Inspection Services Sprinkler/Alarm Inspections	360	543	1,151	717	510
Inspection Services Electrical Inspections	1,412	1,546	1,304	1,085	931
Inspection Services Plumbing/Mechanical Inspections	2,024	2,155	1,606	1,135	991
Inspection Services Health Inspections/Housing Standards	542	690	880	852	715
Inspection Services School / Daycare Inspections	172	157	193	186	229
Inspection Services Oil Burner Inspections	31	19	13	13	26
Inspection Services Woodstove/Fireplace Inspections	2	29	5	8	6
Inspection Services Permits Issued - Burn	1,126	1,348	1,295	1,171	716
Inspection Services Permits Issued - Blasting	5	2	5	1	7
Inspection Services Permits Issued - Certificate of Occupancy	283	223	228	139	151
Inspection Services Value of New Commercial/Industrial Construction	\$23,817,678	\$42,392,926	\$24,798,502	\$10,339,114	\$35,904,063
Inspection Services Value of New Residential Construction	\$25,720,975	\$15,326,538	\$35,330,160	\$35,979,551	\$30,390,089

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Inspection Services Value of New Residential Construction:					
Alterations	\$25,600,077	\$12,102,505	9,114,033	\$8,048,692	\$6,595,728
Inspection Services Average Business Days from Building Permit App Submittal to Permit Approval/Denial	10	14	14	14	10
Inspection Services Average Business Days from Electrical Permit App Submittal to Permit Approval/Denial	7	14	14	9	2
Inspection Services Average Business Days from Plumbing Permit App Submittal to Permit Approval/Denial	7	14	14	9	2
Inspection Services Number of Complaints Received	37	21	32	27	21
Inspection Services Value of Commercial/Industrial Construction:					
Alterations	\$7,416,928	\$11,338,540	\$10,939,387	\$2,589,530	\$46,043,681
Inspection Services Number of Overtime Hours Worked	210	219	234	317	204
Inspection Services Building Inspections	1,337	1,765	2,390	1,938	1,257
Inspection Services Monthly Permit New Construction Value	\$82,308,880	\$76,695,590	\$77,768,591	\$57,039,890	\$86,536,358
Inspection Services Permits Issued - Building	579	534	578	606	546
CDBG Applications - Received	13	16	14	7	14
Planning Code Complaints Resolved	2	12	32	27	18
Planning Code Complaints Reviewed	7	21	28	42	49
Planning Code Complaints Resolved for Signs	1	11	58	11	11
Planning Code Complaints Reviewed for Signs	0	14	51	12	11
Planning Conditional Use Permit - Environmental	24	17	11	14	23
Planning Conditional Use Permit - Non-Environmental	8	11	9	6	7
Planning Lot Line Adjustments	17	11	17	7	13
Planning Lot Merger Application	2	3	4	1	3
Planning Lot Restoration Application	0	4	8	4	4
Planning Permits, Accessory Dwelling Units	5	5	9	8	10
Planning Permits - Customary Home Occupation	0	5	11	3	4
Planning Permits - Signs - Permanent	45	79	35	30	43
Planning Permits - Signs - Temporary	4	4	6	9	0
Planning Site Plan # of units created	228	394	242	316	976
Planning Site Plan Sq Ft - Commercial Buildings	64,397	45,488	87,167	153,536	183,497
Planning Site Plan Sq Ft - Impervious Coverage	48,745	222,774	270,460	283,255	728,765
Planning Site Plans Approved	8	10	11	12	21

