

FY 2022 City Council Yearend Scorecard

Goal	Obj. #	Strategic Objective	Strategic Level KPIs	Owner	Data Source	FY18 Actuals	FY19 Actuals	FY20 Actuals	FY21 Actuals	FY22 Actuals	FY22 Target	% Variance from 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%	94%	97%	94.39%	96.30%	92.00%	4.47
			90th percentile for Fire Department first unit emergency response travel time (in seconds)	Fire*	Firehouse	364	336	347	328	332	480	-44.58
			# of total FFD calls for service	Fire*	CAD	29,707	30,016	24,537	23,531	29,729	29,000	2.45
			% satisfaction with overall quality of fire protection and rescue services	SPA	Resident Survey	84%	84%	86%	86%	86%	86%	0.00
	1.2	Ensure traffic and pedestrian safety	# of traffic collisions within the city	Police*	RMS	9,511	9,668	9,532	8,637	9,577	9,000	6.02
	1.3	Ensure low incidence of property and violent crime	Average Police Department response time for priority 1 calls (in seconds)	Police*	CAD	388	350	400	584	630	500	20.63
			# Total Crimes	Police*	RMS	10,726	10,544	9,009	8,885	7,841	8,000	-2.03
			% satisfaction with how quickly police respond to emergencies	SPA	Resident Survey	56%	56%	58%	58%	58%	58%	0.00
	1.4	Engage citizens in community watch and safety events	# of active residential community watch groups	Police*	FPD Office Records	149	142	154	172	165	155	6.06
			# of community outreach events	Fire*	FFD Office Records	64	59	12	27	87	15	82.76
			% satisfaction with overall police relationship with your community	SPA	Resident Survey	58%	58%	61%	61%	61%	61%	0.00
			% of residents very satisfied or satisfied with police efforts to prevent crime	SPA	Resident Survey	53%	53%	49%	49%	49%	49%	0.00

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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	\$5,730,000	\$7,510,000	\$5,660,000	\$897,868	\$8,944,990	\$5,000,000	44.10
			Miles of Streets Resurfaced	Public Services	Cityworks	12.60	13.16	11.26	20.31	20.75	15.00	27.71
			% of streets rated with an excellent or good pavement condition rating	Public Services	PCI executive summary	78%	78%	78%	78%	78%	75%	3.85
			% of traffic signal intersection equipment meeting NCDOT standards of inspection biannually	Public Services	Fayworx	98%	99%	100%	100%	100%	100%	0.00
	3.2	Manage the City's future growth and strategic land use	\$ value of residential & Commercial permits issued	Dev Services	Cityworks	\$283,453,576	\$195,969,745	\$176,421,118	\$201,079,600	\$364,592,412	\$200,000,000	45.14
			% satisfaction overall preparedness to manage development and growth	SPA	Resident Survey	31%	31%	37%	37%	37%	37%	0.00
	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	24,676	25,184	28,031	33,223	34,311	34,000	0.91
			% of building trades inspections completed with in the established deadline	Dev Services	Cityworks	96%	99%	100%	100%	100%	100%	0.00
			% of construction plan reviews completed within the established deadline	Dev Services	Cityworks	95%	95%	98%	100%	100%	100%	0.00
	3.4	Revitalize neighborhoods with effective code enforcement and violations abatement	# of code enforcement violation cases opened by type	Dev Services	Cityworks	14,024	14,155	14,452	12,325	12,662	12,300	2.86
			% of code enforcement cases opened proactively	Dev Services	Cityworks	66%	66%	69%	66.80%	68.50%	67%	2.19
			% satisfaction overall enforcement of codes and ordinances	SPA	Resident Survey	38%	38%	37%	37%	37%	37%	0.00
	3.5	Increase our smart city capacity	% uptime of network connected devices & applications	IT	IT Office Records	99.98%	99.98%	96.26%	95.00%	99.99%	99.98%	0.01
			% Of City properties with Wi-Fi Access	IT	IT Office Records				87%	100%	100%	0.00
			% Of City Parks/Fields/Splashpads with Wi-Fi Access	IT	IT Office Records				23%	23%	23%	0.00
			% of residents indicating they have internet access	SPA	Resident Survey	89%	89%	96%	96%	96%	63%	34.38

