

# 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                                                                        | 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 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             | -7.47%       | 0.80%        | 0.80%        | 1.06%        | 0.29%        | 0.00%       | 100.00                 |
|                                                                             |        |                                                                                                                                      | % satisfaction overall strength of Fayetteville's economy                          | SPA     | Resident Survey | 35%          | 35%          | 43%          | 43%          | 43%          | 43%         | 0.00                   |
|                                                                             | 2.2    | Invest in community places to ensure revitalization and increase quality of life                                                     | % satisfaction overall downtown Fayetteville experience                            | SPA     | Resident Survey | 54%          | 54%          | 54%          | 54%          | 54%          | 54%         | 0.00                   |
|                                                                             |        |                                                                                                                                      | % satisfaction overall quality of life in the City                                 | SPA     | Resident Survey | 41%          | 41%          | 50%          | 50%          | 50%          | 50%         | 0.00                   |
|                                                                             | 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           | 20           | 6            | 9            | 7            | 25           | 8           | 68.00                  |
|                                                                             |        |                                                                                                                                      | % satisfaction overall availability of employment opportunities in Fayetteville    | SPA     | Resident Survey | 25%          | 25%          | 35%          | 35%          | 35%          | 35%         | 0.00                   |
|                                                                             | 2.4    | Sustain a favorable development climate to encourage business growth                                                                 | % vacancy rate in city (Office, Industrial, Retail)                                | SPA     | FCEDC           | 7.0%         | 7.1%         | 6.8%         | 6.4%         | 4.4%         | 6.2%        | -40.91                 |
|                                                                             |        |                                                                                                                                      | % satisfaction overall quality of businesses, services, and retail in Fayetteville | SPA     | Resident Survey | 48%          | 48%          | 52%          | 52%          | 52%          | 52%         | 0.00                   |
|                                                                             |        |                                                                                                                                      | % satisfaction overall appearance of major corridors                               | SPA     | Resident Survey | 38%          | 38%          | 44%          | 44%          | 44%          | 44%         | 0.00                   |

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| 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 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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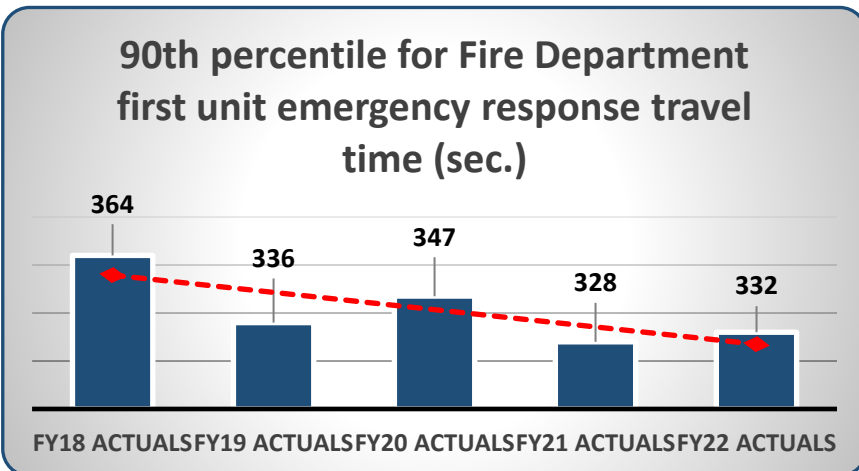
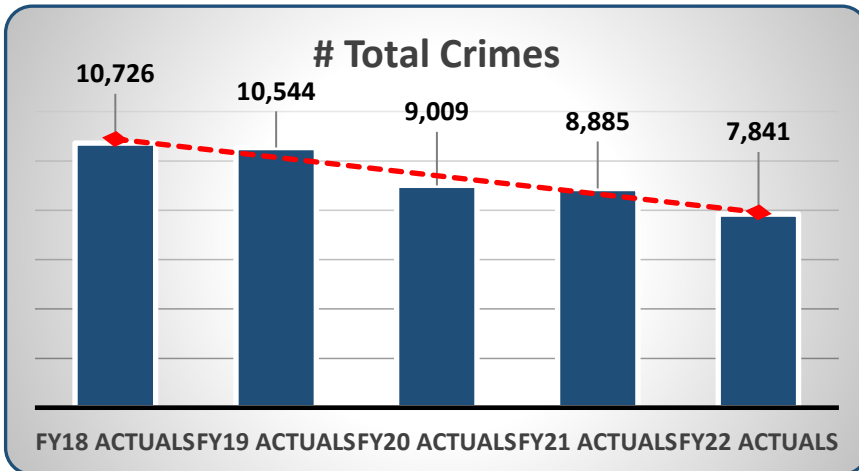
| Goal                                                 | Obj. # | Strategic Objective                                                                       | Strategic Level KPIs                                                                | Owner           | Data Source                         | FY18 Actuals | FY19 Actuals | FY20 Actuals | FY21 Actuals | FY22 Actuals | FY22 Target | % Variance from Target |
|------------------------------------------------------|--------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-----------------|-------------------------------------|--------------|--------------|--------------|--------------|--------------|-------------|------------------------|
| Goal 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%         | 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%       | 0.83                   |
|                                                      |        |                                                                                           | % satisfaction with the availability of public transportation                       | SPA             | Resident Survey                     | 46%          | 46%          | 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%         | 0.00                   |
|                                                      |        |                                                                                           | % satisfaction overall satisfaction with diversity of city recreation opportunities | SPA             | Resident Survey                     | 47%          | 47%          | 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%         | 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%      | 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%         | 0.00                   |
|                                                      |        |                                                                                           | # of illegal dump sites identified and mitigated                                    | Dev Services    | RAPID & Solid Waste Office Records  | 515          | 412          | 270          | 569          | 491          | 450         | 8.35                   |
|                                                      |        |                                                                                           | Litter index                                                                        | Parks & Rec     | Fayetteville Beautiful              | 1.85         | 2.00         | 2.00         | 2.70         | 2.19         | 2.70        | -23.29                 |
|                                                      | 4.5    | Ensure a place for people to live in great neighborhoods                                  | # of single family affordable housing units provided via ECD funding                | ECD             | CAPER                               | 4            | 3            | 16           | 10           | 13           | 10          | 23.08                  |
|                                                      |        |                                                                                           | # 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%         | 0.00                   |
|                                                      |        |                                                                                           | % satisfaction overall quality of life in your neighborhood                         | SPA             | Resident Survey                     | 57%          | 57%          | 63%          | 63%          | 63%          | 63%         | 0.00                   |
|                                                      | 4.6    | Reduce poverty and homelessness                                                           | PIT Count*                                                                          | SPA             | HUD                                 | 372          | 329          | 329          | 329          | 475          | 362         | 23.79                  |
|                                                      |        |                                                                                           | # 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%      | 3.02                   |

