

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Community Services	Community Services Annual / Personal Leave Hours Used	11,895	11,678	11,838	11,310	9,480
Community Services	Community Services Sick Leave Hours Used	4,677	4,596	3,901	4,196	3,803
Community Services	Community Services Disability Leave Hours Used	108	1,444	1,913	2,480	2,528
Community Services	Community Services Comp Time Hours Used	2,822	3,445	5,509	4,656	4,499
Community Services	Community Services Other Leave Hours Used	8,181	6,424	6,608	6,836	6,745
Community Services	Engineering Service Calls - # Received During Year	18	58	259	203	128
Community Services	Engineering Service Calls - # Resolved During Year	4	43	232	170	79
Community Services	Engineering Work Orders - # Received During Year	18	165	321	12	18
Community Services	Engineering Work Orders - # Closed During Year	16	155	319	8	17
Community Services	Engineering Driveway Permits				115	101
Community Services	Facilities/Grounds Service Calls - # Received During Year	952	1,034	910	789	892
Community Services	Facilities/Grounds Interments - # Traditional	29	29	32	34	34
Community Services	Facilities/Grounds Interments - # Cremation	61	61	65	59	50
Community Services	Facilities/Grounds Work Orders - Closed During Year	1,847	1,631	1,743	1,370	1,216
Community Services	Facilities/Grounds Service Calls - # Resolved During Year	910	954	827	746	895
Community Services	Facilities/Grounds Work Orders - Received During Year	1,764	1,803	1,788	1,453	1,306
Community Services	Recycling/Solid Waste - Curbside Trash Collection Tonnage	3,714	4,199	3,991	4,040	4,054
Community Services	Recycling/Solid Waste - Curbside Recycling Collection Tonnage	2,789	2,732	2,680	2,476	2,331
Community Services	Streets/Stormwater Service Calls Received During Year	427	578	1,394	993	871

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Community Services	Streets/Stormwater Service Calls - Resolved During Year	337	562	1,312	902	678
Community Services	Streets/Stormwater Work Orders - Total Received During Year	790	472	1,118	904	970
Community Services	Streets/Stormwater Work Orders - Closed During Year	677	433	1,007	599	446
Community Services	Streets/Stormwater # of Snow/Ice Control Events	25	15	19	13	15
Community Services	Wastewater Work Orders - Total Received During Year	3,451	3,745	3,564	3,255	3,589
Community Services	Wastewater Biosolids Processed - Wet Tons	3,025	3,036	3,092	3,430	3,414
Community Services	Wastewater Septage Received - # Gallons	515,855	798,838	547,219	644,985	578,621
Community Services	Wastewater Treated/Discharged - Million Gallons	799	930	940	1,089	868
Community Services	Wastewater Average Daily Flow - Million Gallons	2.2	2.9	2.6	3	2.4
Community Services	Wastewater Highest Daily Flow - Million Gallons	5.99	7.55	8.60	21.7	7.59
Community Services	Water/Sewer Service Calls - # Received During Year	421	453	311	336	1,779
Community Services	Water/Sewer Service Calls - Resolved During Month	402	379	276	244	425
Community Services	Water/Sewer Work Orders -Received During Year	2,188	2,906	2,469	2,872	3,840
Community Services	Water/Sewer Work Orders - Closed During Year	2,046	2,809	2,379	2,612	2,690
Community Services	Water/Sewer Water Gallons Pumped - Total	710,113,391	713,450,100	702,781,385	1,129,360,259	767,639,436
Community Services	Water/Sewer Water Gallons Pumped - Million Gallon Average Per Day	1.9	2	1.93	1.8	2.1
Executive	Dover Labor Force	18,000	18,430	18,773	18,640	19,724
Executive	Unemployment Rate - Dover	4.0	2.2	1.86	2.1	2.3
Executive	Unemployment Rate - Strafford County	3.9	2.3	2.01	2.3	2.6
Executive	Unemployment Rate - State of NH	4.1	2.5	2.22	2.4	2.9

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Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Executive	Unemployment Rate - National	6.9	4.2	3.56	3.8	4.2
Executive	Business Development-Businesses Reached Out				403	476
Executive	Business Development- Business Visitations Performed				291	297
Executive	Business Development-Businesses Connected to Business Assistance Resources				335	334
Executive	Human Resources - Number of Work Comp Claims Reported	63	89	58	72	57
Executive	Human Resources Number of Regular Full Time Positions Posted	48	45	52	72	54
Executive	Human Resources Number of Regular Part Time Positions Posted	14	20	11	23	28
Executive	City Hall Visitors - St. Thomas Street Entry				7,326	7,283
Executive	City Hall Visitors - Hale Street Entry				32,737	31,588
Executive	City Hall Visitors - Parking Bureau				2,923	3,410
Executive	City Hall Visitors - Utility Billing				4,127	4,210
Executive	City Hall Visitors - Planning Office				5,599	6,724
Executive	City Hall Visitors - Customer Service Entry				37,595	42,273
Executive	City Hall Visitors - City Clerk Tax Collector Office				47,924	50,086
Executive	City Hall Visitors - Central Avenue Front Door Entry				8,529	8,732
Executive	City Hall Visitors - Hale Street Elevator Entry				8,792	9,625
Executive	City Hall Visitors - Assessing Office				2,364	2,765
Executive	Number of candidates applying for employment vacancies	1,530	1,250		1,640	1,912
Executive	NCS % Excellent/Good, Overall economic health		67		61	
Executive	NCS % Excellent/Good, Overall quality of transportation system		64		55	

