

KPI Dashboard (click on a KPI for more detail)

See more KPIs at each department section

*Overtime incurred is higher than the 3 year average due to staffing needs in the Fire and Police Departments. The City is actively recruiting and hiring.

SAFETY

Police
violent crimes
53
average incidents per month
above 3 year average*

Police
non-violent crimes
210
average incidents per month
below 3 year average*

Police
average response time
5:21
minutes in 2023
quicker than target

Fire
average response time
4:08
minutes in 2023
quicker than target

*Crime Incidents appear higher due to the decrease experienced during the pandemic in 2020, as well as the transition to a new, more comprehensive, data collection system at the beginning of 2020. As we accumulate more data, the metrics will be adjusted accordingly.

*Violent and Non-Violent Crimes appear higher than last quarter due to the new NIBRS standards used to measure.

SERVICES

Water
safe drinking water
100%
days in compliance
meets target

Sewer
regulatory compliance
100%
days in compliance
meets target

Public Works
pothole repairs
1.7 days
average time to complete
quicker than target

Airport
hangar capacity
106%
capacity filled
better than target

Engineering
lane miles paved
17.3
miles paved in 2023
slightly below target

PARKS & RECREATION

The Cube
ice usage
72.2%
average capacity utilized
better than target

The Cube
public skate
104
average # of participants per session
better than target

Marathon Diamonds
field usage
55%
average capacity utilized
better than target

FINANCIAL

City
ratio of actual to budget
0.91
2023 TOTAL
better than target

City
overtime
\$790K
incurred in 2023
above 5 year average*