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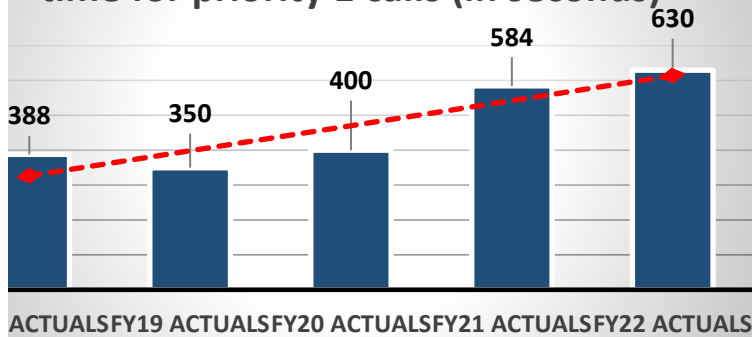
| Goal                                                            | Obj. # | Strategic Objective                                                                                                                                             | Strategic Level KPIs                                                                | Owner   | Data Source                | FY18 Actuals | FY19 Actuals | FY20 Actuals | FY21 Actuals | FY22 Actuals | FY22 Target | % Variance from Target |
|-----------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------|----------------------------|--------------|--------------|--------------|--------------|--------------|-------------|------------------------|
| Goal 5: Financially Sound City<br>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 calender 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.                             |                                                                                                                                       |                                                                                                                  |                |                     |              |              |              |              |              |             |                        |



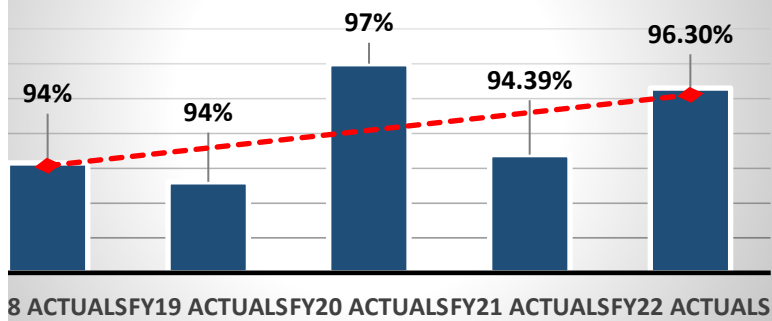
### Average Police Department response time for priority 1 calls (in seconds)



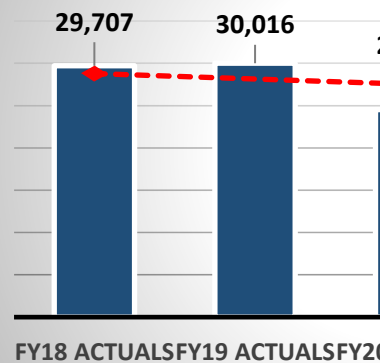
### % satisfaction with fire protection services