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Executive	NCS % Excellent/Good, Overall design/layout of residential & commercial areas		65		55	
Executive	NCS % Excellent/Good, Overall quality of the utility infrastructure		70		66	
Executive	NCS % Excellent/Good, Overall feeling of safety		79		78	
Executive	NCS % Excellent/Good, Overall quality of natural environment		79		73	
Executive	NCS % Excellent/Good, Overall Quality of parks & rec opportunities		71		68	
Executive	NCS % Excellent/Good, Overall health & wellness opportunities		79		69	
Executive	NCS % Excellent/Good, Overall opportunities for education, culture & arts		63		64	
Executive	NCS % Excellent/Good, Residents' connection & engagement with community		57		59	
Executive	NCS % Excellent/Good, Dover as a place to live		89		89	
Executive	NCS % Excellent/Good, Overall quality of life		87		81	
Executive	NCS % Excellent/Good, Overall image or reputation of Dover		76		73	
Executive	NCS % Excellent/Good, Overall customer service by Dover employees		84		83	
Executive	NCS % Excellent/Good, Public information services		71		71	
Executive	NCS % Excellent/Good, Value of services for taxes paid to Dover		43		45	
Executive	NCS % Excellent/Good, Overall Direction that Dover is taking		60		59	
Executive	NCS % Excellent/Good, Job Dover gov't does at welcoming resident involvement		53		52	

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Executive	NCS % Excellent/Good, Overall confidence in Dover gov't.		50		51	
Executive	NCS % Excellent/Good, Gov't generally acting in the best interest of community		60		55	
Executive	NCS % Excellent/Good, Gov't being honest		62		58	
Executive	NCS % Excellent/Good, Gov't being open & transparent to public		56		54	
Executive	NCS % Excellent/Good, Gov't informing residents about issues facing community		55		51	
Executive	NCS % Excellent/Good, Gov't treating all residents fairly		64		59	
Executive	NCS % Excellent/Good, Gov't treating residents with respect		75		69	
Executive	NCS % Excellent/Good, Quality of services provided by City of Dover		78		71	
Executive	NCS % Excellent/Good, Quality of Services provided by Fed Gov't		48		31	
Executive	NCS % Excellent/Good, Overall economic health of Dover		67		61	
Executive	NCS % Excellent/Good Quality of Life, Dover as a place to work		74		71	
Executive	NCS % Excellent/Good Quality of Life, Dover as a place to visit		71		68	
Executive	NCS % Excellent/Good, Overall quality of business & service establishments in Dover		85		80	
Executive	NCS % Excellent/Good, Variety of business & service establishments in Dover		66		69	
Executive	NCS % Excellent/Good, Vibrancy of downtown/commercial area in Dover		69		63	
Executive	NCS % Excellent/Good, Employment opportunities in Dover		57		52	

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Executive	NCS % Excellent/Good, Shopping opportunities in Dover		56		51	
Executive	NCS % Excellent/Good, Cost of living in Dover		28		19	
Executive	NCS % Excellent/Good Quality of Services regarding economic development in Dover		62		55	
Executive	NCS % Excellent/Good, overall quality of transportation system in Dover		64		55	
Executive	NCS % Excellent/Good, traffic flow on major streets in Dover		41		36	
Executive	NCS % Excellent/Good, ease of public parking in Dover		51		51	
Executive	NCS % Excellent/Good, ease of travel by car in Dover		66		61	
Executive	NCS % Excellent/Good, ease of travel by public transportation in Dover		46		39	
Executive	NCS % Excellent/Good, ease of travel by bicycle in Dover		49		37	
Executive	NCS % Excellent/Good, ease of walking in Dover		80		72	
Executive	NCS % Excellent/Good, quality of traffic enforcement in Dover		71		64	
Executive	NCS % Excellent/Good, quality of traffic signal timing in Dover		52		54	
Executive	NCS % Excellent/Good, quality of street repair in Dover		46		40	
Executive	NCS % Excellent/Good, quality of street cleaning in Dover		67		71	
Executive	NCS % Excellent/Good, quality of street lighting in Dover		72		66	
Executive	NCS % Excellent/Good, quality of snow removal in Dover		76		74	
Executive	NCS % Excellent/Good, quality of sidewalk maintenance in Dover		62		57	

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Executive	NCS % Excellent/Good, quality of bus or transit services in Dover		64		55	
Executive	NCS % Excellent/Good, overall design or layout of residential & commercial areas of Dover		65		55	
Executive	NCS % Excellent/Good, your neighborhood as a place to live		82		83	
Executive	NCS % Excellent/Good, well-planned residential growth		41		41	
Executive	NCS % Excellent/Good, well-planned commercial growth		50		41	
Executive	NCS % Excellent/Good, well designed neighborhoods		53		52	
Executive	NCS % Excellent/Good, preservation of historical/cultural character of Dover		73		70	
Executive	NCS % Excellent/Good, Public places where people want to spend time		64		59	
Executive	NCS % Excellent/Good, Variety of housing options		40		33	
Executive	NCS % Excellent/Good, Availability of affordable quality housing		24		11	
Executive	NCS % Excellent/Good, Overall quality of new development		61		45	
Executive	NCS % Excellent/Good, Overall appearance		80		70	
Executive	NCS % Excellent/Good, Quality of Land use, planning & zoning services		52		42	
Executive	NCS % Excellent/Good, Quality of code enforcement services		47		39	
Executive	NCS % Excellent/Good, Overall quality of utility infrastructure		70		66	
Executive	NCS % Excellent/Good, Quality of Affordable high speed internet access services		48		52	
Executive	NCS % Excellent/Good, Quality of garbage collection services		70		75	

