

**PUBLIC SAFETY**

	Program	Goal	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018 Target	FY 2018 YTD	
<b>Performance Measures</b>	Percentage of code violations located proactively	Code Enforcement	Safeguard Colleyville's identity	69%	80%	69%	70%	79%	≥ 50%	82%
	Number of UCR Part 1 Crimes	Police Administration	Deliver high quality core services	175	160	141	158	146	≤ 180	114
	Percentage of UCR Part 1 Offenses cleared	Criminal Investigations	Deliver high quality core services	20%	30%	31%	28%	29%	≥ 20%	44%
	Percentage of crime victims contacted by investigators within 3 days	Criminal Investigations	Deliver high quality core services	92%	98%	100%	100%	97%	≥ 95%	99%
	Average Priority 1 response time (call dispatch to arrival)	Police Patrol	Deliver high quality core services	4:11	4:03	3:12	3:25	3:36	≤ 5:00	3:31
	Fire/Ambulance average response time	Fire and EMS Operations	Deliver high quality core services	(Previously reported percentage of response times under 6 minutes )			4:43	4:40	≤ 6:00	5:23
	Percentage of plans reviewed within 48 hours	Fire Prevention / Investigations	Deliver high quality core services	100%	100%	99%	99%	99%	≥ 98%	99%
	Percentage of fire investigations cleared within 30 days	Fire Prevention / Investigations	Deliver high quality core services	100%	100%	100%	100%	100%	≥ 95%	100%
	Percentage of inspections performed within 48 hours of request	Fire Prevention / Investigations	Deliver high quality core services	100%	100%	100%	100%	100%	≥ 95%	98%

	Program	Goal	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018 YTD	
<b>Vital Statistics</b>	Injury accidents per 1,000 population	Police Patrol	Deliver high quality core services	2.84	2.76	3.04	3.4	3.04	2.28
	Number of self-initiated calls for service (proactive, community policing)	Police Patrol	Operate Transparently	54,231	50,897	43,781	35,652	37,273	25,945
	Total number of outstanding warrants in system since 1/1/03	Warrant Officer	Deliver high quality core services	3,971	4,056	3,657	3,006	2,457	2,137
	Number of warrants served	Warrant Officer	Deliver high quality core services	1,452	2,767	2,610	2,350	2,874	1,419
	Fire Related Responses	Fire Operations	Deliver high quality core services	381	500	542	566	610	645
	Fire Related Responses - Mutual Aid	Fire Operations	Deliver high quality core services	New measure	12				
	Service Related Responses	Fire Operations	Deliver high quality core services	357	127	152	180	191	295
	Service Related Responses - Mutual Aid	Fire Operations	Deliver high quality core services	New measure	77				
	EMS Related Responses	EMS Operations	Deliver high quality core services	829	950	959	1037	967	866
	EMS Related Responses - Mutual Aid	EMS Operations	Deliver high quality core services	New measure	39				
	Ambulance billing revenue	EMS Operations	Deliver high quality core services	\$323,672	\$399,312	\$354,239	\$388,803	\$318,738	\$295,299
	Percentage of billed services recovered	EMS Operations	Deliver high quality core services	30%	32%	29%	31%	59%	50%
	Total number of volunteer hours from CFAAA and Rehab Team	Fire Administration	Operate Transparently	900	418.5	672.5	491.75	482	342
	Community Fire Prevention Events	Fire Prevention / Operations	Operate Transparently	N/A	116	125	122	118	122
Average hours of training per employee	Fire Operations	Deliver high quality core services	160.9	160.99	134.77	166	170	135	

**DEVELOPMENT**

		Program	Goal	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018 Target	FY 2018 YTD
<b>Performance Measures</b>	Percentage of residential plan reviews completed in seven days or less (was 5 through FY16)	Building Inspection	Enable Responsible Development	21%	41%	77%	75%	84%	≥ 75%	48%
	Percentage of commercial plan reviews completed in seven days or less (was 10 through FY16)	Building Inspection	Enable Responsible Development	44%	55%	77%	80%	80%	≥ 75%	51%
	Percentage of inspections performed within 24 hours	Building Inspection	Enable Responsible Development	97%	98%	99%	98%	98%	≥ 95%	92%
	Percent of online department survey respondents satisfied with overall service	Planning and Zoning/Building Inspection	Deliver high quality core services	89%	98%	100%	70%	100%	= 100%	100%
	Retail occupancy rate	Economic Development	Enable Responsible Development	88%	90%	90%	96%	97%	≥ 90%	95.2%
	Office occupancy rate	Economic Development	Enable Responsible Development	89%	89%	90%	92%	93%	≥ 90%	91%
	Percentage growth in sales tax revenue (General Fund)	Economic Development	Enable Responsible Development	7.6%	9.0%	3.1%	8.0%	0.50%	≥ 1.05%	4.49%

