



fiscal year
2016

city of winter park **REPORT CARD**

vision

Winter Park is the city of arts and culture, cherishing its traditional scale and charm while building a healthy and sustainable future for all generations. [adopted 2016]

vision themes

- 1** Cherish and sustain city's extraordinary quality of life.
- 2** Plan growth through a collaborative process that protects city's scale and character.
- 3** Enhance city's brand through flourishing arts and culture.
- 4** Build and embrace local institutions for lifelong learning and future generations.

Throughout Fiscal Year (FY) 2016, key indicators were collected to track the City of Winter Park's performance across a number of categories. Inside you will find how the city measures up to its top priorities.

Find the complete listing of the city's performance measurements at cityofwinterpark.org/pm.

911 calls answered within 10 seconds

quarter	first	second	third	fourth
within 10 sec	97%	97%	97%	97%
call volume	5,819	5,839	5,767	5,794

goal answer 95 percent or more 911 calls within 10 seconds

theme quality of life

Police response times [priority 1]

quarter	first	second	third	fourth
response times	0:02:00	0:02:45	0:02:37	0:02:33
call volume	57	74	67	53

goal respond in under 3 minutes

theme quality of life

Fire-Rescue service response times [fire]

quarter	first	second	third	fourth
response times	0:07:05	0:07:43	0:07:43	0:08:04
call volume	06	06	12	18

benchmark respond in under 10 minutes

theme quality of life

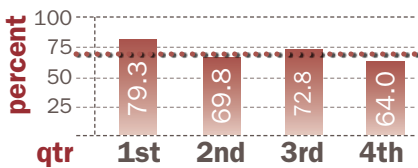
Fire-Rescue response times [medical]

quarter	first	second	third	fourth
response times	0:07:32	0:08:06	0:07:33	0:07:03
call volume	894	888	875	908

benchmark respond in under 10 minutes

theme quality of life

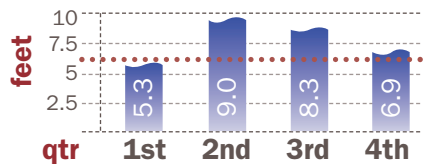
Code Compliance cases resolved in 30 days



goal resolve 70 percent of cases within 30 days

theme scale & character

Average lake clarity



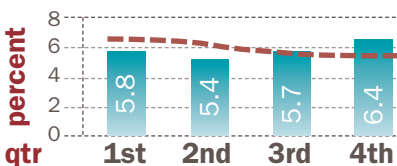
goal clarity of 6.5 feet or more

theme quality of life

..... goal line

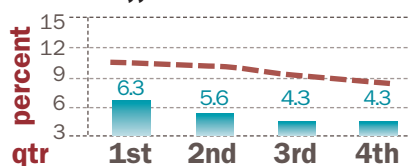
Economic indicators

Retail vacancies FY16



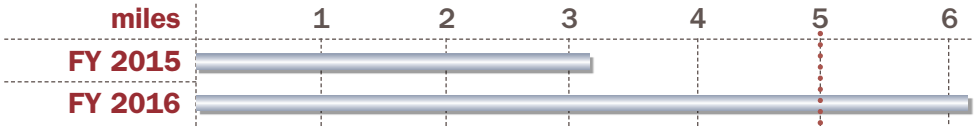
----- regional vacancy rate

Office vacancies FY16



theme scale & character

New electric lines underground



goal 5 miles

theme quality of life

SAIDI

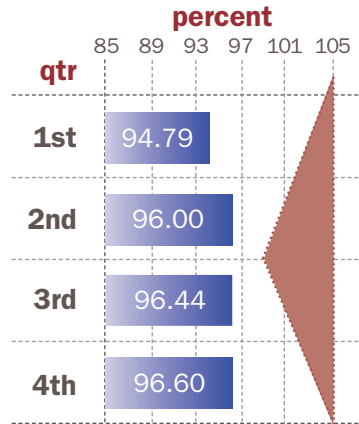
fiscal year	2015	2016
minutes	73.63	65.19