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Executive	NCS % Excellent/Good, Quality of drinking water services		75		74	
Executive	NCS % Excellent/Good, Quality of sewer services		87		83	
Executive	NCS % Excellent/Good, Quality of storm water management services		84		77	
Executive	NCS % Excellent/Good, Quality of power (electric and/or gas) utility services		84		70	
Executive	NCS % Excellent/Good, Quality of utility billing services		72		59	
Executive	NCS % Excellent/Good, Overall feeling of safety		79		78	
Executive	NCS % Very/Somewhat Safe, In your neighborhood during day		95		94	
Executive	NCS % Very/Somewhat Safe, In downtown/commercial area during day		93		92	
Executive	NCS % Very/Somewhat Safe, From property crime		81		77	
Executive	NCS % Very/Somewhat Safe, From violent crime		89		85	
Executive	NCS % Very/Somewhat Safe, From fire, flood or other natural disaster		91		91	
Executive	NCS % Excellent/Good, Police/Sheriff services		83		81	
Executive	NCS % Excellent/Good, Crime prevention services		80		74	
Executive	NCS % Excellent/Good, Animal control services		86		86	
Executive	NCS % Excellent/Good, Ambulance or Emergency Medical Services		93		94	
Executive	NCS % Excellent/Good, Fire services		95		96	
Executive	NCS % Excellent/Good, Fire prevention & education services		85		82	
Executive	NCS % Excellent/Good, Emergency preparedness		68		65	

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Executive	NCS % Excellent/Good, Overall quality of natural environment		79		73	
Executive	NCS % Excellent/Good, Cleanliness of Dover's natural environment		78		71	
Executive	NCS % Excellent/Good, Water resources		56		51	
Executive	NCS % Excellent/Good, Air quality		90		85	
Executive	NCS % Excellent/Good, Preservation of natural areas		64		59	
Executive	NCS % Excellent/Good, Dover's open space		61		57	
Executive	NCS % Excellent/Good, Recycling services		69		74	
Executive	NCS % Excellent/Good, Yard waste pick-up services		56		56	
Executive	NCS % Excellent/Good, Overall quality of parks & recreation opportunities		71		68	
Executive	NCS % Excellent/Good, Availability of paths and walking trails		78		74	
Executive	NCS % Excellent/Good, Fitness opportunities		72		74	
Executive	NCS % Excellent/Good, Recreational opportunities		67		62	
Executive	NCS % Excellent/Good, Quality of services at city parks		76		71	
Executive	NCS % Excellent/Good, Quality of services at recreation programs/classes		66		67	
Executive	NCS % Excellent/Good, Quality of services at recreation centers/facilities		70		67	
Executive	NCS % Excellent/Good, Overall health & wellness opportunities		79		69	
Executive	NCS % Excellent/Good, Availability of affordable quality food		78		65	

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Executive	NCS % Excellent/Good, Availability of affordable quality health care		76		66	
Executive	NCS % Excellent/Good, Availability of preventive health services		80		68	
Executive	NCS % Excellent/Good, Availability of affordable quality mental health care		49		40	
Executive	NCS % Excellent/Good, Quality of health services		79		75	
Executive	NCS % Excellent/Good, your overall health		73		70	
Executive	NCS % Excellent/Good, Opportunities for education, culture, arts		63		64	
Executive	NCS % Excellent/Good, Opportunities to attend cultural, arts, music activities		57		56	
Executive	NCS % Excellent/Good, Community support for the arts		65		63	
Executive	NCS % Excellent/Good, Availability of affordable quality childcare/preschool		46		34	
Executive	NCS % Excellent/Good, K-12 education		69		59	
Executive	NCS % Excellent/Good, Adult educational opportunities		56		54	
Executive	NCS % Excellent/Good, Opportunities to attend special events/festivals		63		67	
Executive	NCS % Excellent/Good, Public library services		93		91	
Executive	NCS % Excellent/Good, Resident connection & engagement with community		57		59	
Executive	NCS % Excellent/Good, Dover as a place to raise children		83		80	
Executive	NCS % Excellent/Good, Dover as a place to retire		51		52	

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Executive	NCS % Excellent/Good, Sense of community		62		64	
Executive	NCS % Excellent/Good, Dover community does making all residents feel welcome		77		76	
Executive	NCS % Excellent/Good, Dover community does attracting people from diverse backgrounds		58		56	
Executive	NCS % Excellent/Good, Dover community does valuing/respecting residents from diverse backgrounds		67		69	
Executive	NCS % Excellent/Good, Dover community does taking care of vulnerable residents		52		42	
Executive	NCS % Excellent/Good, Dover's sense of civic/community pride		60		61	
Executive	NCS % Excellent/Good, Neighborliness of residents		64		62	
Executive	NCS % Excellent/Good, Opportunities to participate in social events/activities		59		60	
Executive	NCS % Excellent/Good, Opportunities to volunteer		75		70	
Executive	NCS % Excellent/Good, Opportunities to participate in community matters		67		66	
Executive	NCS % Excellent/Good, Openness & acceptance of community toward people of diverse backgrounds		64		64	
Executive	NCS % yes, Contacted the City of Dover for help/information		60		62	
Executive	NCS % yes, Contacted Dover elected officials to express your opinion		17		14	
Executive	NCS % yes, Attended a local public meeting		16		18	