City of Fayetteville  
National Average

### Fire Departments Average Actual Dollar Loss/Save Ratio Percentage



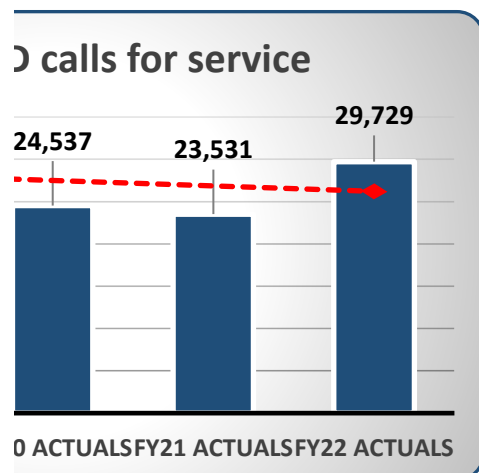
### # of total FFL

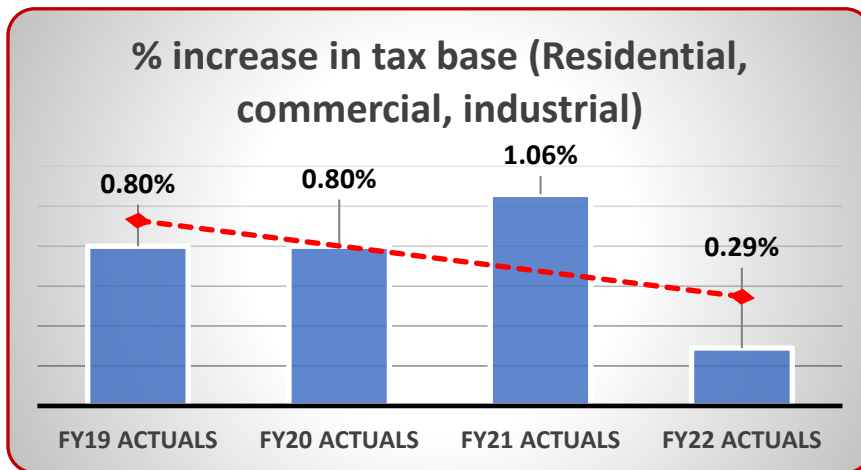




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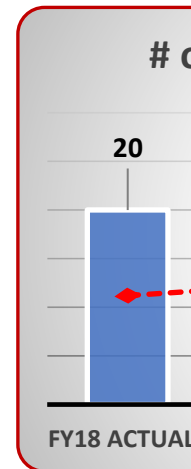
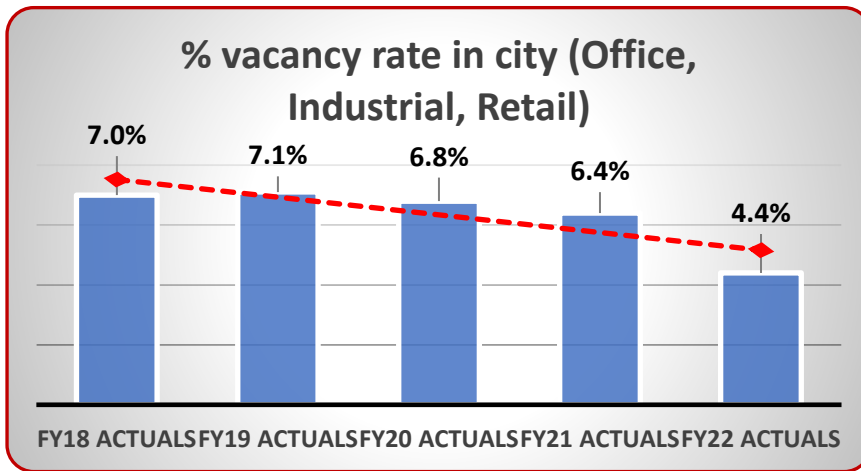
tteville: 86%  
verage: 81%





**% satisfaction with overall strength of Fayetteville's economy:**

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

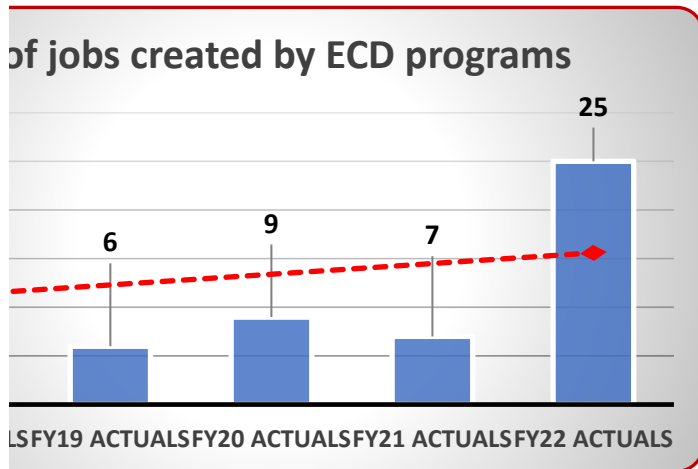


**% satisfaction with overall appearance  
of major corridors:**

**% sat**

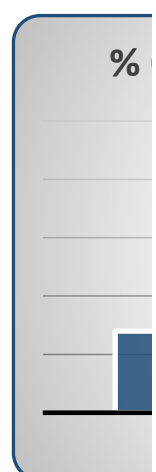
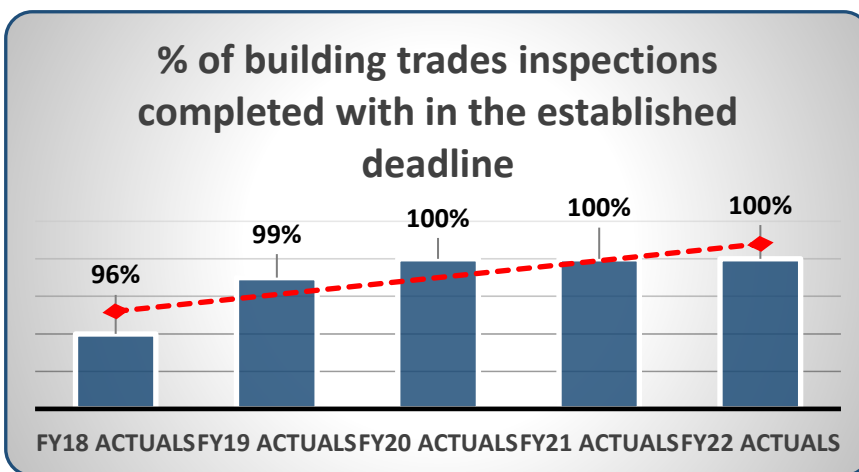
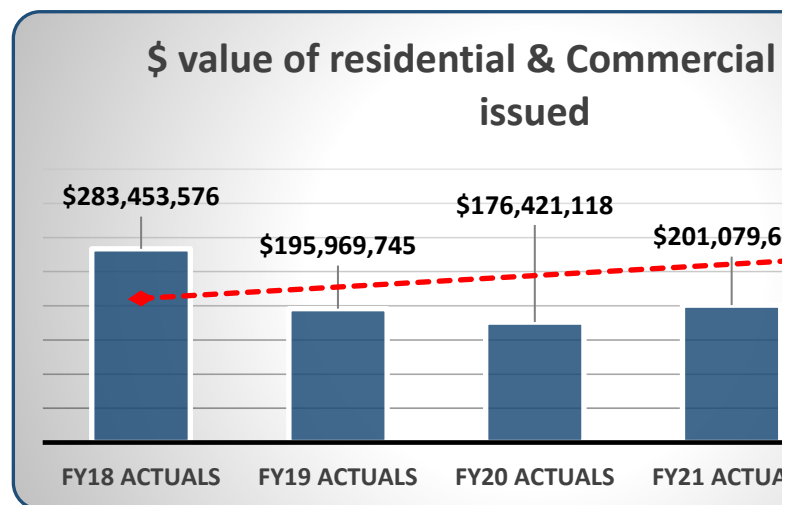
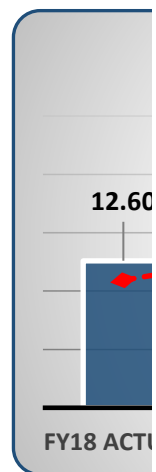
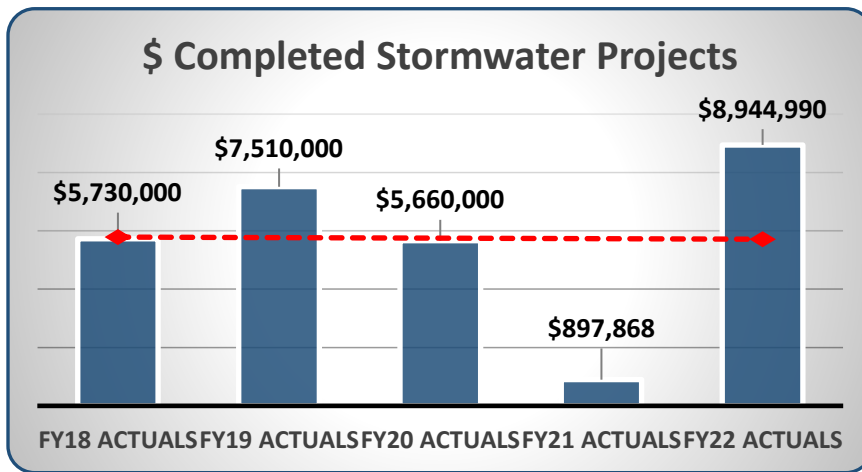
**City of Fayetteville: 44%  
6% increase since 2018**