goal less than 60 minutes

theme quality of life

SAIDI is the average outage duration for each customer served

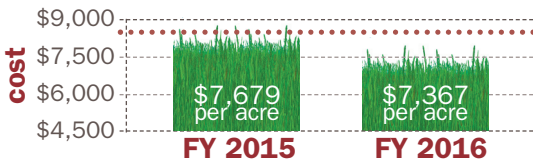
Electric Utility rates vs. state average



goal rates <105 percent of state average

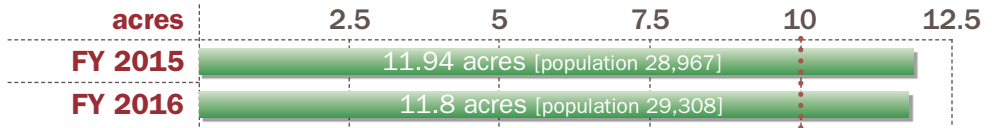
theme quality of life

Parks maintenance costs



goal \$8,500 per acre **theme** quality of life

Parks acreage per 1,000 people



goal greater than 10 park acres per 1,000 people

theme scale & character

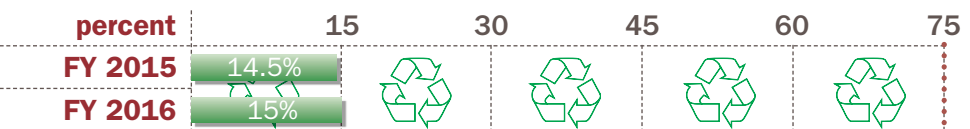
Tree plantings

quarter	first	second	third	fourth
trees planted	64	30	98	85

goal replant 100 percent » replanted 78 percent in FY 2016

theme quality of life

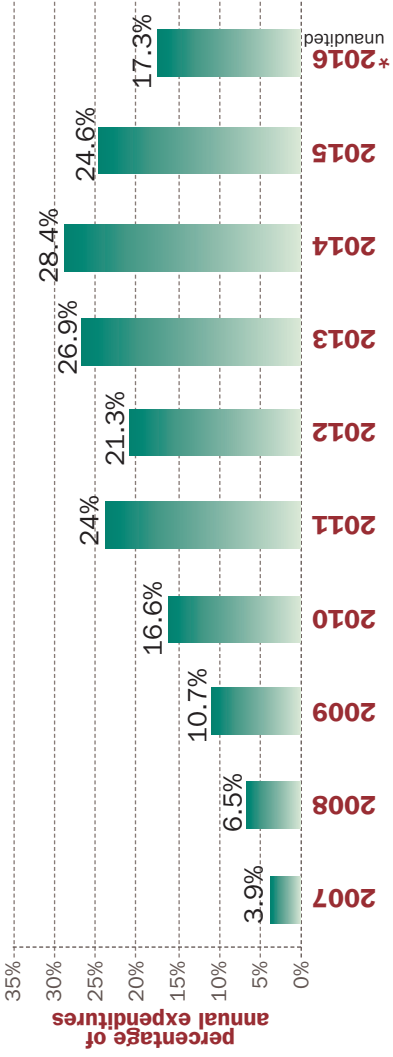
Recycling



state of florida goal divert 75 percent of waste from landfills by 2020

theme quality of life

General Fund cash reserves



* In FY 2016, City Commission invested in a number of community projects including the acquisition of the former bowling alley property on Fairbanks Avenue, golf course renovation, and Showalter Field improvements.



401 South Park Avenue
Winter Park, FL 32789

Governments hold cash in reserve for a variety of reasons. Often money is set aside to prepare for emergencies, such as natural disasters or unrealized revenues. Reserves may also be accumulated to fund specific projects or to position the city to take advantage of matching grants or land purchase opportunities.