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Executive	NCS % yes, Watched a local public meeting		32		24	
Executive	NCS % yes, Volunteered your time to some group/activity		25		32	
Executive	NCS % yes, Campaigned or advocated for local issue, cause, candidate		16		15	
Executive	NCS % yes, Voted in your most recent local election		79		79	
Executive	NCS % a few times week or more, Access internet from home		95		95	
Executive	NCS % a few times week or more, Access internet from cell phone		92		94	
Executive	NCS % a few times week or more, Visit social media sites		81		79	
Executive	NCS % a few times week or more, Use or check email		98		96	
Executive	NCS % a few times week or more, Share your opinion online		24		25	
Executive	NCS % a few times week or more, Shop online		49		49	
Executive	NCS Number of Residents Surveyed		543		620	
Executive	NCS Percent of Resident Response to Survey		20		21	
Executive	Human Resources Number of Employment Separations - Voluntary	54	94	71	94	79
Executive	Human Resources Number of New Hires	68	77	92	112	71
Executive	Executive Disability Leave Hours Used	0	0	40	24	184
Executive	Human Resources Number of Employment Separations - Involuntary	12	5	7	5	6
Executive	Executive Comp Hours Used	3	19	19	18	50
Executive	Executive Annual / Personal Leave Hours Used	2,105	3,533	3,339	3,396	3,554
Executive	Executive Sick Leave Hours Used	504	681	693	644	564

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Executive	Executive Other Leave Hours Used	1,510	1,940	1,579	2,147	1,962
Executive	Human Resources Average Number of Employees Paid	358	358	368	375	385
Executive	Human Resources Number of Disability Claims				46	63
Executive	Human Resources - Number of Civilian Background Checks Processed					57
Executive	Human Resources - Number of Civilian Motor Vehicle Requests Processed					55
Executive	IT - Visitors to City Website	1,153,288	1,252,399	1,383,804	1,773,337	2,443,373
Executive	IT - City Email Processed, Inbound Clean Messages	971,217	1,016,874	1,008,564	909,092	961,450
Executive	IT Work Orders - Received During Year	2,921	2,895	2,662	1,713	1,653
Executive	DoverNet Municipal Wireless - Ave #of Clients	200	230	260	320	369
Executive	DoverNet Public Wireless - Ave #of Clients	75	108	85	96	116
Executive	IT Chevy Bolt EV - Miles Traveled	1,177	1,290	1,219	1,227	86
Executive	IT Chevy Bolt EV - kWh Charged	490	500	348	322	153
Executive	Desk Phone System Total Calls				277,962	269,982
Executive	Legal Right to Know Requests Processed	51	77	100	78	85
Executive	Legal Contracts / Memo Created	-	303	201	232	247
Executive	Legal Matters / Questions Handled	-	790	1,061	1,058	909
Executive	Legal - Resolutions Created	73	75	70	67	45
Executive	Legal - Ordinances Created	19	22	17	17	9
Executive	Accident Reports - Property	61	68	54	57	53
Executive	Accident Reports - Liability	39	70	67	51	49
Executive	Accident Reports - Auto	33	46	80	57	49
Executive	Review Existing Legal Contracts & Draft Memo	-	35	153	152	123
Executive	Media Services Announcements Posted to Website	5,119	5,292	5,191	5,391	569

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Executive	Media Services Social Media Subscribers, All Platforms	13,614	15,057	15,859	17,097	18,009
Executive	Media Services Press Releases Created & Distributed	937	862	799	669	696
Executive	Media Services Posts to Social Media, All Platforms	3,888	4,020	3,956	3,610	4,746
Executive	Media Services Active Subscribers to All City Newsletters					18,167
Executive	Media Services Videos Posted, All Platforms	726	749	740	669	650
Executive	Media Services Dover Video Views, All Platforms	1,033,593	1,131,696	1,130,410	1,329,712	1,147,245
Executive	Media Services Average City CodeRed Subscribers	1,628	1,842	2,201	2,660	2,476
Executive	Media Services Newsletters Sent via Email					721
Finance	Assessing: Office Property Inspections	2,218	2,378	1,578	625	2,291
Finance	Assessing: Registry Deeds Recorded	1,192	1,059	810	850	893
Finance	Assessing: Registry Mortgages Recorded	2,075	1,428	880	780	780
Finance	Assessing: Registry Foreclosures Recorded	0	1	3	2	3
Finance	Assessing: Registry Liens Recorded		26	610	541	585
Finance	Assessing: Registry Discharge of Mortgages Recorded		500	219	238	292
Finance	Assessing: Registry Plans Recorded		58	91	107	74
Finance	Assessing: Registry Parcel Mergers Recorded		1	5	3	1
Finance	City Clerk/Tax Death Certificates/Copies Issued	2,879	3,322	3,570	4,084	4,573
Finance	City Clerk/Tax Marriage Licenses Issued	307	318	350	286	408
Finance	City Clerk/Tax Birth Certificates/Copies Issued	2,280	2,623	2,812	2,614	3,081