		Program	Goal	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018 YTD
<b>Vital Statistics</b>	Number of Inspections Performed	Building Inspection	Enable Responsible Development	6,832	4,621	7,194	9,977	9,978	8,796

**LEISURE**

	Program	Goal	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018 Target	FY 2018 YTD	
Performance Measures	Athletic Field Maintenance	Safeguard Colleyville's identity	New Measure	80%	80%	85%	100%	≥ 85%	83%	
	Park Maintenance	Safeguard Colleyville's identity	87%	80%	95%	96%	96%	≥ 85%	96%	
	Library Services	Deliver high quality core services	86%	96%	93%	94%	98%	≥ 80%	91%	
	Library Services	Deliver high quality core services	79%	80%	81%	83%	83%	≥ 80%	82%	
	Library Services	Safeguard Colleyville's identity	21,955	18,363	17,173	18,888	19,471	≥ 18,000	17,060	
	Library Services	Safeguard Colleyville's identity	910	795	651	800	1,113	≥ 650	688	
	Library Services	Safeguard Colleyville's identity	1,182	1,188	987	1,278	1,127	≥ 1,000	Annual	
	Library Services	Safeguard Colleyville's identity	118	114	84	148	228	≥ 100	Annual	
	Library Services	Safeguard Colleyville's identity	123,211	134,314	133,076	120,202	94,649	≥ 90,000	82,787	
	Library Services	Safeguard Colleyville's identity	New Measure	New Measure	79,285					
	Library Services	Safeguard Colleyville's identity	New Measure	New Measure	3,502					
	Library Services	Deliver high quality core services	35,048	34,073	25,025	28,717	33,280	≥ 25,000	29,315	
	Library Services	Deliver high quality core services	250,737	234,667	228,160	222,123	227,252	≥ 220,000	174,329	
	Recreation	Safeguard Colleyville's identity	65%	71%	73%	77%	79%	≥ 60%	79%	
	Senior Center	Safeguard Colleyville's identity	1,751	3,734	3,767	4,574	4,148	≥ 1,500	2,794	
	Senior Center	Safeguard Colleyville's identity	58%	60%	59%	51%	50%	≥ 60%	50%	
	Colleyville Center	Deliver high quality core services	66%	81%	75%	62%	65%	≥ 70%	59%	
	Colleyville Center	Deliver high quality core services	96.3%	96.4%	97.3%	98%	97%	≥ 97%	97%	
Colleyville Center	Safeguard Colleyville's identity	386	412	452	376	405	≥ 400	274		

	Program	Goal	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018 YTD	
Vital Statistics	Percentage of Colleyville households with at least one active library card holder	Library Services	Safeguard Colleyville's identity	50%	50%	50%	50%	50%	64%
	Library materials collection size	Library Services	Safeguard Colleyville's identity	69,736	74,525	77,664	80,452	82,182	72,514
	Number of staff hours dedicated to athletic field maintenance and game preparation	Athletic Field Maintenance	Safeguard Colleyville's identity	4,884	3,697	4,032	4,007	3,804	2,440
	Number of youth sports participants	Athletic Field Maintenance	Safeguard Colleyville's identity	4,063	4,315	4,434	4,302	4,517	4,386
	Percentage of non-resident youth sports participants	Athletic Field Maintenance	Safeguard Colleyville's identity	49%	52%	52%	59%	49%	49%
	Percentage of revenue recovery	Athletic Field Maintenance	Deliver high quality core services	12%	12%	20%	18%	18%	18%
	Number of classes/programs offered	Senior Center	Safeguard Colleyville's identity	151	212	191	172	179	117
	Average membership visits per month	Senior Center	Safeguard Colleyville's identity	534	544	827	1,019	913	862
	Number of Metroport Meals on Wheels participants	Senior Center	Safeguard Colleyville's identity	1,727	1,607	1,695	1,553	1,284	852
	Percentage of Meals on Wheels participants who are residents	Senior Center	Safeguard Colleyville's identity	52%	49%	47%	43%	45%	43%
	Percentage of resident class participants	Recreation	Safeguard Colleyville's identity	49%	42%	44%	43%	43%	44%
	Revenue generated from bookings	Colleyville Center	Deliver high quality core services	\$246,797	\$230,793	\$226,901	\$209,919	\$230,612	\$142,901
	Percentage of events generating economic impact for local business	Colleyville Center	Safeguard Colleyville's identity	57%	59%	59%	60%	70%	69%
	Percent of total events held: Colleyville residents	Colleyville Center	Safeguard Colleyville's identity	9%	10%	11%	23%	13%	13%
	Percent of total events held: Non-residents	Colleyville Center	Safeguard Colleyville's identity	41%	36%	30%	25%	34%	29%
	Percent of total events held: Non-profits	Colleyville Center	Safeguard Colleyville's identity	44%	47%	50%	45%	46%	48%
	Percent of total events held: City departments	Colleyville Center	Safeguard Colleyville's identity	6%	7%	9%	7%	7%	11%
	Percent of revenue: Colleyville residents	Colleyville Center	Deliver high quality core services	N/A	N/A	N/A	18%	20%	10%
	Percent of revenue: Non-residents	Colleyville Center	Deliver high quality core services	N/A	N/A	N/A	61%	53%	63%
	Percent of revenue: Non-profits	Colleyville Center	Deliver high quality core services	N/A	N/A	N/A	20%	27%	26%
Percent of revenue: City departments	Colleyville Center	Deliver high quality core services	N/A	N/A	N/A	1%	0%	0%	