**2**

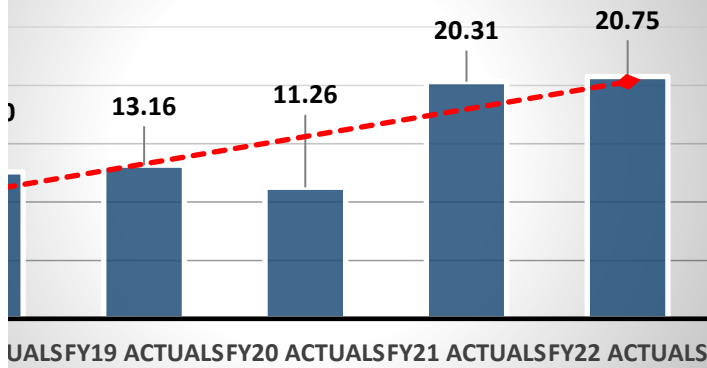


Disatisfaction with overall quality of  
life in the City:

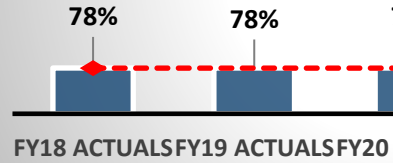
City of Fayetteville: 50%  
21.95% increase since 2018



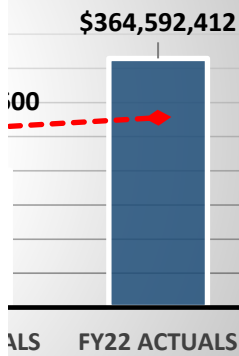
Miles of Streets Resurfaced



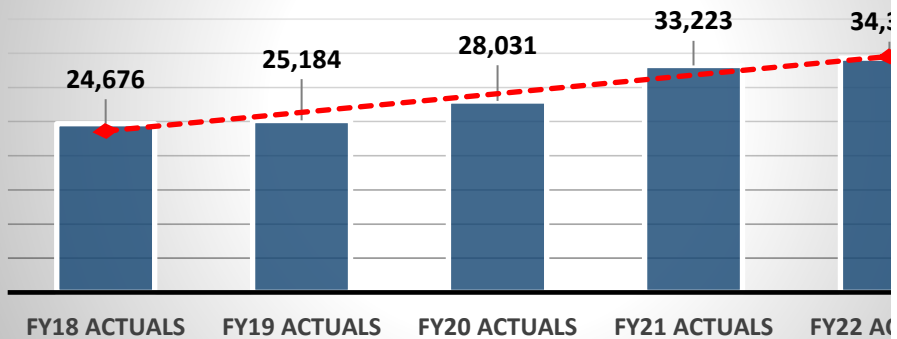
% of streets rated good pavement



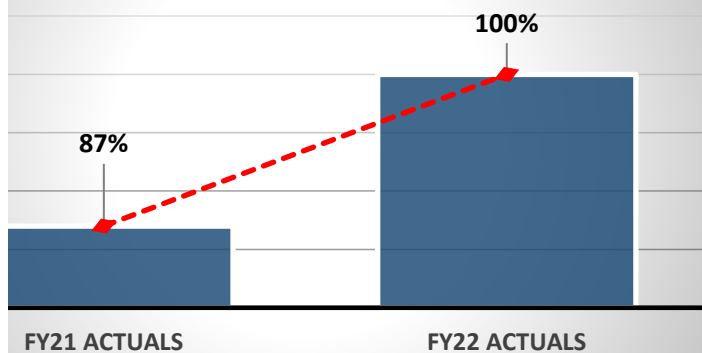
permits



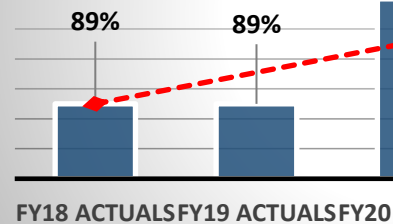
# of building trades inspections (Residential & Commercial)