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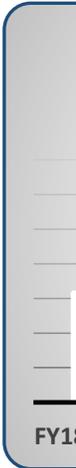
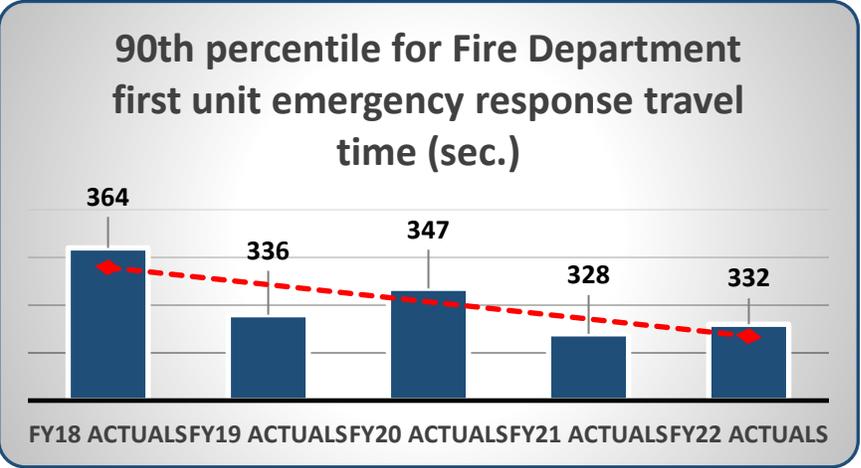
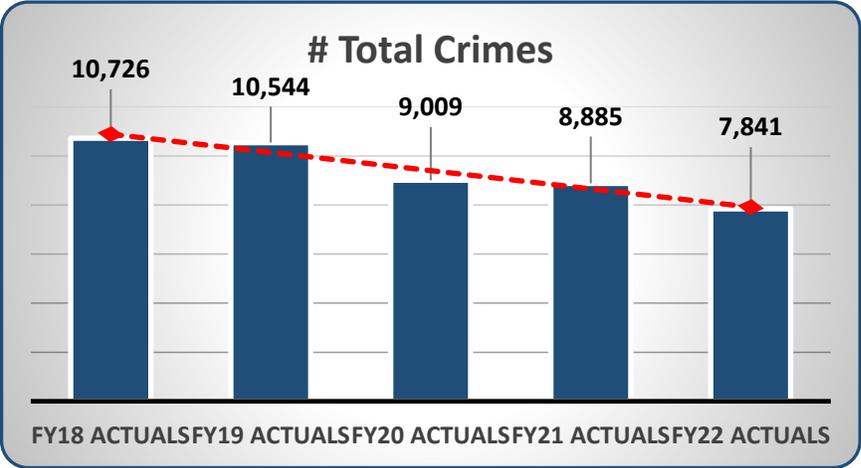
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Goal 4: Desirable Place to Live, Work, and Recreate.	4.1	Maintain public transportation investments with high quality transit and airport services	Average load factor percentage	Airport	Airlines	74%	73%	72%	73%	82%	70%	14.63	
			# of enplaned/deplaned passengers	Airport	Airlines	426,274	461,961	334,396	295,604	359,443	440,000	-22.41	
			% satisfaction with the condition and usability of the airport	SPA	Resident Survey	64%	64%	70%	70%	70%	70%	70%	0.00
			# of fixed route transit passengers	Transit	UTA - APC	1,378,291	1,390,968	1,286,566	1,663,501	1,720,992	1,890,000	-9.82	
			# of FASTTRAC! Passengers	Transit	Routematch	62,984	63,146	62,251	48,121	63,408	65,200	-2.83	
			% of bus stops with shelter and/or benches	Transit	Excel	20.3%	21.5%	22.3%	23.0%	24.2%	24.0%	24.0%	0.83
			% satisfaction with the availability of public transportation	SPA	Resident Survey	46%	46%	42%	42%	42%	42%	42%	0.00
	4.2	Enhance diverse recreation, leisure and cultural opportunities.	# of recreation participants	Parks & Rec	RecTrac	24,140	23,806	24,778	1,868	13,807	27,318	-97.86	
			# of athletic program participants	Parks & Rec	RecTrac	15,970	19,960	15,841	4,228	9,631	17,465	-81.34	
			Acres of Publically accessible open space	Parks & Rec	PRM Facilities Inventory	1,230	1,240	1,243	1,268	1,342	1,275	4.98	
			% satisfaction overall quality of Parks and Recreation programs and services	SPA	Resident Survey	53%	53%	58%	58%	58%	58%	58%	0.00
			% satisfaction overall satisfaction with diversity of city recreation opportunities	SPA	Resident Survey	47%	47%	53%	53%	53%	53%	53%	0.00
	4.3	Improve mobility and connectivity through sidewalk, trails and bike lane investments	# of linear feet of sidewalk installed	Public Services	Cityworks	2,849	4,855	24,211	20,209	6,876	20,000	-190.87	
			% satisfaction overall condition of sidewalks	SPA	Resident Survey	46%	46%	46%	46%	46%	46%	46%	0.00
	4.4	Provide a clean and beautiful community with increased green spaces	% increase in acres of green space	Parks & Rec	PRM	0.8%	0.2%	0.4%	2%	0.50%	0.5%	0.00	
			# of curb lane miles swept	Public Services	Street Maintenance Division Records	15,766	10,436	10,140	12,189	8,798	13,000	-47.76	
			Diversion rate for recycling as a percentage	Public Services	Solid Waste Office Records	33%	30%	32%	34%	37%	45%	-21.62	
			% of Successful Collection	Public Services	Solid Waste Office Records	99.90%	99.90%	99.80%	99.90%	99.97%	99.00%	99.00%	0.97
			# of household solid waste collection points	Public Services	FleetMind	61,234	61,409	61,520	61,680	61,639	61,859	-0.36	
			# of tons yard waste collected	Public Services	Solid Waste Office Records	18,254.72	20,113.64	19,574.01	18,428.07	10,907.30	19,550	-79.24	
			% satisfaction overall quality of solid waste services	SPA	Resident Survey	80%	80%	67%	67%	67%	67%	67%	0.00
			# of illegal dump sites identified and mitigated	Dev Services	RAPID & Solid Waste Office Records	515	412	270	569	491	450	450	8.35
	4.5	Ensure a place for people to live in great neighborhoods	Litter index	Parks & Rec	Fayetteville Beautiful	1.85	2.00	2.00	2.70	2.19	2.70	-23.29	
			# of single family affordable housing units provided via ECD funding	ECD	CAPER	4	3	16	10	13	10	10	23.08
	4.6	Reduce poverty and homelessness	# of multi-family affordable housing units provided via ECD funding	ECD	CAPER	0	56	0	72	0	20	N/A ***	
			# Human Relations Community events	Human Relations	HR Office Records	40	13	35	13	20	12	40.00	
			% satisfaction overall affordability of housing in Fayetteville	SPA	Resident Survey	39%	39%	49%	49%	49%	49%	49%	0.00
			% satisfaction overall quality of life in your neighborhood	SPA	Resident Survey	57%	57%	63%	63%	63%	63%	63%	0.00
			PIT Count*	SPA	HUD	372	329	329	329	475	362	362	23.79
	4.6	Reduce poverty and homelessness	# of beds available for the homeless	ECD	CAPER	387	387	366	54	74	59	20.27	
			% residents living in poverty	SPA	Census	19.30%	19.20%	19.00%	19.30%	19.90%	19.30%	19.30%	3.02

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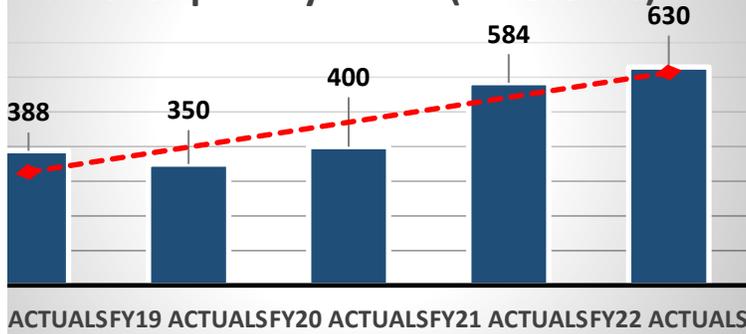
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Goal 5: Financially Sound City Providing Exemplary Services.	5.1	Ensure strong financial management with fiduciary accountability and plan for the future resource sustainability by aligning resources with City priorities	# of financial compliance findings reported in prior year annual audit	Finance	ERP	0	0	0	0	0	0	0.00
			PO Timeliness (days)	Finance	ERP	3	2	2	1	1	2	-100.00
			# of projects Completed by Construction*	CMO	Construction			1	1	3	2	33.33
			General obligation bond rating	CMO	Bond Rating Agencies	AA+/Aa1	AA+/Aa1	AA+/Aa1	AA+/Aa1	AA+/Aa1	AA+/Aa1	0.00
	5.2	Identify and achieve efficiencies through innovation and technology utilization, by increasing data driven decisions and using business intelligence strategies	% satisfaction overall quality of services provided by the City	SPA	Resident Survey	58%	58%	61%	61%	61%	61%	0.00
	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	87%	88%	88%	85%	84%	90%	-7.14
			Mean Response of employees satisfied with their job	HRD	Employee Survey	4.58	4.42	4.42	4.55	4.55	4.55	0.00
			DART score	HRD	JJ Keller Incident Tracker	3.9	4.91	4.91	9.08	8.07	3.56	55.89
			Mean response of employees that feel they are paid fairly for the work that they do	HRD	Employee Survey	3.42	3.17	3.17	3.36	3.36	3.36	0.00