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Planning Subdivision # of lots created	24	40	46	96	30
Planning Subdivision Plans Approved	6	12	9	15	12
Planning Waiver, Amendments to an Approved Plan Granted	4	7	4	5	3
Planning Waiver, Amendments to an Approved plan Requested	4	8	4	6	3
Planning Waiver, Extensions to an Approved plan - Granted	2	2	3	1	0
Planning Waiver, Extensions to an Approved plan - Requested	2	2	3	1	0
Planning Zoning Board, Appeal of Administrative Decision-Granted	1	0	0	0	1
Planning Zoning Board, Appeal of Administrative Decision Requested	1	0	0	0	1
Planning Zoning Board, Equitable Waivers	0	0	0	0	1
Planning Zoning Board, Special Exceptions	1	2	0	2	0
Planning Zoning Board, Variances - Dimensional	8	4	6	4	2
Planning Zoning Board, Variances - Use	6	18	7	5	1
Planning Permits - Signs-Community	-	-	10	13	14
Planning Zoning Board, Rehearing	-	2	2	0	1
Planning Transfer of Development Rights Granted	-	68	20	20	38
Planning Transfer of Development Rights Requested	-	68	58	55	38
Planning Site Plan Sq Ft - Residential Buildings	-	-	0	191,234	0
Planning Comp Time Hours Used	0	0	0	0	0
Planning Annual / Personal Leave Hours Used	989	909	764	1,015	1,308
Planning Sick Leave Hours Used	369	445	299	319	331
Planning Disability Leave Hours Used	240	8	280	250	0
Planning Other Leave Hours Used	740	701	688	578	596
Police Animal Investigations - Total	258	344	282	226	501
Police Parking Tickets Issued - Total	10,802	8,236	7,881	6,648	8,193
Police Parking Tickets - Winter Restriction	934	223	169	392	481
Police Parking Tickets - Accessible Space Violation	79	77	47	20	37
Police Parking Meters - Number of Transactions	449,083	467,734	397,008	382,298	485,217
Police Parking Meters - Revenue	\$593,463	\$672,945	\$792,054	\$766,607	\$909,503
Police Parking Meters - Days of Use	250	253	290	303	301
Police Parking Permits Issued - Business	5,753	6,118	6,200	8,278	8,812
Police Parking Tickets - Income	-	-	-	-	\$199,526



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Police Parking Permits Issued - Residential	-	-	-	-	420
Police Parking Permits Issued - Total	-	-	-	5,367	9,166
Police Parking Permits - Income	-	-	-	-	\$344,367
Police Parking Meters - Garage Number of Transactions	-	-	-	-	28,515
Police Parking Meters - Garage Revenue	-	-	-	-	\$89,886
Police Parking Meters - Garage Days of Use	-	-	-	-	301
Police Parking - Electric Vehicle Charging Stations Used	-	-	-	67	316
Police Parking - Electric Vehicle Charging Income	-	-	-	\$312	\$2,657
Police Number of Overtime Hours Worked	9,677	6,278	6,215	7,691	10,354
Police Special Detail Hours	5,332	5,251	3,772	1,732	1,539
Police Comp Time Hours Used	1,319	1,373	1,380	1,473	1,305
Police Annual / Personal Leave Hours Used	13,656	13,495	13,288	14,786	13,172
Police Sick Leave Hours Used	2,208	2,411	2,483	3,394	4,209
Police Disability Leave Hours Used	806	850	1,102	3,105	435
Police Other Leave Hours Used	1,323	2,815	2,608	2,395	1,308
Police Non-Motor Vehicle Arrests - Total	619	649	625	736	630
Police Non-Motor Vehicle Arrests - Adult	639	630	620	712	607
Police Non-Motor Vehicle Arrests - Juvenile	34	47	19	17	13
Police- Motor Vehicle Violation - Warnings	9,218	9,782	6,966	10,849	4,166
Police Motor Vehicle Violation - Speed Summons	180	640	243	290	163
Police Non- Motor Vehicle Summons - Total	64	54	61	205	126
Police Motor Vehicle Violation - Summons	1,130	1,037	827	1,126	669
Police-Motor Vehicle Violation - Speed Warnings	3,237	3,655	2,325	4,770	1,360
Police Motor Vehicle Violation - Child Restraints	6	8	5	6	1
Police Motor Vehicle Violation - Driving After Revocation / Suspension	109	123	123	219	50
Police Motor Vehicle Violation - Equipment	1,756	2,010	1,180	1,689	617
Police Motor Vehicle Violation - Misuse/Fail to Display Plates	318	447	267	339	151
Police Motor Vehicle Violation - Operating Without Valid License	66	51	55	150	36
Police Motor Vehicle Violation - Solid/Yellow Line	51	35	58	72	66
Police Motor Vehicle Violation - Stop/Yield Sign	573	651	461	516	246
Police-Motor Vehicle Violation - Traffic Light	454	348	269	320	195