**PUBLIC WORKS**

	Program	Goal	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018 Target	FY 2018 YTD	
<b>Performance Measures</b>	Percent of internal customers satisfied with facility environment	Building Services	Deliver high quality core services	89%	84%	86%	96%	92%	≥ 90%	N/A
	Percentage of work orders responded to within one business day	Building Services	Deliver high quality core services	78%	51%	83%	89%	91%	≥ 90%	90%
	Percent of scheduled lane miles of public streets swept	Stormwater Management	Assure adequate infrastructure	98%	99%	99%	94%	100%	≥ 98%	100%
	Percent of storm drain inlets inspected	Drainage Maintenance	Assure adequate infrastructure	New Measure	20%	51%	55%	50%	≥ 50%	51%
	Percentage of storm sewer lines inspected	Drainage Maintenance	Assure adequate infrastructure	New Measure	<1%	<1%	<1%	<1%	≥ 10%	0%
	Meter reading accuracy	Utility Support	Deliver high quality core services	99%	99%	98%	99%	98%	≥ 98%	98%
	Percentage of total waste water lines cleaned annually	Waste Water Collection	Assure adequate infrastructure	93%	78%	91%	94%	93%	≥ 95%	N/A
	Percentage of water valves exercised	Water Distribution	Assure adequate infrastructure	New Measure	12%	0.05%	15%	34%	≥ 20%	2%
	Percentage of water meters replaced	Utility Support	Deliver high quality core services	New Measure	≥8%	3%				
	Average age of street and traffic signs	Street Maintenance	Deliver high quality core services	New Measure	≤10 Years	73%				
	Average age of long line pavement markings	Street Maintenance	Deliver high quality core services	New Measure	≤5 Years	42%				
	Percent of street and traffic signs replaced	Street Maintenance	Deliver high quality core services	12%	15%	15%	7%	5.00%	≥ 10%	4%
	Percentage of pavement markings renewed	Street Maintenance	Deliver high quality core services	New Measure	20%	4%	15%	12.2%	≥ 20%	10%

	Program	Goal	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018 YTD	
<b>Vital Statistics</b>	Percentage of monthly water samples testing negative for coliform bacteria	Water Distribution	Deliver high quality core services	99.36%	99%	98%	100%	100%	100%
	Percentage of fleet time available	Fleet Maintenance	Deliver high quality core services	98%	98%	98%	99%	99%	99%
	Ratio of scheduled maintenance to unscheduled repairs	Building Services	Deliver high quality core services	68%	41%	68%	50%	51%	49%
	Number of infrastructure repairs needed within two- year maintenance bond period	Engineering Services	Assure adequate infrastructure	0	0	0	0	2	0
	Value of newly-constructed public infrastructure in place	Engineering Services	Assure adequate infrastructure	New Measure	\$5.82M	\$17.3M	\$11.7 M	\$19.4M	\$11.3M
	Percentage of construction time with City staff present	Engineering Services	Assure adequate infrastructure	New Measure	18%	23%	30%	25%	22%
	Percentage of time preventative maintenance is completed on schedule	Fleet Maintenance	Assure adequate infrastructure	New Measure	95%	96%	96%	99%	98%
	Water loss ratio	Water Distribution	Assure adequate infrastructure	4.33%	4.34%	3.08%	2.50%	2.96%	N/A