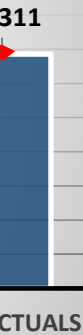
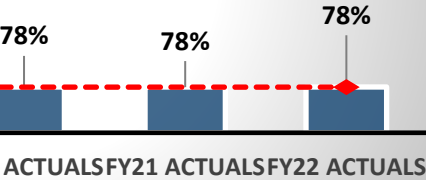
Of City properties with Wi-Fi Access



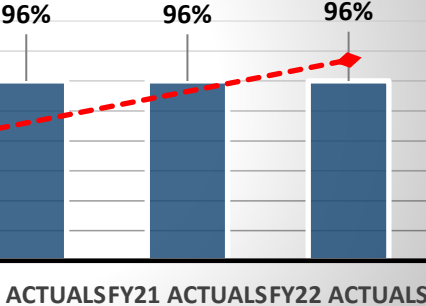
% of residents in intern

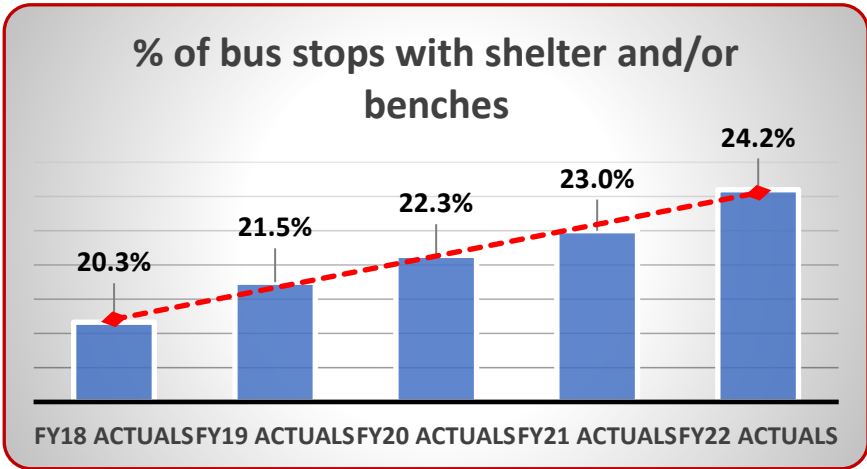
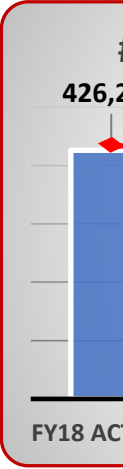
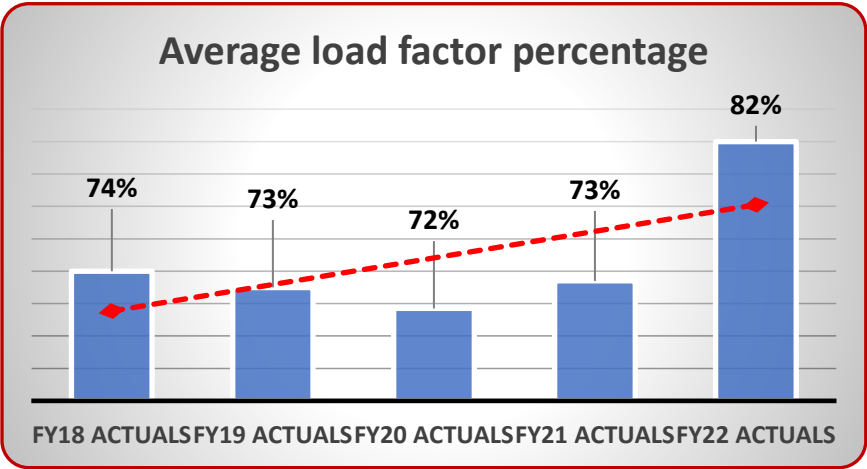


with an excellent or  
t condition rating



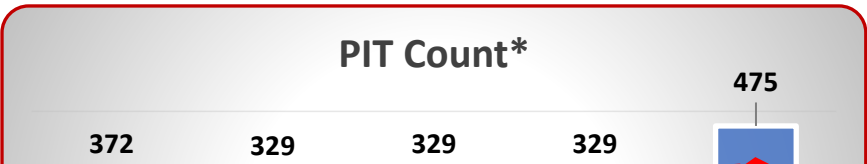
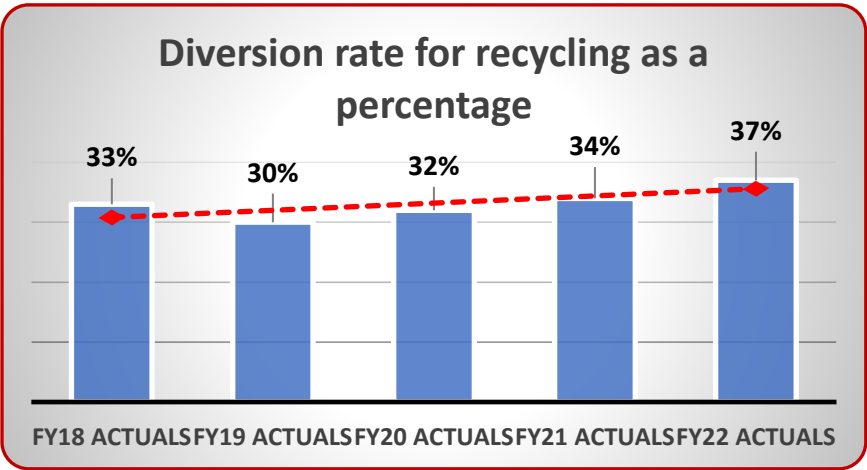
indicating they have  
et access