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Goal 6: Collaborative Citizen and Business Engagement.	6.1	Ensure collaborative relationships with the business community, local governments, military, and stakeholders	% satisfaction level of public involvement in local decisions	SPA	Resident Survey	33%	33%	34%	34%	34%	34%	0.00	
			% Of city contracts award to LSBDE	Finance	ERP	38.19%	46.00%	40.06%	21.76%	27.83%	40.00%	-43.73	
	6.2	Ensure trust and confidence in City government through transparency & high quality customer service	# and Type of FayFixIt Tickets	CMO	FayFixIT	8,420	8,497	11,274	16,129	13,899	12,500	10.07	
			Total Calls Answered**	CMO	Taske	44,162	50,722	25,305	65,109	63,887	67,000	-4.87	
			# of public records requests	Marketing Comm	NextRequest	873	784	1,153	1,508	2,078	1,200	42.25	
			Average wait time (secs) per call for the 1FAY call center (Total Time to Answer, TTA)	CMO	Taske	158	190	187	43	86	160	-86.05	
			% of residents who felt the city is moving in the right direction	SPA	Resident Survey	50%	50%	50%	50%	50%	50%	0.00	
			% satisfaction with overall customer service	SPA	Resident Survey	56%	56%	57%	57%	57%	57%	0.00	
	6.3	Inform and educate about local government by enhancing public outreach and increasing community dialog, collaboration and empowerment	# of followers on Facebook	Marketing Comm	Facebook	24,721	29,431	31,672	35,151	37,726	38,000	-0.73	
			# of total website visits	Marketing Comm	Site Improve	569,001	771,554	666,337	637,471	829,114	900,000	-8.55	
			# of FayFixIT Users	CMO	FayFixIT	5,286	5,363	8,114	11,600	12,285	12,000	2.32	
			% of residents very satisfied or satisfied with the availability of information about city programs and services	SPA	Resident Survey	51%	51%	50%	50%	50%	50%	0.00	
			% satisfaction overall effectiveness of communication with the public	SPA	Resident Survey	49%	49%	48%	48%	48%	48%	0.00	
			# of Boards and Commission Applicants	Clerk	B & C Member record	175	175	175	183	144	175	-21.53	
	* These Department data points are collected and based on calendar year ** FY20 Call center data for this year was for half a year. Was being migrated over from PWC to City location. *** This data point is based on development which is usually on a 2 year timeline.												



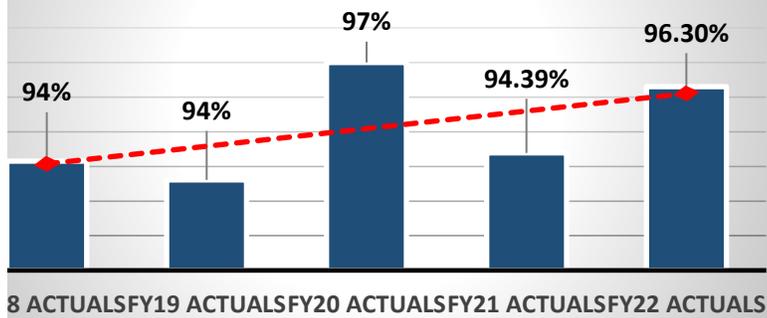
Average Police Department response time for priority 1 calls (in seconds)



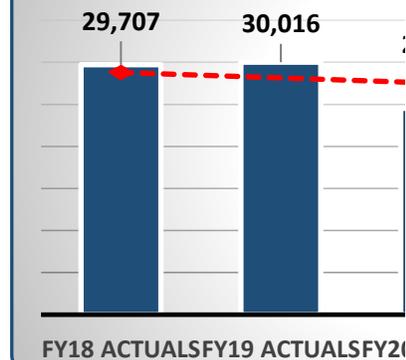
% satisfaction with fire protection services

City of Fayetteville National Average

Fire Departments Average Actual Dollar Loss/Save Ratio Percentage



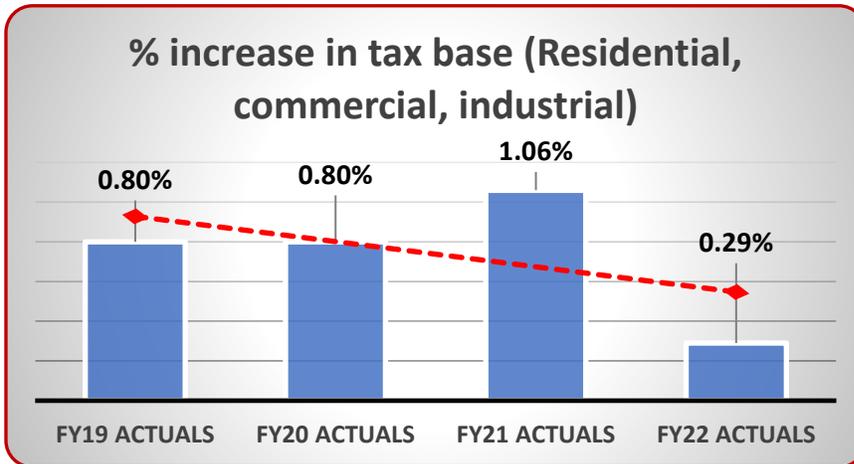
of total FFD



with overall quality
of service and rescue
operations:

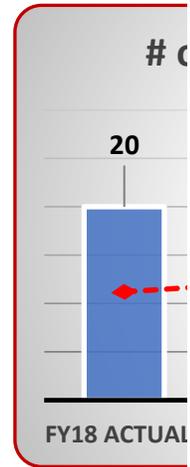
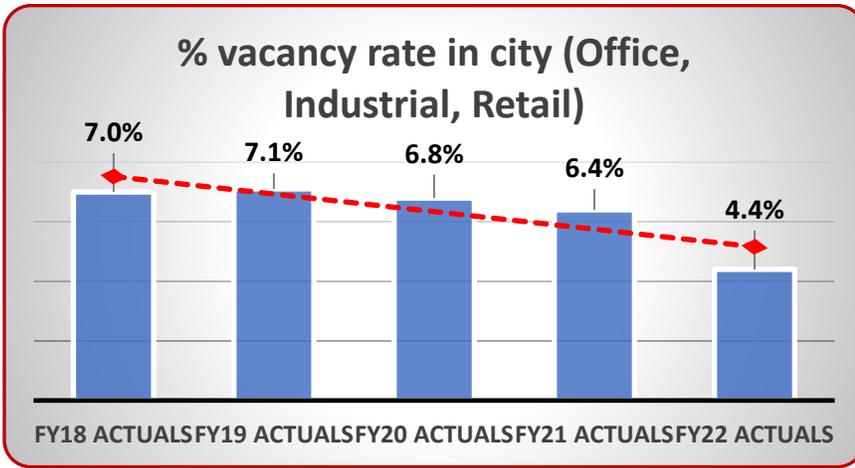
City of
Cincinnati: 86%
County average: 81%





% satisfaction with overall strength of Fayetteville's economy:

**City of Fayetteville: 43%
8% increase since 2018**

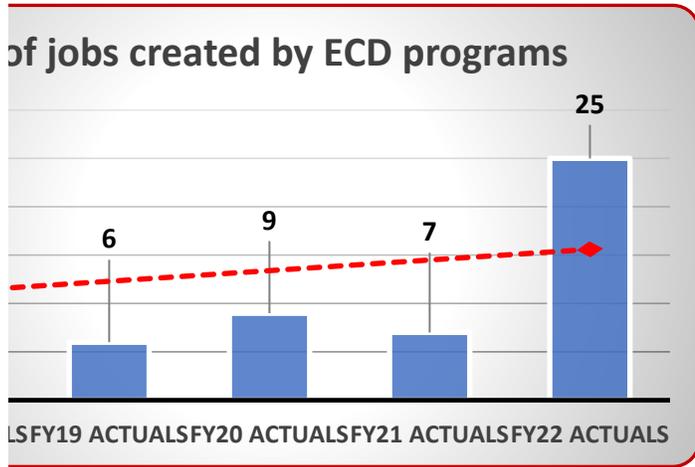


% satisfaction with overall appearance of major corridors:

% sat

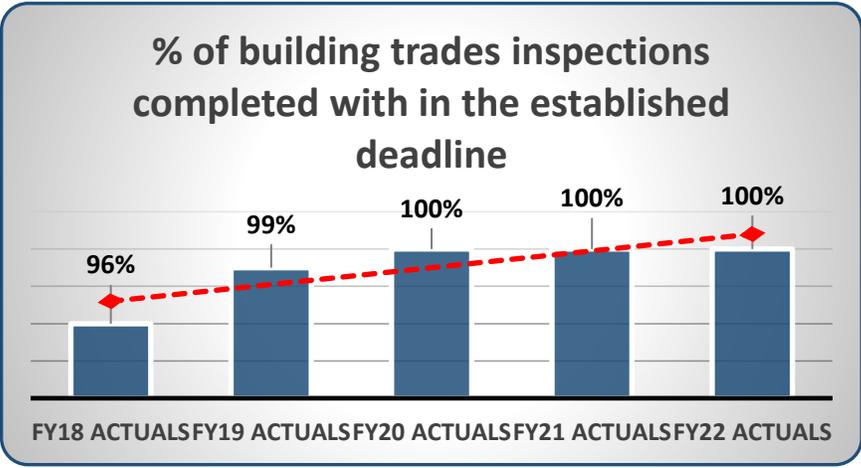
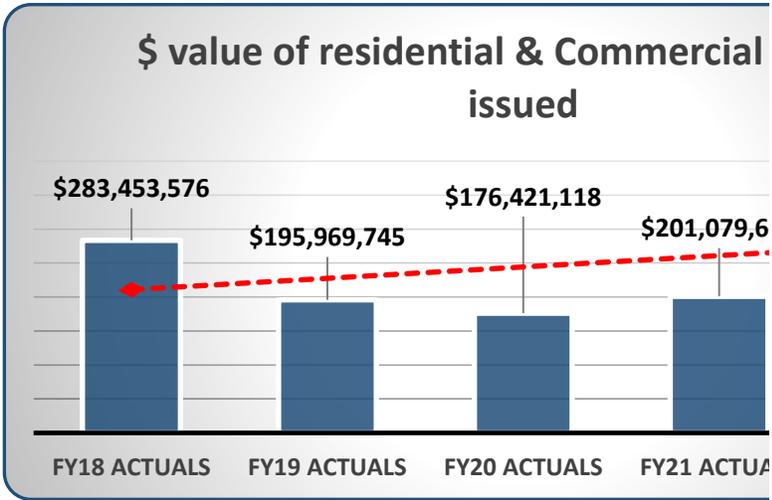
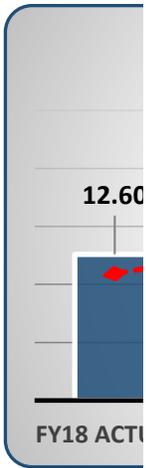
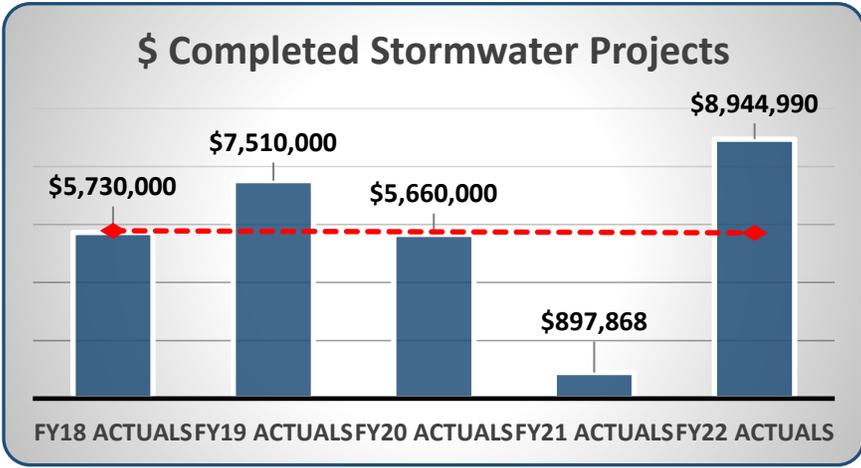
**City of Fayetteville: 44%
6% increase since 2018**