**ADMINISTRATION**

		Program	Goal	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018 Target	FY 2018 YTD
<b>Performance Measures</b>	City-initiated news leads	Communications	Operate transparently	31	23	29	31	52	≥ 30	57
	Number of public information campaigns	Communications	Operate transparently	6	4	6	6	9	≥ 8	6
	Achieve GFOA's Distinguished Budget Award	City Manager's Office	Deliver high quality core services	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Percentage of board, commission, and committee members that have completed Texas Open Meeting Act training	City Secretary	Operate transparently	< 50%	89%	91%	86%	94%	≥ 95%	96%

		Program	Goal	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018 YTD
<b>Vital Statistics</b>	Tax rate per hundred dollars of valuation	City Council	Deliver high quality core services	\$0.3559	\$0.3559	\$0.3559	\$0.3559	\$0.33913	\$0.32080
	Number of household hazardous waste collections (at Fort Worth ECC and Clean Sweep event)	City Manager's Office	Deliver high quality core services	572	553	658	752	702	491
	Visits to Colleyville.com	Communications	Operate transparently	300,605	318,759	317,793	321,567	294,099	238,449
	E-newsletter subscribers	Communications	Operate transparently	1,679	2,621	2,839	3,225	3,819	3,710
	Social Media Followers on City of Colleyville Government	Communications	Operate transparently	New Measure	New Measure	1,000	1,836	2,546	4,357
	Number of public information requests	City Secretary	Operate transparently	217	260	283	296	255	164
	Number of citizen survey responses	City Manager's Office	Operate transparently	N/A	1,323	N/A	N/A	907	N/A

**FINANCE**

	Program	Goal	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018 Target	FY 2018 YTD
	Finance	Deliver high quality core services	Yes	Yes	Yes	Yes	Yes	Yes	N/A
	Municipal Court	Deliver high quality core services	New Measure	97%	99%	99%	99.0%	≥ 97%	99.6%
	Utility Billing	Deliver high quality core services	99.0%	98.6%	99.8%	99.9%	99.6%	≥ 99.5%	99.7%

	Program	Goal	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018 YTD
Vital Statistics	Finance	Deliver high quality core services	New Measure	16%	26%	26%	28%	30%
	Municipal Court	Deliver high quality core services	4,268	4,610	4,609	4,220	4,268	2,404
	Municipal Court	Deliver high quality core services	New Measure	883				
	Utility Billing	Deliver high quality core services	15%	19%	16%	17%	19%	20%
	Utility Billing	Deliver high quality core services	97%	97%	97%	97%	96%	99%
	Utility Billing	Deliver high quality core services	\$30,500	\$26,080	\$27,178	\$19,150	\$22,069	N/A

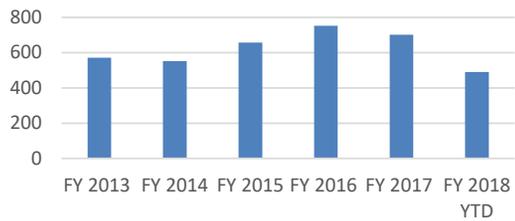
**INTERNAL SERVICES**

		Program	Goal	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018 Target	FY 2018 YTD
<b>Performance Measures</b>	Percentage turnover (per fiscal year)	Human Resources	Deliver high quality core services	22%	15%	17%	14%	14%	≤ 15%	16%
	Percentage of annual performance evaluations completed on time	Human Resources	Deliver high quality core services	25%	98%	73%	99%	95%	≥ 90%	97%
	Percentage of employees who participate in wellness program	Human Resources	Deliver high quality core services	78%	86%	85%	92%	91%	≥ 80%	94%
	Workers' compensation experience modification factor (actual losses compared to expected losses)	Human Resources	Deliver high quality core services	0.48	0.45	0.83	0.84	0.84	≤ 0.85	0.58
	Medical and pharmacy loss ratio (paid claims divided by premiums)	Human Resources	Deliver high quality core services	66%	75.8%	87.4%	75.5%	102.4%	≤ 85%	85.4%
	Percentage of product requests completed on time	Graphical Information Services (GIS)	Deliver high quality core services	82%	88%	93%	93.4%	92%	≥ 85%	94.117%
	Percentage of broadcast uptime	Network/Desktop Services	Deliver high quality core services	99.82%	99.86%	99.88%	99.99%	99.999%	≥ 99%	99.998%
	Percentage of work orders completed on time	Network/Desktop Services	Deliver high quality core services	87%	78%	87%	92.9%	91%	≥ 95%	98.487%
	Percentage of network data and telecommunications uptime	Network/Desktop Services	Deliver high quality core services	99.83%	99.73%	99.80%	99.99%	99.997%	≥ 99%	99.998%
	Percentage of IT work plan projects completed on time	Network/Desktop Services	Deliver high quality core services	100%	97%	94%	95%	100%	= 100%	100%
	Percentage of data backup success	Network/Desktop Services	Deliver high quality core services	91%	91%	92%	94.2%	97%	= 100%	98.487%

