



fiscal year
2017

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) 2017, 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	98%	97%	98%	97%
call volume	5,612	5,536	6,747	6,134

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	0:02:23	0:02:39	0:02:29	0:02:19
call volume	51	61	66	73

goal respond in under 3 minutes

theme quality of life

Fire-Rescue service response times [fire]

quarter	first	second	third	fourth
response times	0:08:35	0:09:50	0:07:00	0:10:52
call volume	15	13	14	15

benchmark respond in under 10 minutes

theme quality of life

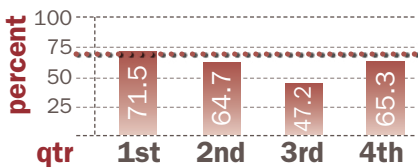
Fire-Rescue response times [medical]

quarter	first	second	third	fourth
response times	0:08:24	0:08:40	0:08:31	0:08:45
call volume	865	924	900	935

benchmark respond in under 10 minutes

theme quality of life

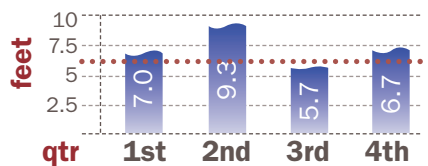
Code Compliance cases resolved in 30 days



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

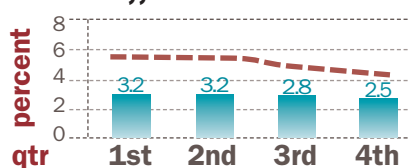
Economic indicators

Retail vacancies FY17



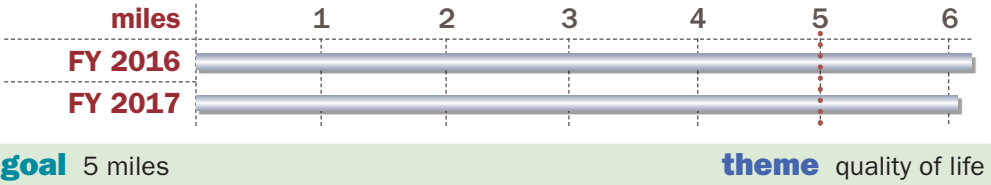
----- regional vacancy rate

Office vacancies FY17



theme scale & character

New electric lines underground

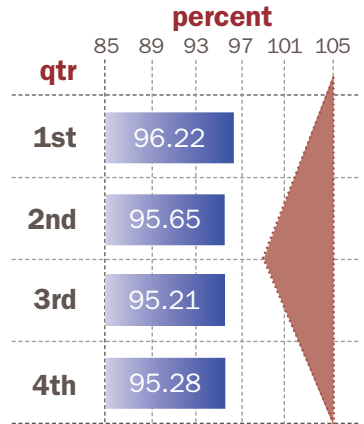


SAIDI*

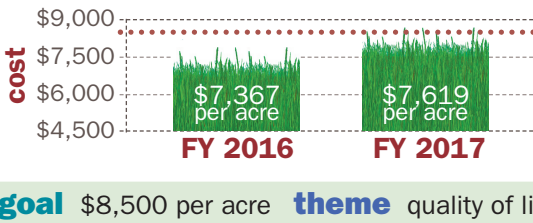


SAIDI is the average outage duration for each customer served. *Data excludes hurricanes.

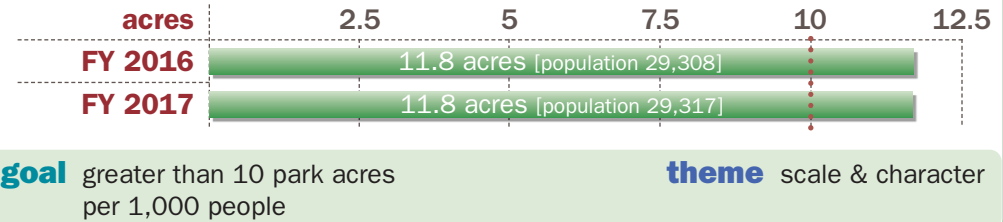
Electric Utility rates vs. state average



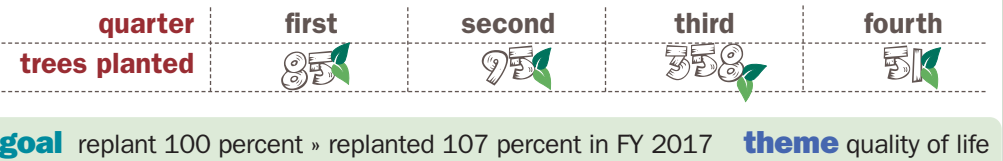
Parks maintenance costs



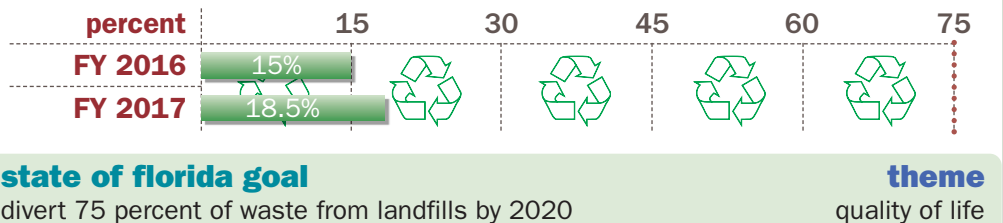
Parks acreage per 1,000 people



Tree plantings



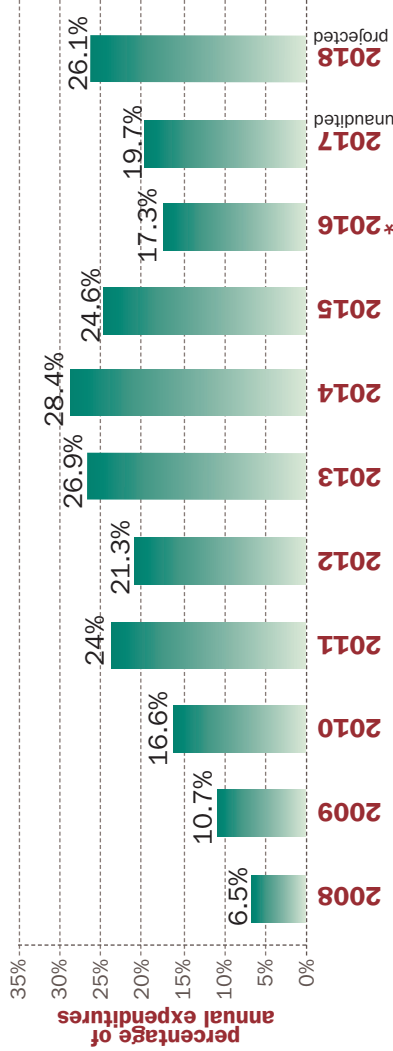
Recycling





401 South Park Avenue
Winter Park, FL 32789

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.

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.