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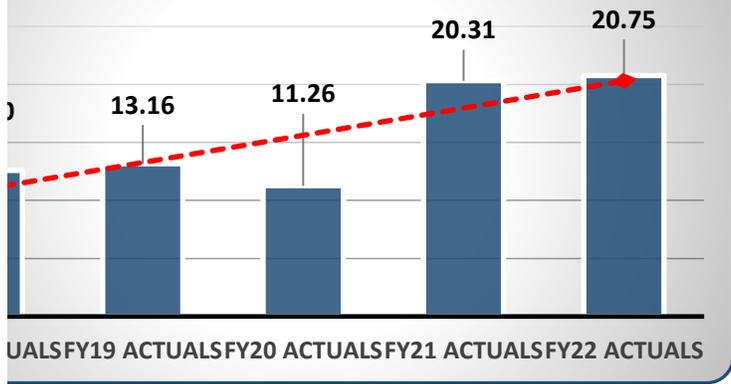


Disatisfaction with overall quality of life in the City:

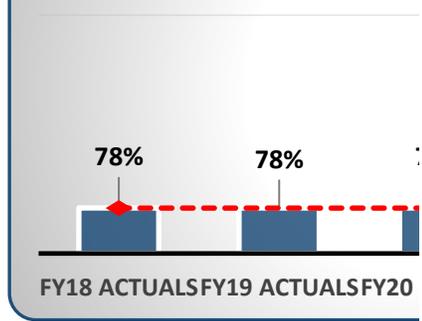
City of Fayetteville: 50%
21.95% increase since 2018



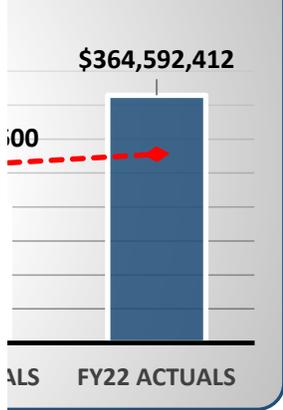
Miles of Streets Resurfaced



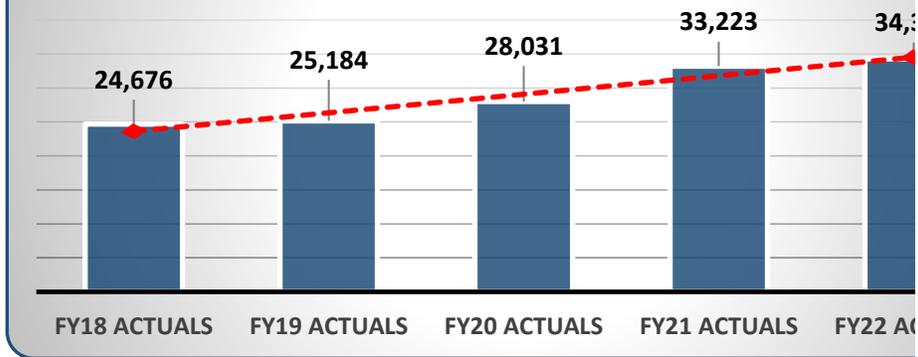
% of streets rated good pavement



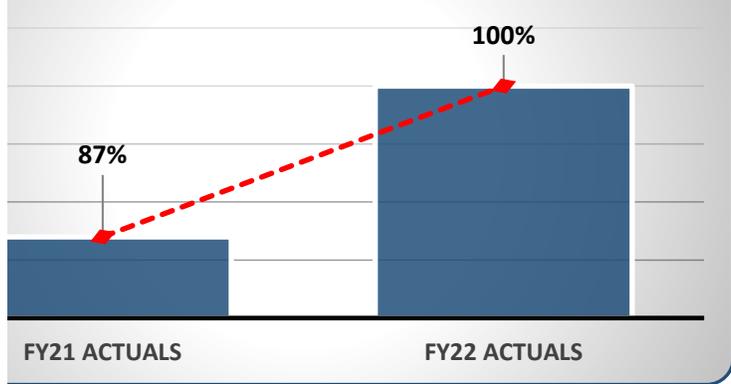
permits



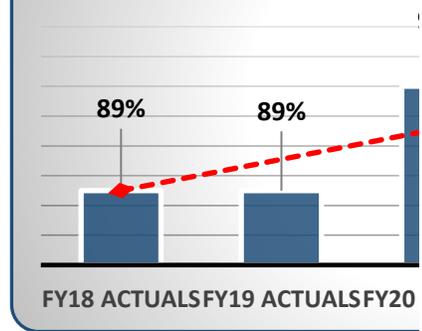
of building trades inspections (Residential & Commercial)