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Police Motor Vehicle Violation - Uninspected	798	479	275	730	394
Police Motor Vehicle Violation - Unregistered	363	442	312	606	392
Police Motor Vehicle Violation - All Other	1,757	1,749	1,423	1,758	2,071
Police Alarm Line Responses	1,309	1,717	1,200	1,143	1,092
Police Car Safety Seat Inspections	124	114	94	28	23
Police Part 1: Crimes Reported - Murder, Nonnegligent, Manslaughter	1	1	0	2	0
Police Part 1: Crimes Reported - Rape	9	9	2	10	4
Police Part 1: Crimes Reported - Robbery	2	10	9	7	22
Police Part 1: Crimes Reported- Assault	127	138	111	111	115
Police Part 1: Crimes Reported - Burglary	29	30	35	22	21
Police Part 1: Crimes Reported - Larceny/Theft	305	351	274	386	480
Police Part 1: Crimes Reported - Auto Theft	13	13	15	19	28
Police Part 1: Crimes Reported - Arson	2	5	3	1	2
Police Part 2: Crimes Reported - Fraud	90	63	54	71	196
Police Part 2: Crimes Reported - Stolen Property	9	13	15	16	10
Police Part 2: Crimes Reported - Criminal Mischief Total:	146	183	223	187	186
Police Part 2: Crimes Reported - Weapons Possession	1	2	5	3	37
Police Part 2: Crimes Reported - Sex Offenses	22	17	19	36	74
Police Part 2: Crimes Reported - Drug Offenses	500	49	88	81	77
Police Part 2: Crimes Reported - Driving While Intoxicated	91	77	64	69	58
Police Part 2: Crimes Reported - Liquor Laws	34	25	19	35	27
Police Part 2: Crimes Reported - All Other Offenses	410	454	456	548	109
Police - Public Motor Vehicle Accidents - Injuries	63	72	61	54	27
Police- Public Motor Vehicle Accidents - Fatal	1	2	0	2	0
Police Non-Criminal - Disturbances	1,246	1,242	1,160	1,283	1,402
Police Non-Criminal - Domestic	415	452	376	384	302
Police Non-Criminal - Missing Persons Total:	69	67	78	53	182
Police Non-Criminal - Suspicious Activity	252	225	186	204	446
Police Non-Criminal - Deaths	47	71	63	54	26
Police Non-Criminal - Police Information, including Crimeline					
Total:	554	545	590	493	451
Police Non-Criminal - Welfare Check	486	542	425	506	885

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Police Non-Criminal - Police Assistance	846	820	775	930	1,721
Police Number of Calls - Priority 1	2,053	2,253	2,108	1,764	1,614
Police Number of Calls - Priority 2	1,203	1,205	1,197	1,125	1,126
Police Number of Calls - Priority 3	6,368	6,297	6,725	6,232	12,082
Police Number of Calls - Priority 4	8,338	8,685	8,415	7,603	6,655
Police K-9 Unit Call Outs	30	35	25	13	0
Police Emergency Calls Responded to In Under 6 Minutes	691	763	665	558	123
Police Part 1-Crimes Total:	488	557	449	560	0
Police Part 2-Crimes Total:	917	937	957	1,009	0
Police Non-Criminal - Death: Untimely	37	54	43	41	18
Police Non-Criminal - Death: Suicide	8	20	20	13	37
Motor Vehicle Accidents -Total:	1,185	1,160	894	834	1,217
Police Part 1: Crimes Reported - Burglary: Residence	19	13	14	15	15
Police Part 1: Crimes Reported - Burglary: Non Residence	10	17	21	9	6
Police Non-Criminal - Other Disturbances	262	277	277	276	68
Police-Criminal Record Requests	441	583	429	314	274
Police Case Reports Processed	20,656	18,761	18,209	14,985	6,302
Police - Facility Walk-Ins	4,493	4,985	3,020	2,152	2,630
Police Community Service Program - Juveniles Tracked	84	66	47	11	57
Police Community Service Program - Hours Worked Off	98	98	87	21	76
Police Teen Center - Days of Operation	207	230	153	178	191
Police Dover Court Diversion Cases	22	13	9	15	14
Dispatch-Telephone Calls	95,730	94,623	88,486	87,158	96,882
Dispatch-Telephone Calls - 911	4,628	4,974	4,946	4,952	4,588
Dispatch-Calls for Service - Police Only	27,490	29,476	26,845	31,560	0
Dispatch-Calls for Service - Fire Only	4,899	4,999	4,899	4,932	0
Dispatch-Calls for Service - Police & Fire	930	1,011	1,025	1,023	0
Dispatch-Calls for Service - All Other	456	467	406	446	0
Dispatch-Radio Transmissions	139,163	158,874	153,398	155,374	188,145
Police Teen Center Attendance	5,478	5,330	3,871	1,264	2,649
Public Library Website Page views	377,475	579,052	389,119	357,569	494,166
Public Library New Cardholders	1,593	1,789	1,356	1,039	1,765
Public Library Active Cardholders - Average per month	14,984	14,600	14,451	13,323	12,873