		Program	Goal	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018 YTD
<b>Vital Statistics</b>	Total number of equipment pieces maintained by department	Network/Desktop Services	Deliver high quality core services	419	569	589	609	609	613

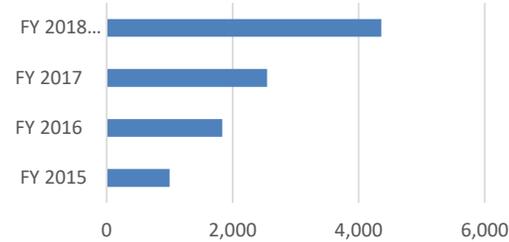
**Solid Waste & Recycling**

Number of household hazardous waste collections (at Fort Worth ECC and Clean Sweep event)



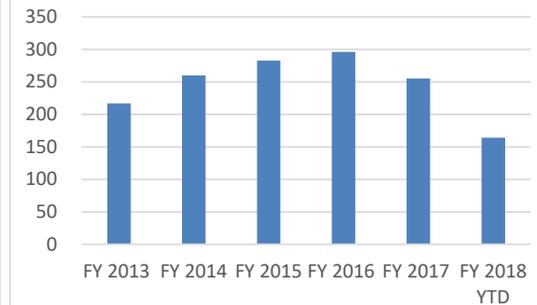
**Communications**

Social Media Followers on City of Colleyville Government



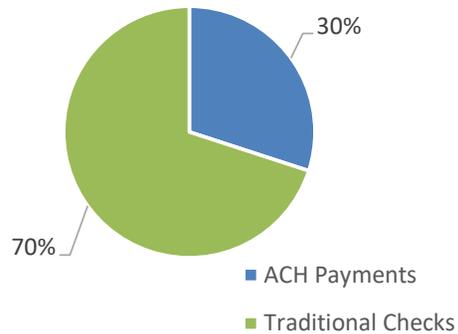
**City Secretary**

Number of public information requests



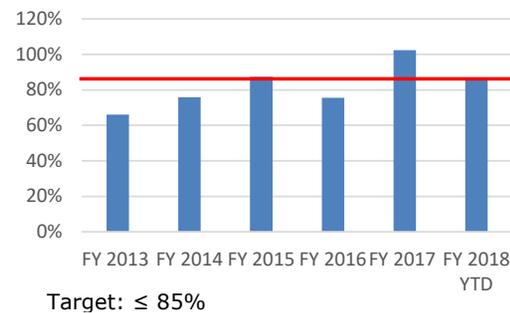
**Finance**

Percent of ACH payments to total accounts payable



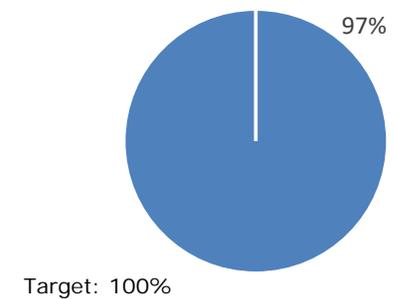
**Human Resources**

Medical and pharmacy loss ratio (paid claims divided by premiums)