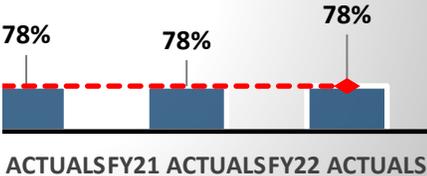
Of City properties with Wi-Fi Access



% of residents in intern



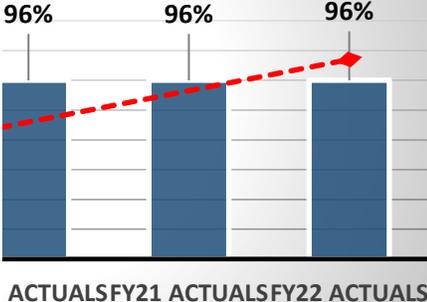
with an excellent or
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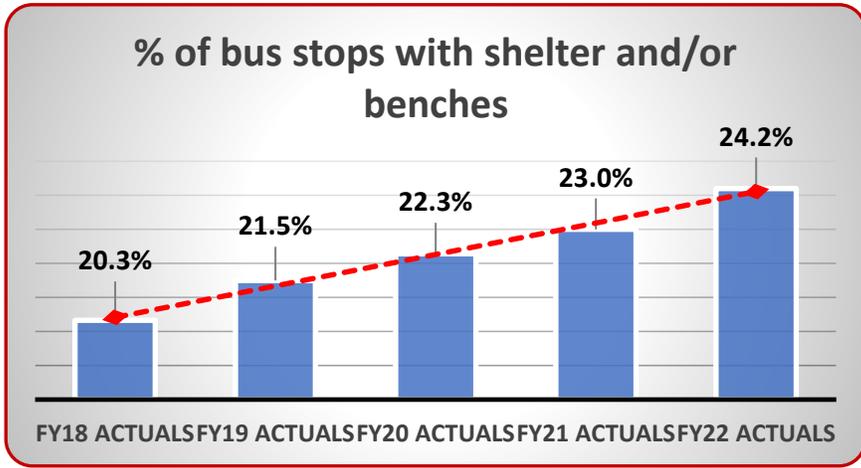
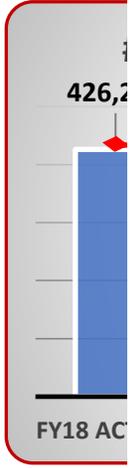
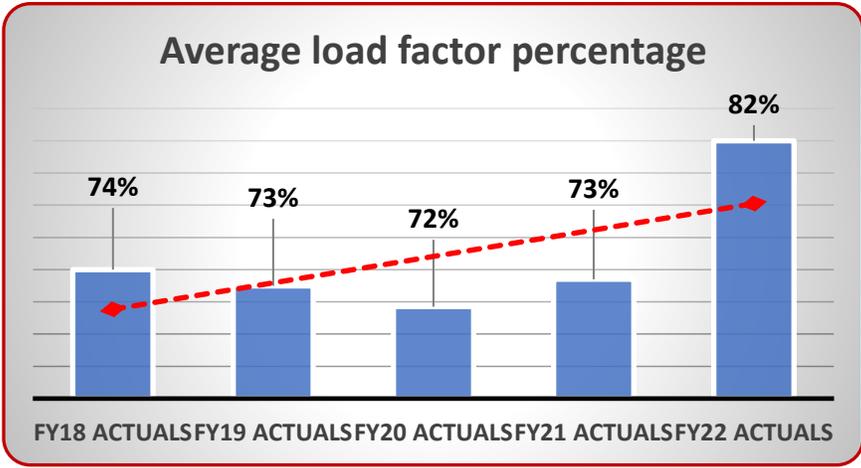


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CTUALS

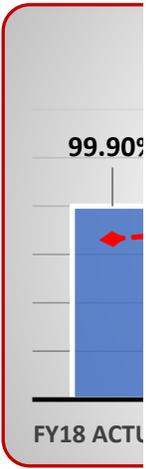
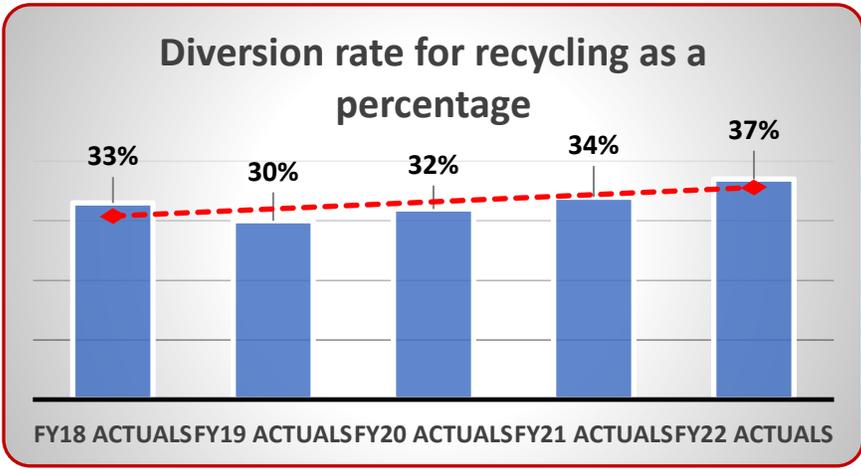
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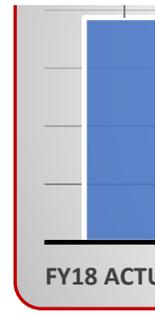
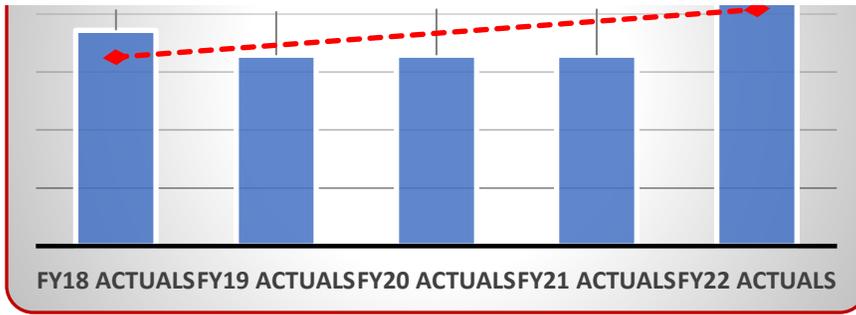