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Finance	City Clerk/Tax Marriage Certificates/Copies Issued	793	880	825	784	1,014
Finance	City Clerk/Tax Notary Public Requests	557	433	433	344	340
Finance	City Clerk/Tax Justice of Peace Requests	132	151	155	102	135
Finance	City Clerk/Tax Vehicle Registrations - Office	22,138	23,042	20,947	23,936	24,209
Finance	City Clerk/Tax: Number of Vehicle Registrations Paid Online	7,645	7,148	8,751	7,540	7,499
Finance	City Clerk/Tax Vehicle Registrations - Mailed In	4,453	3,547	4,564	2,955	2,868
Finance	City Clerk/Tax: Number of Dog Licenses Paid Online	803	1,474	1,700	1,521	1,469
Finance	City Clerk/Tax: Number of Property Tax Bills Paid Online	174	669	830	1,003	1,312
Finance	City Clerk/Tax: Number of Water/Sewer Bills Paid Online	349	2,029	3,592	4,046	5,423
Finance	City Clerk/Tax: Funds Collected for Parking Tickets	\$2,230	\$12,730	\$15,435	\$13,340	\$14,525
Finance	Divorce Certificates/Copies Issued	26	103	93	145	118
Finance	Finance Comp Time Hours Used	34	52	303	266	542
Finance	Finance Annual / Personal Leave Hours Used	3,267	4,260	3,652	3,800	3,525
Finance	Finance Sick Leave Hours Used	1,226	1,243	1,092	1,094	1,184
Finance	Finance Disability Leave Hours Used	456	1,493	1,238	200	405
Finance	Finance Other Leave Hours Used	2,286	2,359	1,763	2,008	2,352
Finance	Purchasing-Purchase Orders - Under \$1,000	5,158	3,552	3,476	3,700	3,011
Finance	Purchasing-Purchase Orders - \$1,000 to \$4,999	892	773	917	1,227	1,271
Finance	Purchasing-Purchase Orders - \$5,000 to \$9,999	165	203	221	245	259
Finance	Purchasing-Purchase Orders - \$10,000 to \$24,999	116	131	157	186	221
Finance	Purchasing-Purchase Orders - \$25,000 and Over	159	225	232	243	242

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Finance	Purchasing Bids/RFQ's Posted	74	113	70	41	40
Finance	Utility Billing-Industrial Records Billed	7,450	9,153	10,056	10,171	9,329
Finance	Utility Billing-Residential Records Billed	33,048	33,331	33,540	33,834	34,280
Finance	Utility Billing Work Orders-Final Meter Reads	609	550	441	365	372
Finance	Utility Billing Work Orders-Stopped Meter Reads	1,725	1,645	512	106	101
Finance	Utility Billing Work Orders-Installed New Meters	91	47	47	170	51
Finance	Utility Billing Work Orders-On/Off Water Service	161	144	144	324	189
Fire & Rescue	Fire & Rescue Comp Time Hours Used	406	389	459	190	106
Fire & Rescue	Fire & Rescue Annual / Personal Leave Hours Used	13,176	14,898	12,812	13,917	10,421
Fire & Rescue	Fire & Rescue Sick Leave Hours Used	6,518	6,434	5,823	6,794	5,375
Fire & Rescue	Fire & Rescue Disability Leave Hours Used	3,379	968	2,725	3,746	2,655
Fire & Rescue	Fire & Rescue Other Leave Hours Used	6,232	5,292	3,606	1,831	1,018
Fire & Rescue	Fire Special Duty Hours				203	444
Fire & Rescue	Fire & Rescue Burn Permits Issued	1,171	716	803	753	655
Fire & Rescue	Fire & Rescue Calls for Fires	215	140	100	138	207
Fire & Rescue	Fire & Rescue Calls for Medical Emergency	3,888	4,454	3,328	4,679	4,748
Fire & Rescue	Fire & Rescue Calls for Hazardous Conditions	339	240	493	417	262
Fire & Rescue	Fire & Rescue Calls for Miscellaneous Other	438	606	409	585	620
Fire & Rescue	Fire & Rescue Calls for Lock Outs	74	296	217	333	290
Fire & Rescue	Fire & Rescue Calls for False/Good Intent	978	1,018	780	1,114	1,102
Fire & Rescue	Fire & Rescue Calls for Mutual Aid - Ambulance Service Given	96	184	183	122	183

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Fire & Rescue	Fire & Rescue Calls for Mutual Aid - Ambulance Service Received	127	188	67	32	42
Fire & Rescue	Fire & Rescue Calls for Mutual Aid - Fire Service Given	105	72	26	71	91
Fire & Rescue	Fire & Rescue Calls for Mutual Aid - Fire Service Received	26	15	12	14	19
Fire & Rescue	Fire & Rescue 2 Simultaneous Emergency Incidents	1,851	1,951	1,511	2,011	2,435
Fire & Rescue	Fire & Rescue 3 Simultaneous Emergency Incidents	783	778	664	798	829
Fire & Rescue	Fire & Rescue Patients Transported to Area Hospitals	2,939	3,369	3,820	3,658	3,837
Fire & Rescue	Fire & Rescue Number of Overtime Hours Worked	28,044	23,215	27,722	28,335	31,108
Fire & Rescue	Fire & Rescue Value of Fire Loss	\$1,715,814	\$247,427	\$2,472,345	\$1,153,175	\$1,141,500
Fire & Rescue	Fire & Rescue 4 or more simultaneous Emergency Incidents				355	207
Fire & Rescue	Fire & Rescue Non-transport=Refusal of care				1,665	1,686
Planning	CDBG Applications - Received	7	14	13	18	20
Planning	Inspection Services Life Safety Inspections	825	782	731	720	491
Planning	Inspection Services Business Inspections	129	153	240	155	101
Planning	Inspection Services Sprinkler/Alarm Inspections	717	510	593	576	768
Planning	Inspection Services Electrical Inspections	1,085	931	1,165	1,527	1,513
Planning	Inspection Services Plumbing/Mechanical Inspections	1,135	991	1,417	2,309	2,456
Planning	Inspection Services Health Inspections/Housing Standards	852	715	625	472	498
Planning	Inspection Services School / Daycare Inspections	186	229	206	191	93
Planning	Inspection Services Oil Burner Inspections	13	26	6	20	11