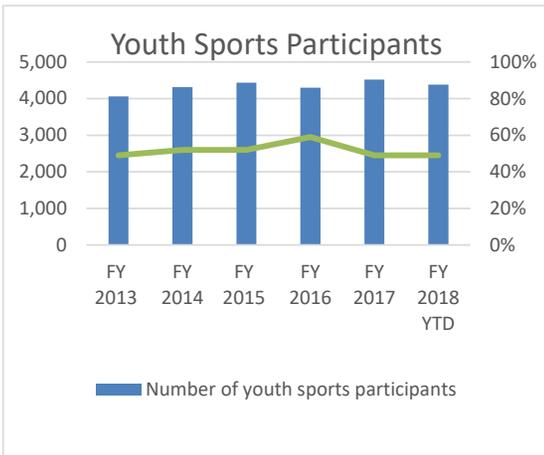


**Technology**

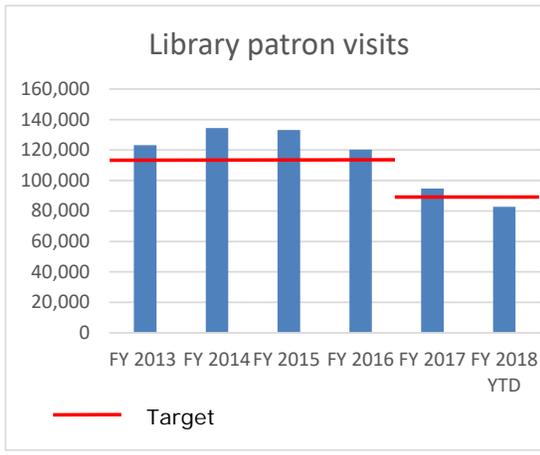
Percentage of data backup success



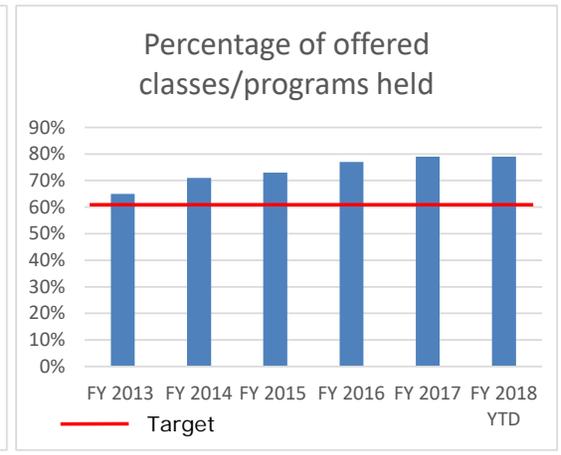
**Parks**



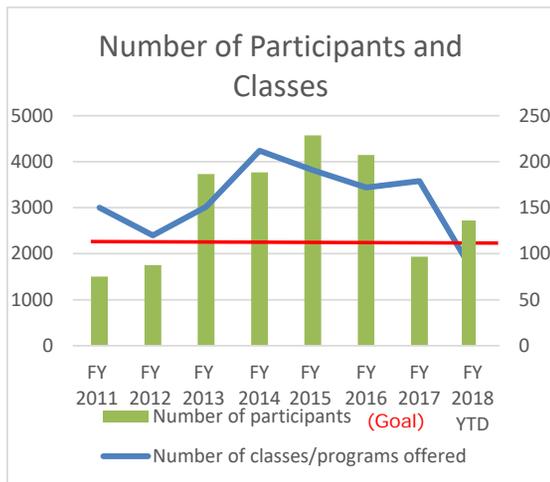
**Library**



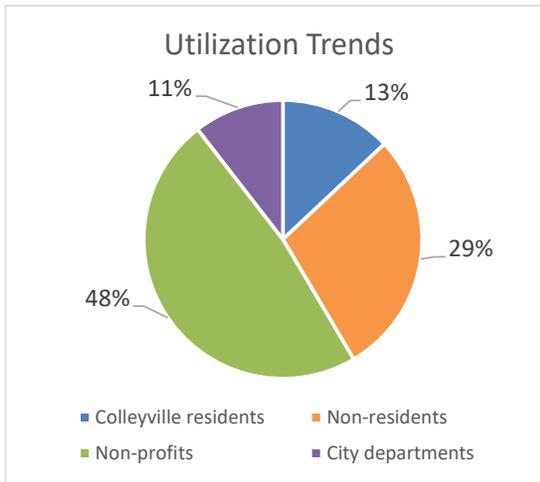
**Recreation**



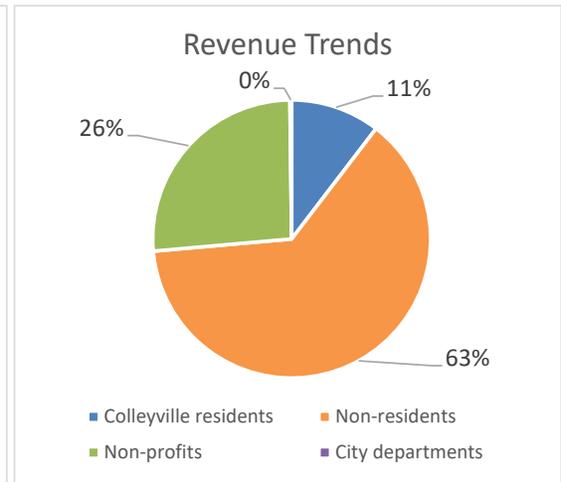
**Senior Center**



**Colleyville Center**

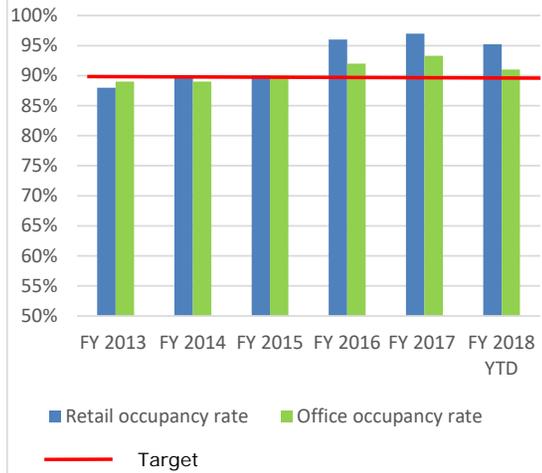


