

FY 2024 City Council Yearend Scorecard

Goal	Obj. #	Strategic Objective	Strategic Level KPIs	Owner	Data Source	FY21 Actuals	FY22 Actuals	FY23 Actuals	FY24 1st Qtr	FY24 Target
Goal 1: Safe and Secure Community.	1.1	Fully prepare for emergency and disaster response	Fire Departments Average Actual Dollar Loss/Save Ratio Percentage	Fire	Firehouse	94.39%	96.30%	95.79%	94.16%	95.00%
			90th percentile for Fire Department first unit emergency response travel time (in seconds)	Fire	Firehouse	328	332	319	307	325
			# of total FFD calls for service	Fire	CAD	23,531	29,729	28,063	7,454	29,000
	1.2	Ensure traffic and pedestrian safety	# of traffic collisions within the city	Police	RMS	8,637	9,577	9,288	2,269	9,000
	1.3	Ensure low incidence of property and violent crime	Average Police Department response time for priority 1 calls (in seconds)	Police	CAD	584	630	555	588	545
			# Total Crimes *	Police	RMS	8,885	7,841	8,465	2,235	8,000
	1.4	Engage citizens in community watch and safety events	# of active residential community watch groups	Police	FPD Office Records	172	165	168	171	175
# of community outreach events			Fire	FFD Office Records	415	1,289	1,059	288	1,200	
Goal 2: Responsive City Government Supporting a Diverse and Viable Economy.	2.1	Ensure a diverse City tax base	% increase in tax base (Residential, commercial, industrial)	Finance	TR2	1.06%	0.29%	0.84%	N/A	
	2.2	Invest in community places to ensure revitalization and increase quality of life							N/A	
	2.3	Leverage partnerships for job creation and retention, with a focus on the local and regional workforce to increase per capita income	# of jobs created by ECD programs	ECD	CAPER	7	25	100	48	5
	2.4	Sustain a favorable development climate to encourage business growth	% vacancy rate in city (Office, Industrial, Retail)	SPA	FCEDC	5.3%	4.0%	4.7%	N/A	

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Goal 3: City Investment in Today and Tomorrow.	3.1	Enhance City street connectivity, traffic flow and stormwater systems	\$ Completed Stormwater Projects	Public Services	Public Services Office Records	\$897,868	\$8,944,990	\$4,940,280	\$155,995	\$5,000,000	
			Miles of Streets Resurfaced	Public Services	Cityworks	20.31	20.75	67.87	44.60	15.45	
			% of streets rated with an excellent or good pavement condition rating	Public Services	PCI executive summary	78%	78%	78%	78%	78%	
			% of traffic signal intersection equipment meeting NCDOT standards of inspection biannually	Public Services	Fayworx	100%	100%	100%	100%	100%	
	3.2	Manage the City's future growth and strategic land use	\$ value of residential & Commercial permits issued	Dev Services	Cityworks	\$201,079,600	\$364,592,412	\$328,805,213	\$69,400,000	\$300,000,000	
	3.3	Sustain a favorable development and business climate through timely and accurate construction review and building inspection services	# of building trades inspections (Residential & Commercial)	Dev Services	Cityworks	33,223	34,311	39,734	9,529	40,000	
			% of building trades inspections completed within the established deadline	Dev Services	Cityworks	100%	100%	100%	100%	100%	
			% of construction plan reviews completed within the established deadline	Dev Services	Cityworks	100%	100%	100%	100%	100%	
	3.4	Revitalize neighborhoods with effective code enforcement and violations abatement	# of code enforcement violation cases opened by type	Dev Services	Cityworks	12,325	12,662	13,754	4,292	12,500	
			% of code enforcement cases opened proactively	Dev Services	Cityworks	66.80%	68.50%	69%	71%	69%	
	3.5	Increase our smart city capacity	% uptime of Network Infrastructure Services	IT	IT Office Records	95.00%	99.99%	99.96%	99.99%	99.98%	
			% Of City properties with Wi-Fi Access	IT	IT Office Records	87%	100%	74%	74%	78%	
	Goal 4: Desirable Place to Live, Work, and Recreate.	4.1	Maintain public transportation investments with high quality transit and airport services	Average load factor percentage	Airport	Airlines	73%	82%	87%	85%	82%
				# of enplaned/deplaned passengers	Airport	Airlines	295,604	364,284	331,682	89,243	347,983
				# of fixed route transit passenger trips	Transit	UTA - APC	1,663,501	1,720,992	2,137,724	378,936	1,810,000
# of FASTTRAC! Passenger trips				Transit	Routematch	48,121	63,408	69,877	14,054	64,000	
% of bus stops with shelter and/or benches				Transit	Excel	23.0%	24.2%	24.6%	24.6%	26.2%	
4.2		Enhance diverse recreation, leisure and cultural opportunities.	# of recreation participants	Parks & Rec	RecTrac	1,868	13,807	17,803	4,929	18,693	
			# of athletic program participants	Parks & Rec	RecTrac	4,228	9,631	13,883	4,527	14,577	
			Acres of Publically accessible open space	Parks & Rec	PRM Facilities Inventory	1,268	1,342	1,384	1,384	1,412	
4.3		Improve mobility and connectivity through sidewalk, trails and bike lane investments	# of linear feet of sidewalk installed	Public Services	Cityworks	20,209	6,876	42,184	1,475	15,000	
4.4		Provide a clean and beautiful community with increased green spaces	% increase in acres of green space	Parks & Rec	PRM	2%	0.50%	3.1%	0.0%	2.0%	
			# of curb lane miles swept	Public Services	Street Maintenance Division Records	12,189	8,798	9,989	2,037	13,000	
			Diversion rate for recycling as a percentage	Public Services	Solid Waste Office Records	34%	37%	30%	27%	40%	
			% of Successful Collection	Public Services	Solid Waste Office Records	99.90%	99.97%	99.96%	99.97%	99.97%	
			# of household solid waste collection points	Public Services	FleetMind	61,680	61,639	63,755	63,973	66,141	
			# of tons yard waste collected	Public Services	Solid Waste Office Records	18,428.07	10,907.30	14,956	2,493	13,500	
			# of illegal dump sites identified and mitigated	Public Services	RAPID & Solid Waste Office Records	569	491	535	145	425	
Litter index		Parks & Rec	Fayetteville Beautiful	2.70	2.19	2.10	N/A	2.00			
4.5		Ensure a place for people to live in great neighborhoods	# of single family affordable housing units provided via ECD funding	ECD	CAPER	10	13	3	0	3	
			# of multi-family affordable housing units provided via ECD funding	ECD	CAPER	72	0	72	0	10	
			# Human Relations Trainings offered	Human Relations	HR Office Records	8	11	16	10	12	
			# Human Relations inquiries received	Human Relations	HR Office Records	696	1311	1726	283	500	
			# Human Relations cases	Human Relations	HR Office Records	5	15	4	7	5	
4.6	Reduce poverty and homelessness	PIT Count*	SPA	HUD	329	475	475	N/A			
		# of beds available for the homeless	ECD	CAPER	54	74	74	74	74		
		% residents living in poverty	SPA	Census	19.30%	19.90%	19.10%	N/A			