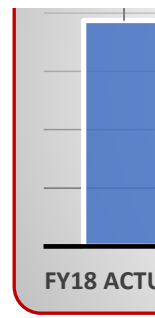
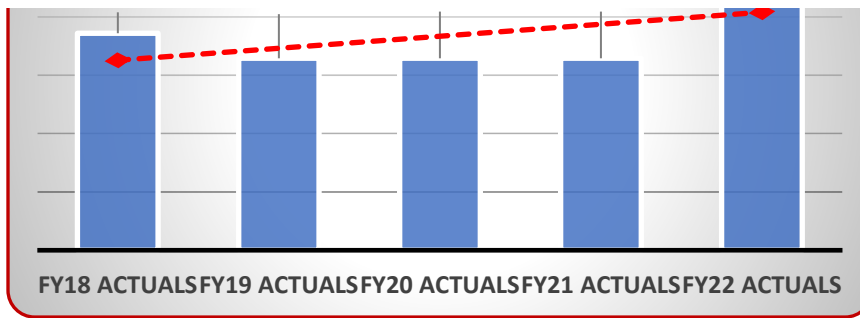


% satisf  
publ

C  
1

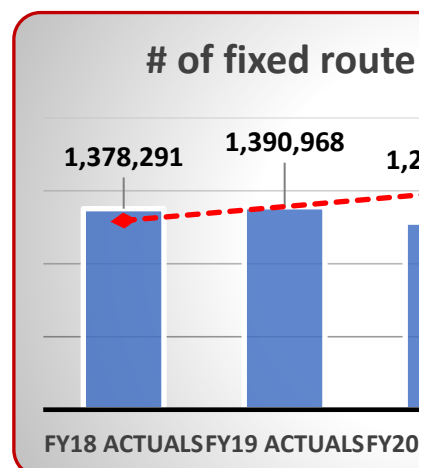
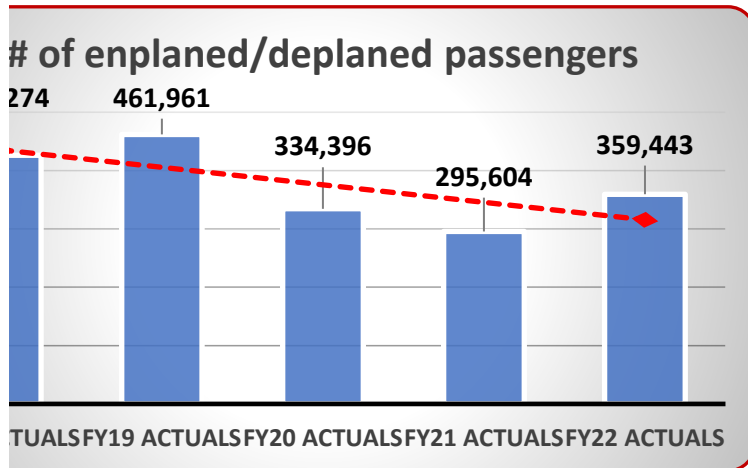






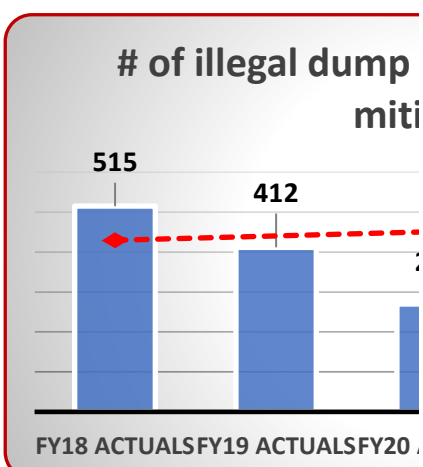
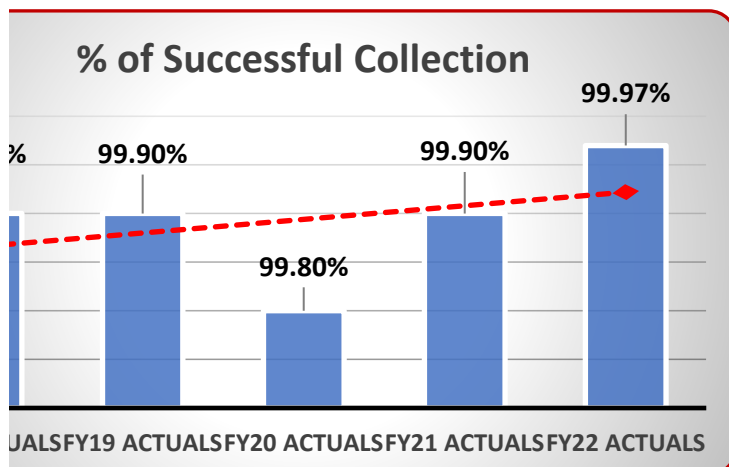
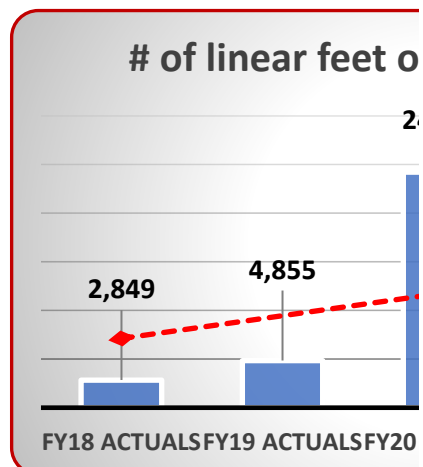
**% satisfaction with overall quality of  
life in your neighborhood**