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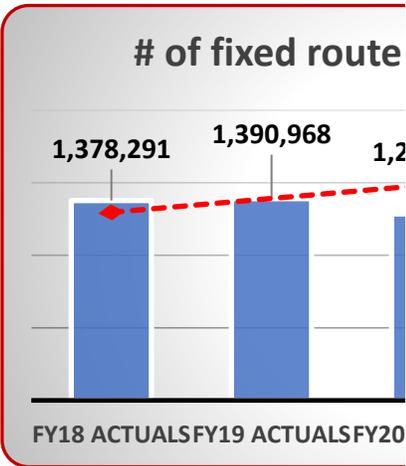
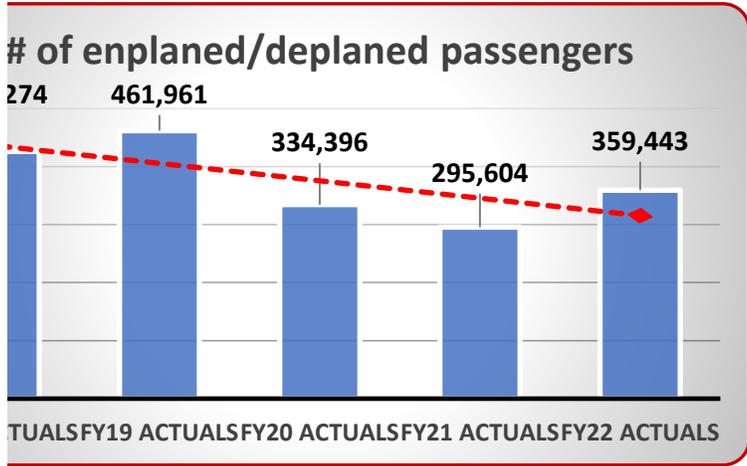
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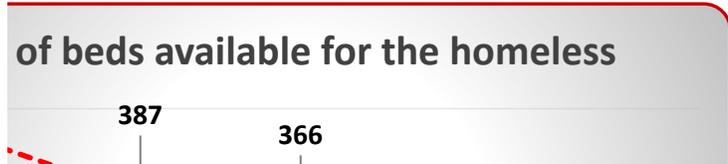
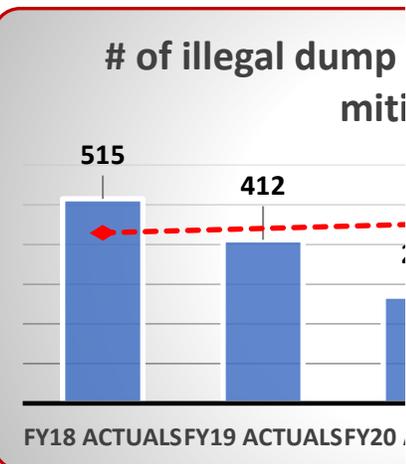
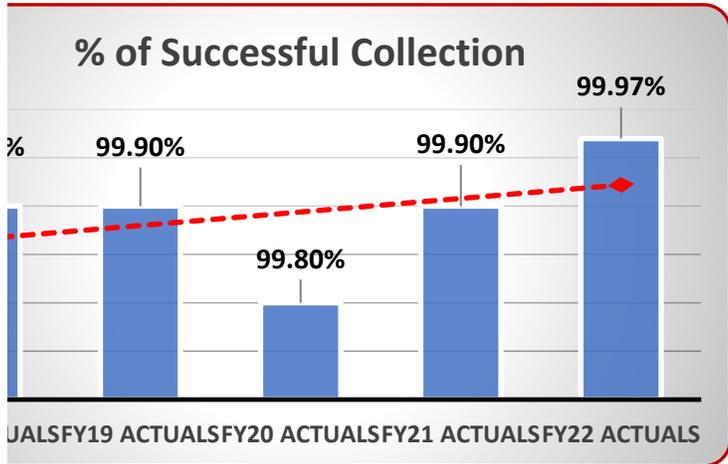
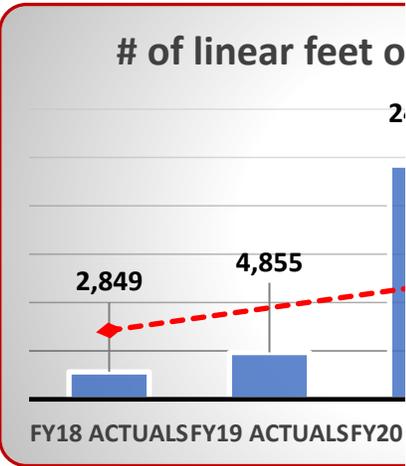
% satisfaction with overall quality of life in your neighborhood

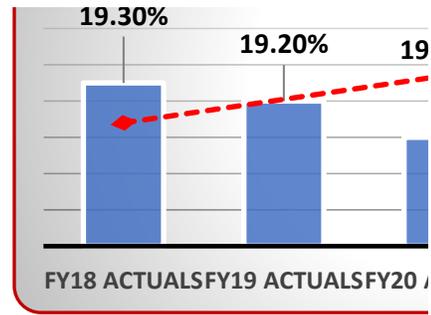
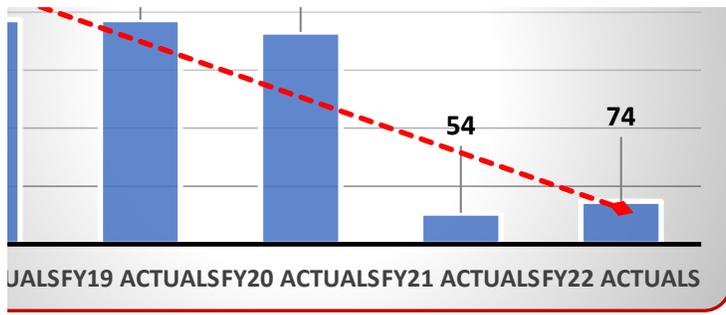
**City of Fayetteville: 63%
10.5% increase since 2018**



fraction with the availability of public transportation (Transit):