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Planning	Inspection Services Woodstove/Fireplace Inspections	8	6	4	7	6
Planning	Inspection Services Permits Issued - Blasting	1	7	3	2	2
Planning	Inspection Services Permits Issued - Certificate of Occupancy	139	151	74	130	79
Planning	Inspection Services Value of New Commercial/Industrial Construction	\$10,339,114	\$35,904,063	\$40,950,411	\$65,400,486	\$52,129,208
Planning	Inspection Services Value of New Residential Construction	\$35,979,551	\$30,390,089	\$33,908,323	\$42,572,853	\$35,282,526
Planning	Inspection Services Value of New Residential Construction: Alterations	\$8,048,692	\$6,595,728	\$18,003,753	\$19,146,869	\$20,996,212
Planning	Inspection Services Average Business Days from Building Permit App Submittal to Permit Approval/Denial	14	10	19	11	10
Planning	Inspection Services Average Business Days from Electrical Permit App Submittal to Permit Approval/Denial	9	2	2	3	5
Planning	Inspection Services Average Business Days from Plumbing Permit App Submittal to Permit Approval/Denial	9	2	2	3	5
Planning	Inspection Services Number of Complaints Received	27	21	21	137	69
Planning	Inspection Services Value of Commercial/Industrial Construction: Alterations	\$2,589,530	\$46,043,681	\$15,546,302	\$18,198,989	\$10,378,568
Planning	Inspection Services Number of Overtime Hours Worked	317	204	379	163	24
Planning	Inspection Services Building Inspections	1,938	1,257	1,532	2,087	2,010
Planning	Inspection Services Monthly Permit New Construction Value	\$57,039,890	\$86,536,358	\$104,755,755	\$145,619,081	\$118,886,552
Planning	Inspection Services Permits Issued - Building	606	546	680	699	659

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Planning	Planning Code Complaints Resolved	27	18	7	6	8
Planning	Planning Code Complaints Reviewed	42	49	26	12	14
Planning	Planning Code Complaints Resolved for Signs	11	11	6	1	11
Planning	Planning Code Complaints Reviewed for Signs	12	11	8	0	11
Planning	Planning Conditional Use Permit - Environmental	14	23	21	20	17
Planning	Planning Conditional Use Permit - Non-Environmental	6	7	7	9	8
Planning	Planning Lot Line Adjustments	7	13	7	7	11
Planning	Planning Lot Merger Application	1	3	4	3	2
Planning	Planning Lot Restoration Application	4	4	1	4	1
Planning	Planning Permits, Accessory Dwelling Units	8	10	7	8	9
Planning	Planning Permits - Customary Home Occupation	3	4	3	2	4
Planning	Planning Permits - Signs - Permanent	30	43	31	42	43
Planning	Planning Permits - Signs - Temporary	9	0	7	6	2
Planning	Planning Site Plan # of units created	316	976	236	144	129
Planning	Planning Site Plan Sq Ft - Commercial Buildings	153,536	183,497	243,978	127,721	44,566
Planning	Planning Site Plan Sq Ft - Impervious Coverage	283,255	728,765	366,960	84,522	190,664
Planning	Planning Site Plans Approved	12	21	14	13	16
Planning	Planning Subdivision # of lots created	96	30	49	32	23
Planning	Planning Subdivision Plans Approved	15	12	8	5	11
Planning	Planning Waiver, Amendments to an Approved Plan Granted	5	3	4	12	5
Planning	Planning Waiver, Amendments to an Approved plan Requested	6	3	4	12	5
Planning	Planning Waiver, Extensions to an Approved plan - Granted	1	0	0	6	2

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Planning	Planning Waiver, Extensions to an Approved plan - Requested	1	0	0	5	3
Planning	Planning Zoning Board, Appeal of Administrative Decision-Granted	0	1	0	0	1
Planning	Planning Zoning Board, Appeal of Administrative Decision Requested	0	1	0	1	3
Planning	Planning Zoning Board, Equitable Waivers	0	1	2	2	0
Planning	Planning Zoning Board, Special Exceptions	2	0	1	3	2
Planning	Planning Zoning Board, Variances - Dimensional	4	2	8	10	9
Planning	Planning Zoning Board, Variances - Use	5	1	5	13	11
Planning	Planning Permits - Signs-Community	13	14	8	15	10
Planning	Planning Zoning Board, Rehearing	0	1	1	1	3
Planning	Planning Transfer of Development Rights Granted	20	38	62	80	59
Planning	Planning Transfer of Development Rights Requested	55	38	63	37	75
Planning	Planning Site Plan Sq Ft - Residential Buildings	191,234	0	82,400	0	2,400
Planning	Planning Comp Time Hours Used	0	0	3	0	141
Planning	Planning Annual / Personal Leave Hours Used	1,015	1,308	871	1,142	2,255
Planning	Planning Sick Leave Hours Used	319	331	362	357	532
Planning	Planning Disability Leave Hours Used	250	0	0	0	0
Planning	Planning Other Leave Hours Used	578	596	575	686	1,382
Police	Police Animal Investigations - Total	226	501	706	555	638
Police	Police Parking Tickets Issued - Total	6,648	8,193	8,323	10,863	15,838
Police	Police Parking Meters - Number of Transactions	382,298	485,217	522,379	547,885	563,361
Police	Police Parking Meters - Revenue	\$766,607	\$909,503	\$1,028,074	\$1,127,158	\$1,298,991
Police	Police Parking Meters - Days of Use	303	301	301	301	302
Police	Police Parking Permits Issued	8,278	8,812	9,170	9,743	9,891
Police	Police Parking Tickets - Revenue	-	\$199,526	\$202,477	\$235,326	\$361,928
Police	Police Parking Permits - Revenue	-	\$344,367	\$361,190	\$381,967	\$421,814

