



fiscal year
2018
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.

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) 2018, 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%	99%
call volume	6,189	5,774	6,068	5,819

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	0:02:34	0:02:38	0:02:49	0:03:06
call volume	53	52	64	58

goal respond in under 3 minutes

theme quality of life

Fire-Rescue service response times [fire]

quarter	first	second	third	fourth
response times	0:13:05	0:12:10	0:10:31	0:11:32
call volume	11	17	18	14

benchmark respond in under 10 minutes

theme quality of life

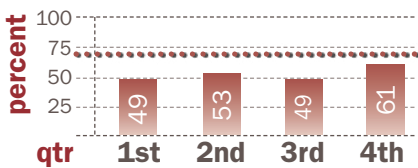
Fire-Rescue response times [medical]

quarter	first	second	third	fourth
response times	0:09:02	0:08:49	0:08:25	0:08:04
call volume	906	946	897	835

benchmark respond in under 10 minutes

theme quality of life

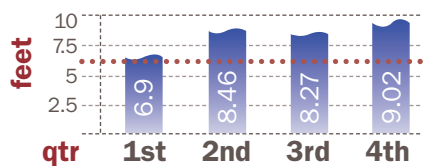
Code Compliance cases resolved in 30 days



goal resolve 70 percent of cases within 30 days

theme scale & character

Average lake clarity



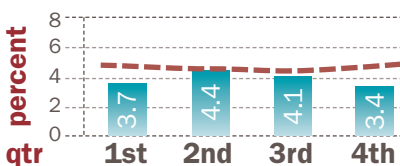
goal clarity of 6.5 feet or more

theme quality of life

..... goal line

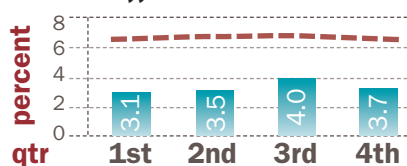
Economic indicators

Retail vacancies FY18



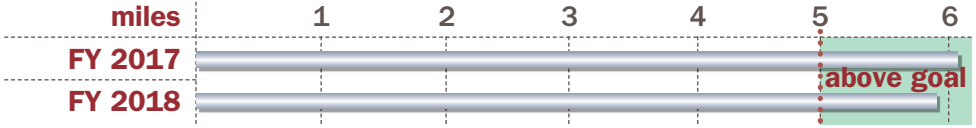
----- regional vacancy rate

Office vacancies FY18



theme scale & character

New electric lines underground



goal 5 miles

theme quality of life

SAIDI*

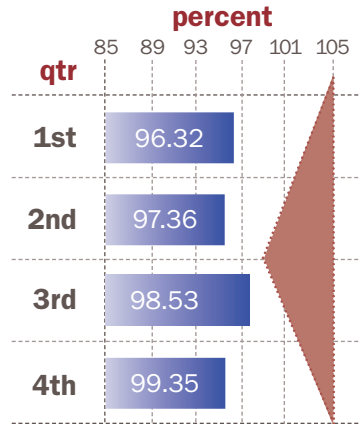
fiscal year	2017	2018
minutes	34:59	12:52

goal less than 60 minutes

theme quality of life

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

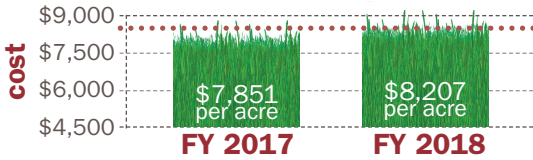
Electric Utility rates vs. state average



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

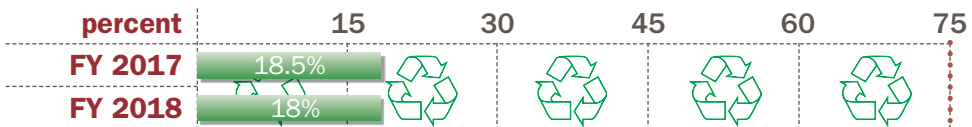
theme scale & character

Tree plantings

quarter	first	second	third	fourth
trees planted	20	136	209	210

goal replant 100 percent » replanted 106 percent in FY 2018 **theme** quality of life

Recycling

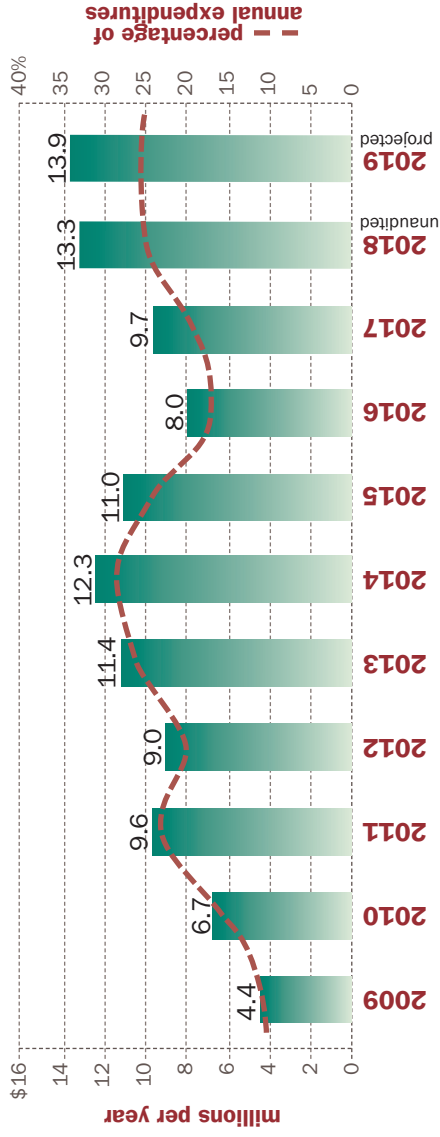


state of florida goal

divert 75 percent of waste from landfills by 2020

theme quality of life

General Fund cash reserves



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.



401 South Park Avenue
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