City of Fayetteville: 39%
1% increase since 2018



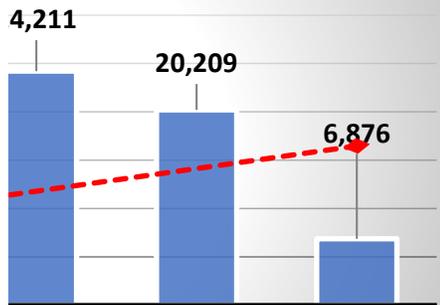


transit passengers



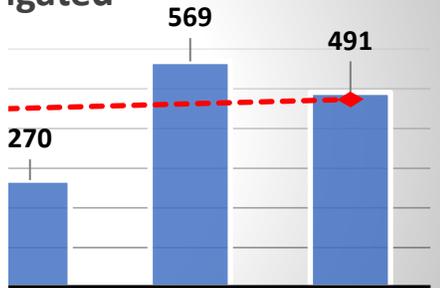
ACTUALSFY21 ACTUALSFY22 ACTUALS

of sidewalk installed



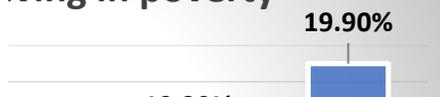
ACTUALSFY21 ACTUALSFY22 ACTUALS

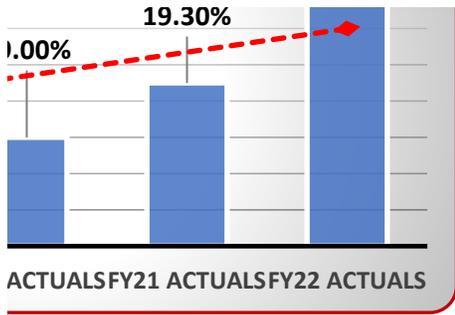
sites identified and digated

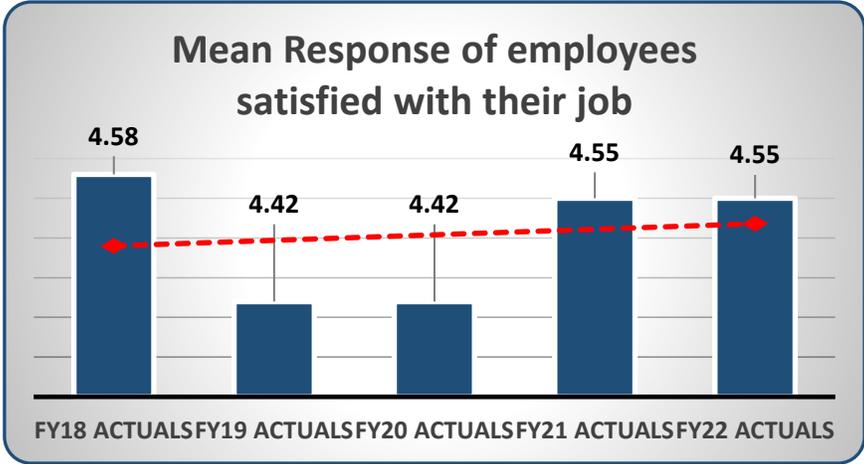


ACTUALSFY21 ACTUALSFY22 ACTUALS

iving in poverty



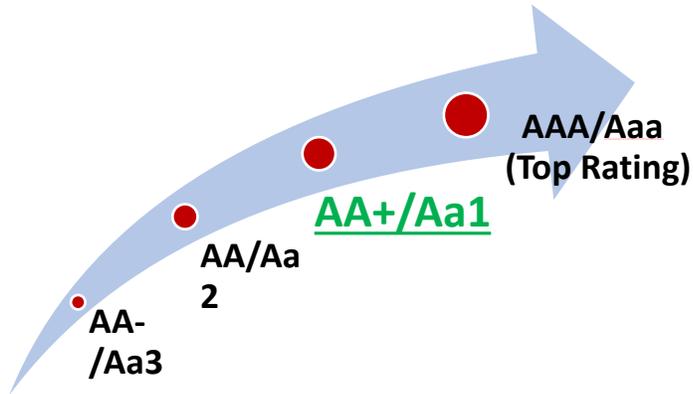




% overall value received for tax dollars:

City of Fayetteville: 33%
U.S. Average: 37%





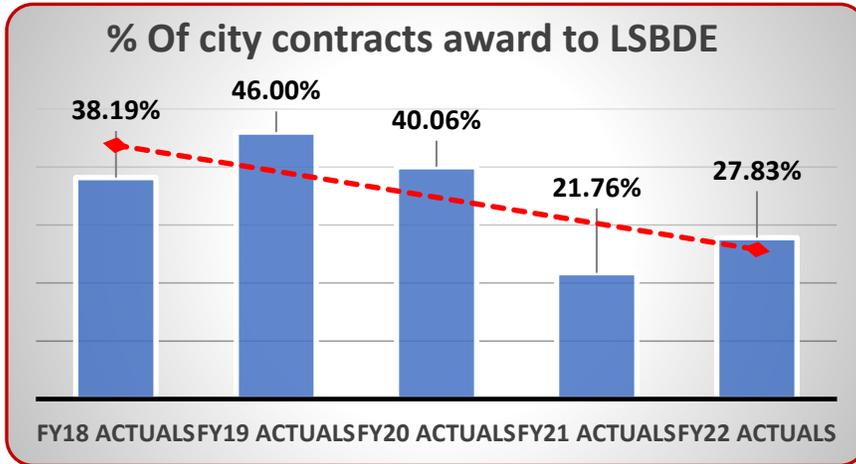
% satisfaction
services p

City of
5.17% il



with overall quality of
provided by the City:

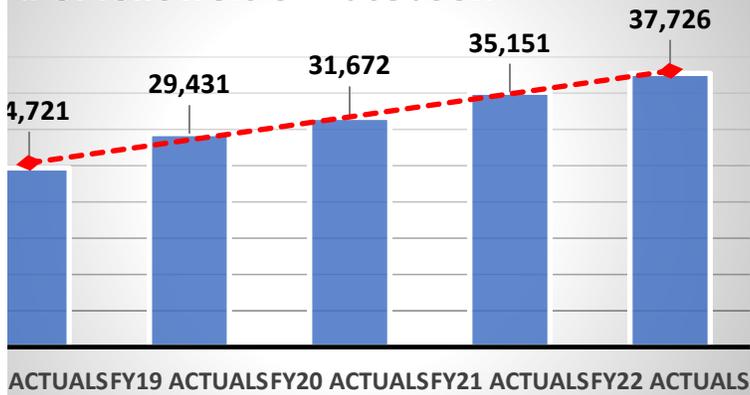
Fayetteville: 61%
increase since 2018



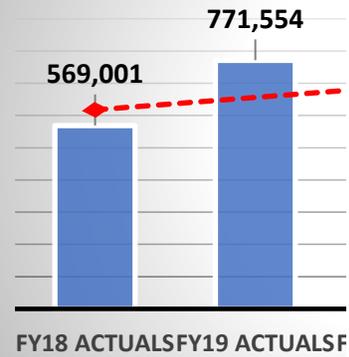
% satisfaction with the availability of information about city programs and services:

**City of Fayetteville: 50%
1.96% decrease since 2018**

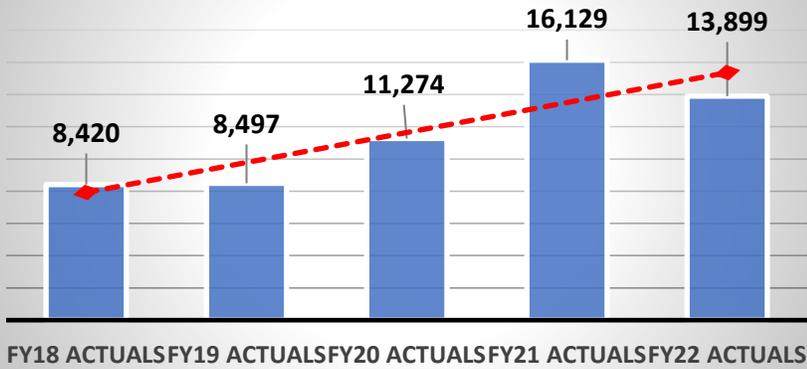
of followers on Facebook



of total webs



and Type of FayFixIt Tickets



Site visits