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Goal 5: Financially Sound City Providing Exemplary Services.	5.1	Ensure strong financial management with fiduciary accountability and plan for the future resource sustainability by aligning resources with City priorities	# of financial compliance findings reported in prior year annual audit	Finance	ERP	0	0	2	N/A	0
			PO Timeliness (days)	Finance	ERP	1	1	2	1	1
			# of projects Completed by Construction*	CMO	Construction	1	3	3	1	2
			General obligation bond rating	Finance	Bond Rating Agencies	AA+/Aa1	AA+/Aa1	AA+/Aa1	AA+/Aa1	AA+/Aa1
	5.2	Identify and achieve efficiencies through innovation and technology utilization, by increasing data driven decisions and using business intelligence strategies							N/A	
	5.3	Promote an organizational climate that fosters an exceptional, diverse, engaged, and healthy workforce that delivers excellent services	Retention Rate	HRD	HRD Office Records	85%	84%	84%	97%	87%
			DART score	HRD	JJ Keller Incident Tracker	9.08	8.07	5.61	4.73	3.56
Goal 6: Collaborative Citizen and Business Engagement.	6.1	Ensure collaborative relationships with the business community, local governments, military, and stakeholders	% Of city contracts award to LSBDE	Finance	ERP	21.76%	27.83%	29.38%	29.49%	40.00%
	6.2	Ensure trust and confidence in City government through transparency & high quality customer service	# and Type of FayFixIT Tickets	CMO	FayFixIT	16,129	13,899	9,520	2,557	10,500
			Total Calls Answered**	CMO	Taske	65,109	63,887	48,493	11,934	50,000
			# of public records requests	MarComm	NextRequest	1,508	2,078	2,334	568	2,200
			Average wait time (secs) per call for the 1FAY call center (Total Time to Answer, TTA)	CMO	Taske	43	86	39	47	42
	6.3	Inform and educate about local government by enhancing public outreach and increasing community dialog, collaboration and empowerment	# of Social Media Audiences	MarComm	Social Media Platforms	51,300	56,224	62,000	62,929	66,340
			# of total website visits	MarComm	Site Improve	637,471	829,114	765,795	280,106	800,000
			# of FayFixIT Users	CMO	FayFixIT	11,600	12,285	12,265	15,462	13,500
# of Boards and Commission Applicants			Clerk	B & C Member record	183	144	179	41	135	
*The total crime numbers represent Crimes Against Persons and Property Crimes that are reflected annually in the department's report. These crimes include homicide, rape, robbery, burglary, larceny, motor vehicle theft and aggravated assaults *** This data point is based on development which is usually on a 2 year timeline. Note: Police and Fire Department data points are collected and based on calendar year										