YEAR END METRICS  
FY2018 TO FY2022

Metric Name	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total
Public Library Number of times meeting rooms used					713
Public Library Audio, Ebook, Video and Music Downloads	34,170	43,079	50,265	52,162	53,345
Public Library Internet/PC Users (incl. Wi-Fi & Chromebooks)	58,982	65,240	64,610	52,846	63,956
Public Library Museum Passes Borrowed	1,356	1,233	804	209	802
Public Library Holds Filled	16,329	17,127	18,466	22,877	17,736
Public Library Program Attendance	19,308	20,342	14,410	12,361	12,537
Public Library Programs Offered	759	789	689	543	732
Public Library Walk In Visits	179,805	194,123	140,575	73,162	114,571
Public Library Average Walk In Visits Per Day	542	580	450	274	349
Public Library Intra/Inter Library Loans Sent & Received	5,881	6,576	4,668	2,449	3,923
Public Library Days of Operation	333	331	263	297	329
Public Library Circulation - Total	279,124	285,147	223,682	217,393	225,436
Public Library TikTok Subscribers - Monthly Average	-	-	75	3,720	4,598
Public Library Video Posts to TikTok	-	-	1,412	36	43
Public Library Posts to Facebook	818	903	1,076	1,173	985
Public Library Followers on Facebook, Monthly Average	2,534	3,107	3,974	4,573	4,791
Public Library Community Members Saved Using Library Museum Passes	-	-	-	-	-
Public Library Revenue Generated for Library by Processing Passports	-	-	-	-	-
Public Library Posts to Pinterest	162	325	410	546	663
Public Library Followers on Pinterest, Monthly Average	1,371	1,259	1,190	1,199	1,188
Public Library Posts to Instagram	205	220	215	550	581
Public Library Followers on Instagram, Monthly Average	1,129	1,330	1,623	1,923	2,088
Public Library Press Releases	65	74	43	78	111
Public Library Subscribers to E-News, Monthly Average	3,702	4,129	4,456	4,686	5,039
Public Library Circulation - Adult	144,210	140,185	102,383	88,592	96,158
Public Library Circulation - Children	100,735	101,893	70,685	76,709	84,306
Public Library Passport applications processed	-	410	313	13	323
Public Library Unique Users Visiting Library Website	-	-	-	-	-
Public Library Disability Leave Hours Used	0	848	352	592	184
Public Library Other Leave Hours Used	1,361	1,397	1,513	1,497	1,650
Public Library Sick Leave Hours Used	626	695	1,136	687	748

YEAR END METRICS  
FY2018 TO FY2022

Metric Name	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total	FY2022 Total
Public Library Annual / Personal Leave Hours Used	2,462	2,546	2,626	1,963	3,048
Public Library Comp Time Hours Used	13	0	0	0	0
Public Welfare Contacts	2,960	2,767	3,182	4,793	1,114
Public Welfare Number of Active Cases, Monthly Average	71	48	186	132	82
Public Welfare Case Expenditures	\$305,110	\$225,741	\$236,231	\$123,766	\$41,828
Public Welfare Number of New Cases	82	54	85	55	122
Public Welfare Individuals Served - Monthly Average	207	195	49	25	47
Public Welfare Annual / Personal Leave Hours Used	412	518	833	86	457
Public Welfare Comp Time Hours Used	0	0	0	0	0
Public Welfare Disability Leave Hours Used	0	661	994	0	84
Public Welfare Sick Leave Hours Used	96	67	0	33	130
Public Welfare Other Leave Hours Used	238	110	134	221	247
Arena Attendance - Public Skate	5,833	7,331	5,660	3,183	4,744
Arena Attendance - Rock Night	4,655	3,237	2,980	0	1,954
Arena Reservations - Birthday Parties	16	20	15	0	13
Gym Attendance - Open Gym	25,179	29,065	22,613	20,172	24,431
Gym Reservations - Common Area	441	413	304	5	0
Gym Reservations - Birthday Parties	0	0	0	0	1
Pool Reservations - Birthday Parties	12	12	3	0	35
Pool Attendance - Facility Walk In Visits	-	71,766	42,399	42,124	0
Recreation Annual / Personal Leave Hours Used	2,609	2,641	1,911	1,554	2,185
Recreation Comp Time Hours Used	0	0	0	0	37
Recreation Disability Leave Hours Used	24	0	96	0	43
Recreation Sick Leave Hours Used	581	616	606	774	754
Recreation Other Leave Hours Used	1,578	1,425	1,838	1,364	1,537
Senior Center Membership - Renewals	603	524	412	273	377
Senior Center Membership - New	201	205	142	34	163
Senior Center Attendance - Trips	898	774	699	30	464
Senior Center Attendance - Daily Game/Class Participants	12,834	13,388	9,417	5,823	8,968
Senior Center Attendance - Facility Walk In Visits	-	5,202	3,098	274	1,210