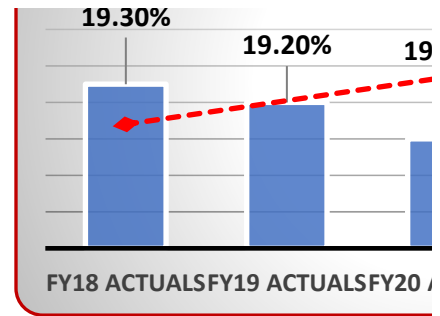
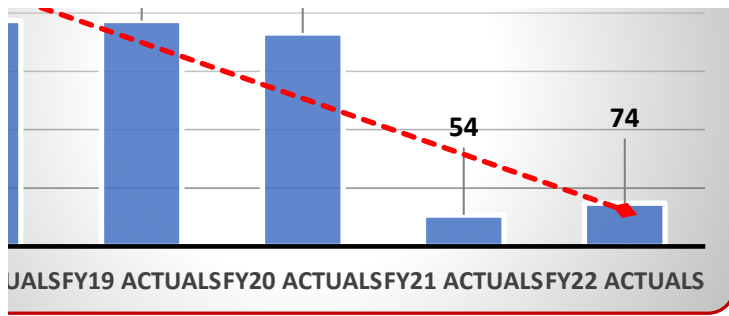
**City of Fayetteville: 63%  
10.5% increase since 2018**



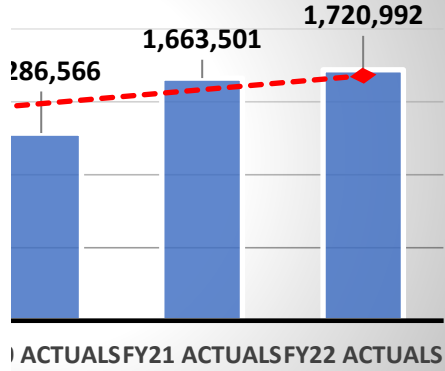
fraction with the availability of  
public transportation (Transit):