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Police	Police Parking Meters - Garage Number of Transactions	-	28,515	32,802	31,716	29,917
Police	Police Parking Meters - Garage Revenue	-	\$89,886	\$92,896	\$94,323	\$101,175
Police	Police Parking Meters - Garage Days of Use	-	301	301	350	365
Police	Police Parking - Electric Vehicle Charging Stations Used	67	316	693	800	649
Police	Police Number of Overtime Hours Worked	7,691	10,354	10,018	8,435	6,911
Police	Police Special Detail Hours	1,732	1,539	2,090	2,048	2,489
Police	Police Comp Time Hours Used	1,473	1,305	1,469	1,206	1,448
Police	Police Annual / Personal Leave Hours Used	14,786	13,172	11,437	10,630	12,568
Police	Police Sick Leave Hours Used	3,394	4,209	2,834	3,193	3,540
Police	Police Disability Leave Hours Used	3,105	435	1,077	471	320
Police	Police Other Leave Hours Used	2,395	1,308	1,261	1,898	2,239
Police	Police Non-Motor Vehicle Arrests - Total	736	630	652	713	855
Police	Police Non-Motor Vehicle Arrests - Adult	712	607	647	729	835
Police	Police Non-Motor Vehicle Arrests - Juvenile	17	13	6	1	8
Police	Police- Motor Vehicle Violation - Warnings	10,849	4,166	3,102	5,110	6,850
Police	Police Alarm Line Responses	1,143	1,092	877	962	981
Police	Police Part 1: Crimes Reported - Murder, Nonnegligent, Manslaughter	2	0	1	0	0
Police	Police Part 1: Crimes Reported - Sexual Offenses	10	4	0	0	16
Police	Police Part 1: Crimes Reported - Robbery	7	22	2	0	0
Police	Police Part 1: Crimes Reported- Assault	111	115	118	68	65
Police	Police Part 1: Crimes Reported - Burglary	22	21	26	31	12

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Police	Police Part 1: Crimes Reported - Larceny/Theft	386	480	408	300	243
Police	Police Part 1: Crimes Reported - Auto Theft	19	28	22	13	15
Police	Police Part 1: Crimes Reported - Arson	1	2	1	0	2
Police	Police Part 2: Crimes Reported - Fraud	71	196	151	155	110
Police	Police Part 2: Crimes Reported - Criminal Mischief Total:	187	186	169	119	85
Police	Police Part 2: Crimes Reported - Weapons Possession	3	37	77	0	1
Police	Police Part 2: Crimes Reported - Drug Offenses	81	77	48	28	41
Police	Police Part 2: Crimes Reported - Driving While Intoxicated	69	58	83	136	95
Police	Police- Public Motor Vehicle Accidents - Fatal	2	0	1	0	2
Police	Police Non-Criminal - Disturbances	1,283	1,402	923	1,029	969
Police	Police Non-Criminal - Missing Persons Total:	53	182	60	35	63
Police	Police Non-Criminal - Suspicious Activity	204	446	580	692	707
Police	Police Non-Criminal - Deaths	54	26	42	42	46
Police	Police Non-Criminal - Police Information, including Crimeline Total:	493	451	590	623	609
Police	Police Non-Criminal - Welfare Check	506	885	1,266	1,320	1,164
Police	Police Non-Criminal - Police Assistance	930	1,721	2,743	2,500	2,283
Police	Police Number of Calls - Priority 1	1,764	1,614	1,704	1,613	1,585
Police	Police Number of Calls - Priority 2	1,125	1,126	1,400	1,262	1,240
Police	Police Number of Calls - Priority 3	6,232	12,082	11,323	14,430	16,386
Police	Police Number of Calls - Priority 4	7,603	6,655	9,766	10,492	10,276
Police	Police K-9 Unit Call Outs	13	0	33	24	19
Police	Police Part 1-Crimes Total:	560	0	568	412	344
Police	Police Part 2-Crimes Total:	1,009	0	2,542	2,220	955

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Police	Motor Vehicle Accidents -Total:	834	1,217	1,070	1,159	1,059
Police	Police Non-Criminal - Other Disturbances	276	68	1,224	1,219	956
Police	Police - Facility Walk-Ins	2,152	2,630	2,897	20,099	21,170
Police	Police-Criminal Record Requests	314	274	218	260	2,483
Police	Police Reports Written	14,985	6,302	0	0	5,501
Police	BodyWorn/Cruiser Videos Review					
Police	Police Community Service Program - Juveniles Tracked	11	57	49	38	44
Police	Police Community Service Program - Hours Worked Off	21	76	110	100	95
Police	Police Teen Center Attendance	1,264	2,649	3,952	4,460	3,795
Police	Police Teen Center - Days of Operation	178	191	222	219	220
Police	Police Dover Court Diversion Cases	15	14	10	27	9
Police	Dispatch-Telephone Calls	87,158	96,882	98,221	89,339	89,678
Police	Dispatch-Telephone Calls - 911	4,952	4,588	5,704	5,484	5,544
Police	Dispatch-Calls for Service - Police Only	31,560	0	28,447	32,591	34,186
Police	Dispatch-Calls for Service - Fire Only	4,932	0	7,803	7,354	7,176
Police	Dispatch-Calls for Service - All Other	446	0	104	76	140
Police	Dispatch-Radio Transmissions	155,374	188,145	216,026	216,747	215,408
Public Library	Public Library Website Page views	357,569	494,166	1,003,531	2,103,321	631,179
Public Library	Public Library New Cardholders	1,039	1,765	1,628	1,980	1,731
Public Library	Public Library Active Cardholders - Average per month	13,323	12,873	13,052	12,726	13,469
Public Library	Public Library Number of times meeting rooms used		713	1,832	3,025	1,025
Public Library	Public Library Audio, Ebook, Video and Music Downloads	52,162	53,345	62,575	68,660	70,741
Public Library	Public Library Internet/PC Users (incl. Wi-Fi & Chromebooks)	52,846	63,956	85,067	98,423	50,113
Public Library	Public Library Museum Passes Borrowed	209	802	1,339	1,517	1,707
Public Library	Public Library Holds Filled	22,877	17,736	17,766	19,956	21,471
Public Library	Public Library Program Attendance	12,361	12,537	18,385	26,158	21,324
Public Library	Public Library Programs Offered	543	732	876	864	795