**Colleyville Center**

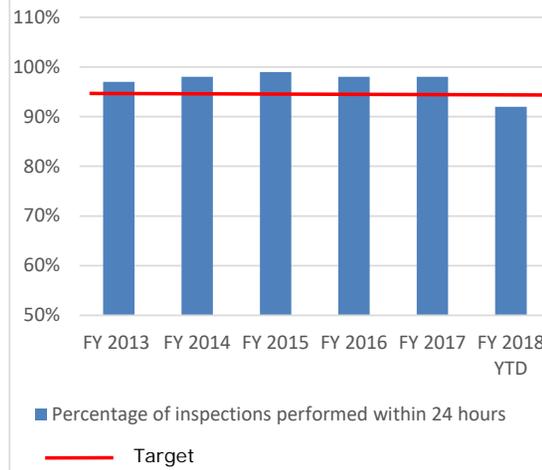


Dashboard: Development & Infrastructure  
FY 2018 Q3

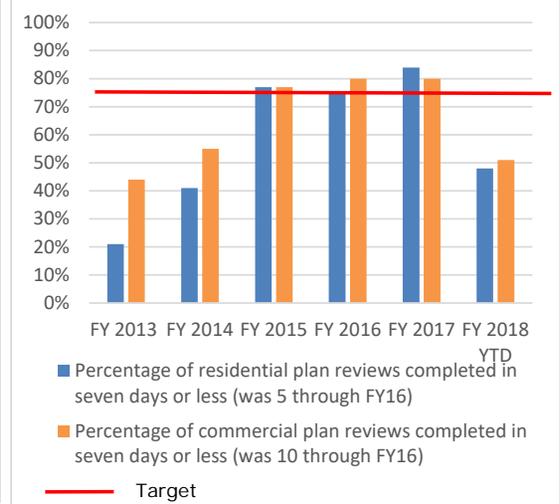
**Retail & Office  
Occupancy Rate**



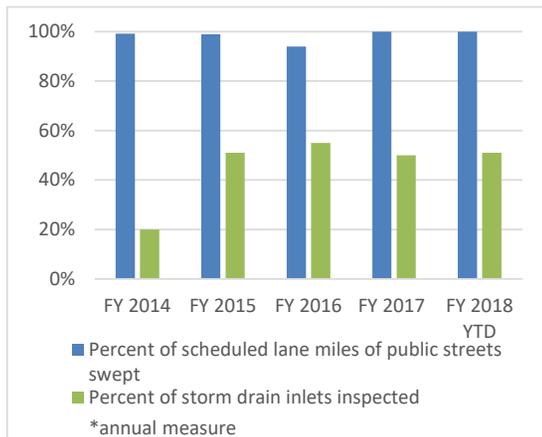
**Inspections Performed  
within 24 hours**



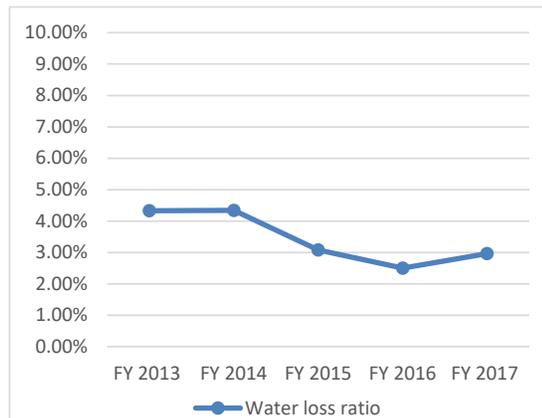
**Plan Review & Inspections  
Timeliness**