City of Fayetteville: 39%  
1% increase since 2018

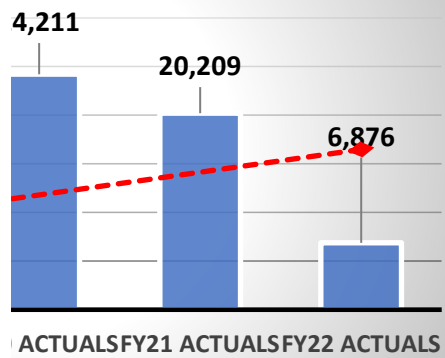




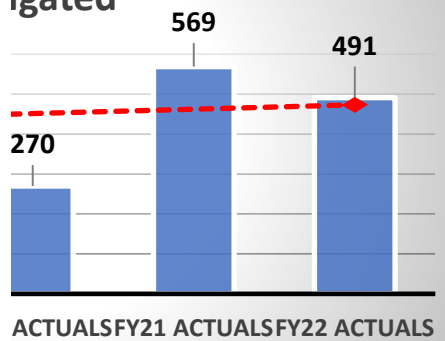
### transit passengers



### of sidewalk installed

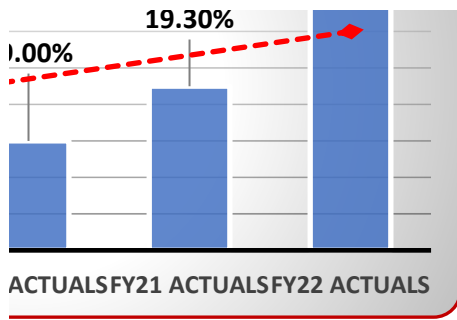


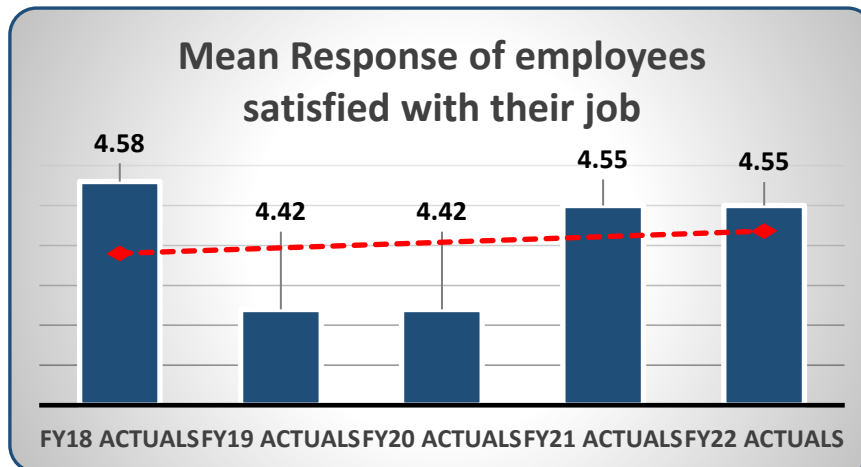
### sites identified and igated



### iving in poverty

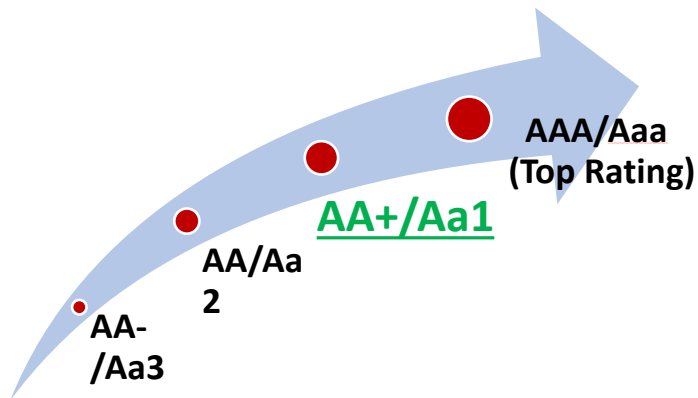






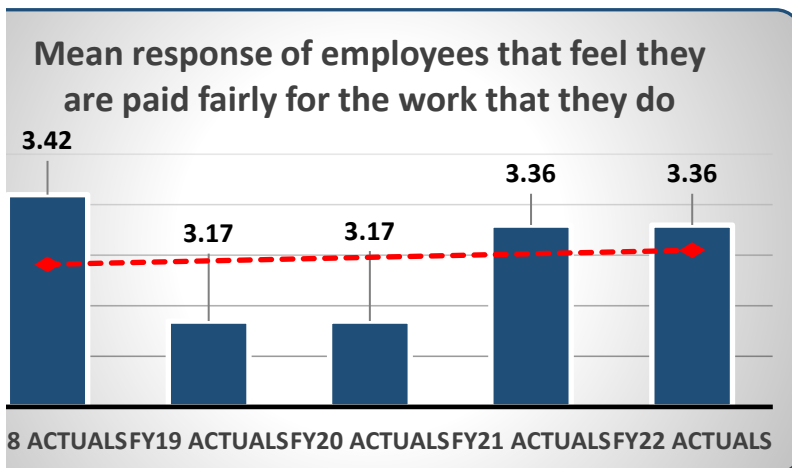
**% overall value received for tax dollars:**

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



% satisfaction  
services p

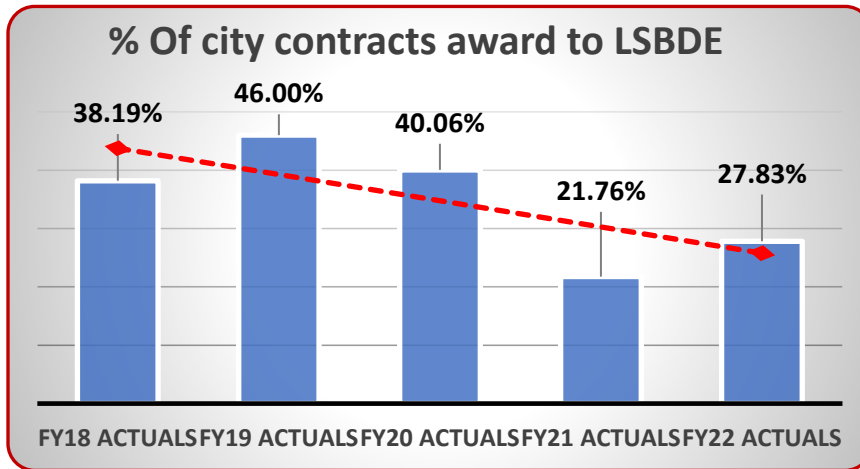
City of  
5.17% i



n with overall quality of  
provided by the City:

Fayetteville: 61%  
increase since 2018

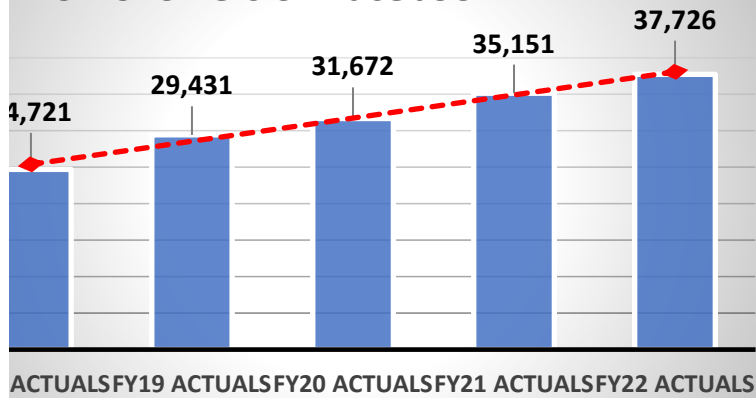




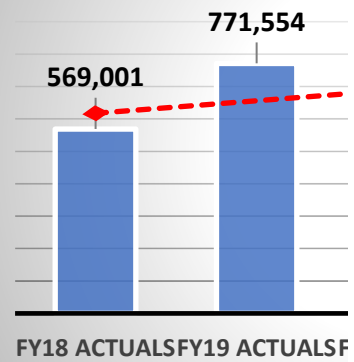
**% satisfaction with the availability of information about city programs and services:**

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

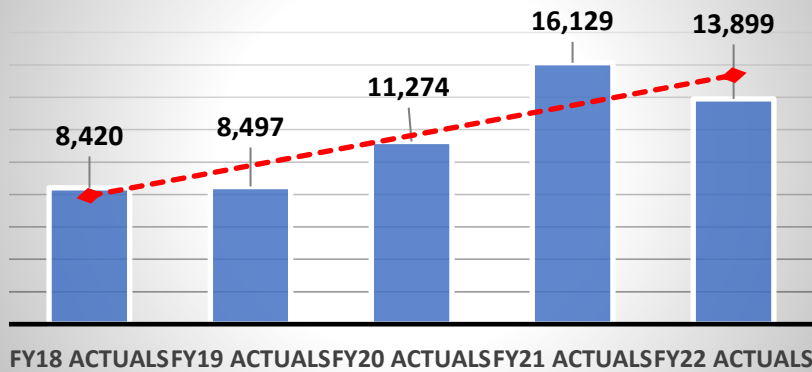
### # of followers on Facebook



### # of total webs



### # and Type of FayFixIt Tickets



## Site visits