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Public Library	Public Library Walk In Visits	73,162	114,571	128,192	136,679	73,641
Public Library	Public Library Average Walk In Visits Per Day	274	349	391	415	250
Public Library	Public Library Intra/Inter Library Loans Sent & Received	2,449	3,923	5,115	3,380	3,580
Public Library	Public Library Days of Operation	297	329	328	326	311
Public Library	Public Library Circulation - Total	217,393	225,436	236,895	220,497	186,391
Public Library	Public Library Posts to Facebook	1,173	985	1,472	860	747
Public Library	Public Library Followers on Facebook, Monthly Average	4,573	4,791	5,053	6,189	7,031
Public Library	Public Library Funds Community Members Saved Using Library Museum Passes			\$38,093.81	\$48,217	\$50,791
Public Library	Public Library Revenue Generated for Library by Processing Passports			\$14,807	\$14,842	\$6,538
Public Library	Public Library Posts to Instagram	550	581	706	772	592
Public Library	Public Library Followers on Instagram, Monthly Average	1,923	2,088	2,310	2,637	3,024
Public Library	Public Library Press Releases	78	111	136	118	106
Public Library	Public Library Subscribers to E-News, Monthly Average	4,686	5,039	5,423	5,858	6,319
Public Library	Public Library Circulation - Adult	88,592	96,158	95,804	98,194	80,681
Public Library	Public Library Circulation - Children	76,709	84,306	72,324	81,986	72,187
Public Library	Public Library Passport applications processed	13	323	489	484	184
Public Library	Public Library Unique Users Visiting Library Website				126,282	146,944
Public Library	Public Library Disability Leave Hours Used	592	184	332	272	104
Public Library	Public Library Other Leave Hours Used	1,497	1,650	1,564	1,626	1,520
Public Library	Public Library Sick Leave Hours Used	687	748	972	1,119	847
Public Library	Public Library Annual / Personal Leave Hours Used	1,963	3,048	2,758	2,973	2,704
Public Library	Public Library Comp Time Hours Used	0	0	0	0	0

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Public Welfare	Public Welfare Contacts	4,793	1,114	1,768	2,897	1,736
Public Welfare	Public Welfare Number of Active Cases, Monthly Average	132	82	81	101	76
Public Welfare	Public Welfare Case Expenditures	\$123,766	\$41,828	\$205,810	\$425,707	\$280,233
Public Welfare	Public Welfare Number of New Cases	55	122	259	281	140
Public Welfare	Public Welfare Individuals Served - Monthly Average	25	47	118	188	111
Public Welfare	Public Welfare Annual / Personal Leave Hours Used	86	457	323	308	366
Public Welfare	Public Welfare Comp Time Hours Used	0	0	0	0	0
Public Welfare	Public Welfare Disability Leave Hours Used	0	84	0	289	53
Public Welfare	Public Welfare Sick Leave Hours Used	33	130	190	168	159
Public Welfare	Public Welfare Other Leave Hours Used	221	247	214	291	188
Recreation	Arena Attendance - Public Skate	3,183	4,744	6,465	6,682	6,681
Recreation	Arena Attendance - Rock Night	0	1,954	1,263	1,131	916
Recreation	Arena Reservations - Birthday Parties	0	13	8	26	20
Recreation	Gym Attendance - Open Gym	20,172	24,431	28,370	30,278	29,042
Recreation	Gym Reservations - Common Area	5	0	0	69	230
Recreation	Gym Reservations - Birthday Parties	0	1	0	2	3
Recreation	Pool Reservations - Birthday Parties	0	35	54	35	39
Recreation	Pool Attendance - Facility Walk In Visits	42,124	0	0	0	
Recreation	Recreation Annual / Personal Leave Hours Used	1,554	2,185	2,453	2,238	2,071
Recreation	Recreation Comp Time Hours Used	0	37	0	0	0
Recreation	Recreation Disability Leave Hours Used	0	43	246	454	573
Recreation	Recreation Sick Leave Hours Used	774	754	700	1,037	783
Recreation	Recreation Other Leave Hours Used	1,364	1,537	1,652	1,054	1,446
Recreation	Senior Center Membership - Renewals	273	377	379	411	409

### FY2021 to FY2025 Year End Metrics

Department	Metric Name	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total	FY2025 Total
Recreation	Senior Center Membership - New	34	163	218	134	135
Recreation	Senior Center Attendance - Trips	30	464	454	220	354
Recreation	Senior Center Attendance - Daily Game/Class Participants	5,823	8,968	10,276	8,628	7,713
Recreation	Senior Center Attendance - Facility Walk In Visits	274	1,210	1,385	1,266	1,190