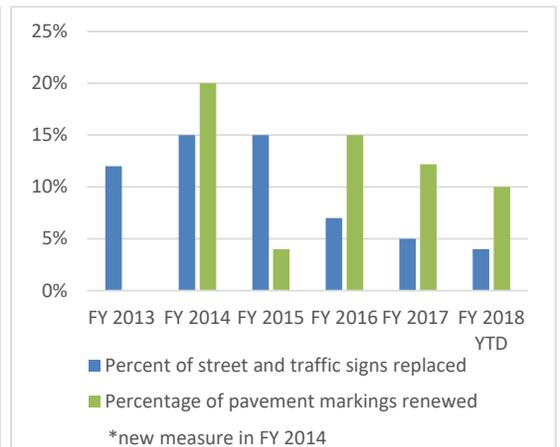
**Stormwater & Drainage**



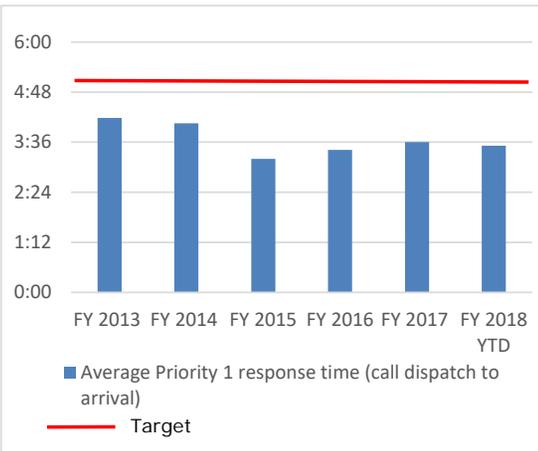
**Water Loss Ratio**



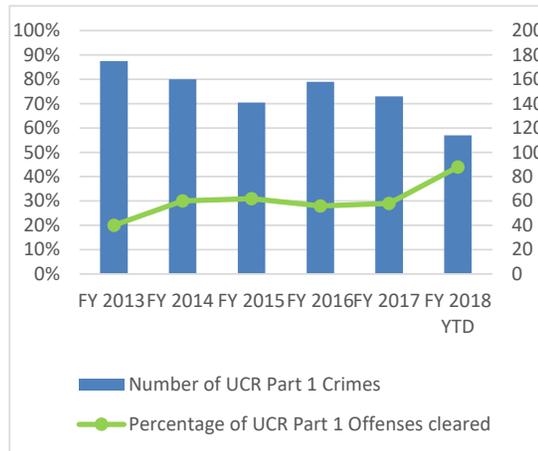
**Street Maintenance**



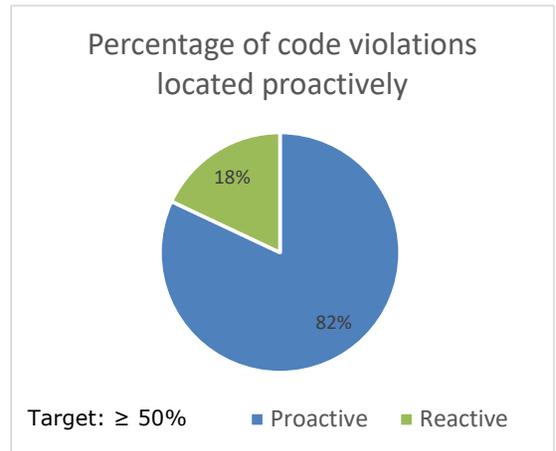
### Police Response Time



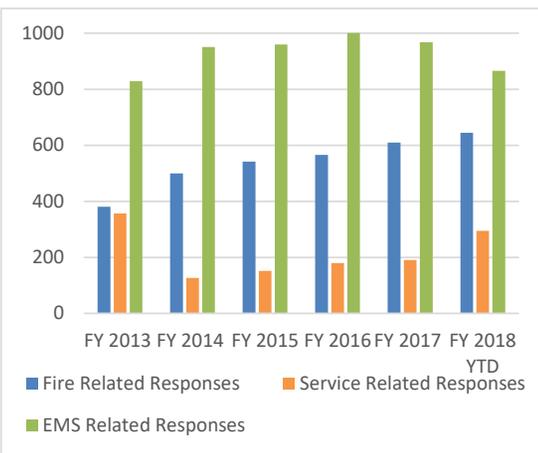
### UCR Part 1 Crimes



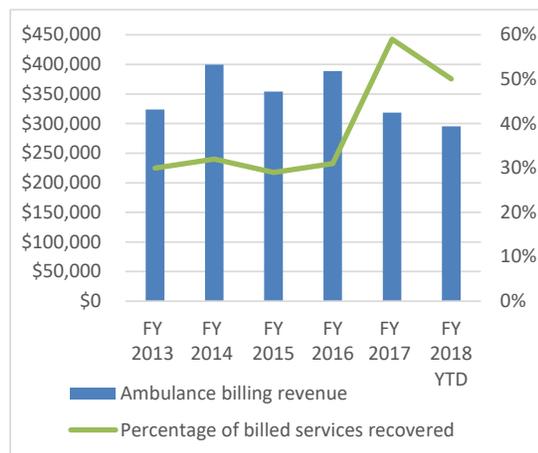
### Code Enforcement



### Fire & EMS Responses



### Ambulance Billing



### Fire Prevention/Investigation

