



fiscal year  
**2019**

# city of winter park **REPORT CARD**

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## 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.

## objectives

1. Exceptional quality of life
2. Intelligent growth & development
3. Fiscal stewardship
4. Public health & safety
5. Investment in public assets & infrastructure

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Throughout Fiscal Year (FY) 2019, 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](http://cityofwinterpark.org/pm)

## 911 calls answered within 10 seconds

quarter	first	second	third	fourth
within 10 sec	96%	97%	97%	96%
call volume	5,642	5,881	5,938	6,268

**goal** answer 95 percent or more  
911 calls within 10 seconds

**objective** public health & safety

## Police response times [priority 1]

quarter	first	second	third	fourth
response times	0:02:20	0:02:23	0:02:03	0:02:49
call volume	56	45	55	48

**goal** respond in under 3 minutes

**objective** public health & safety

## Fire-Rescue response times [fire]

quarter	first	second	third	fourth
response times	0:10:28	0:11:11	0:08:06	0:08:52
call volume	12	12	10	4

**benchmark** respond in under 10 minutes

**objective** public health & safety

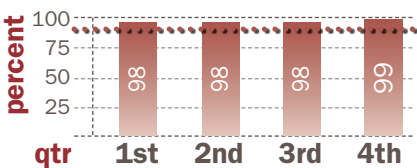
## Fire-Rescue response times [medical]

quarter	first	second	third	fourth
response times	0:08:35	0:06:44	0:07:28	0:07:04
call volume	879	889	904	930

**benchmark** respond in under 10 minutes

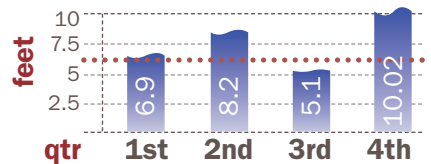
**objective** public health & safety

## Code cases brought into compliance



**goal** resolve 90 percent of cases  
**objective** public health & safety

## Average lake clarity

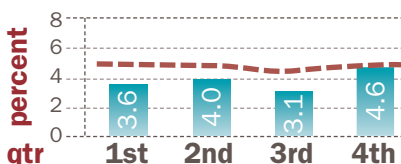


**goal** clarity of 6.5 feet or more  
**objective** investment in  
public assets

..... goal line

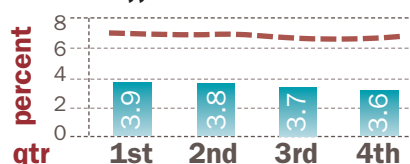
## Economic indicators

### Retail vacancies FY19



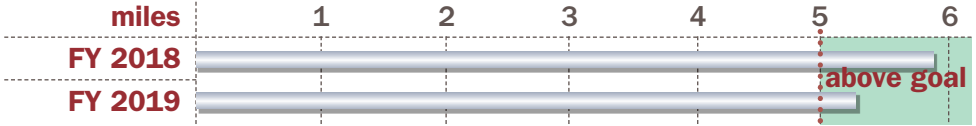
----- regional vacancy rate

### Office vacancies FY19



**objective** growth & development

## New electric lines underground



**goal** 5+ miles annually; 58% complete **objective** investment in public assets

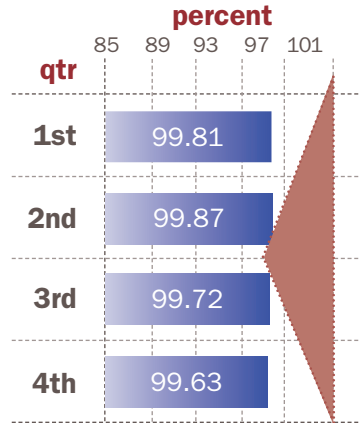
## SAIDI\*

fiscal year	2018	2019
minutes	12.52	20.42

**goal** less than 60 minutes  
**objective** investment in public assets

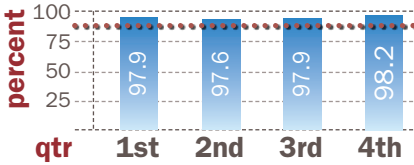
SAIDI is the average outage duration for each customer served. \*Data excludes hurricanes.

## Electric Utility rates vs. state average



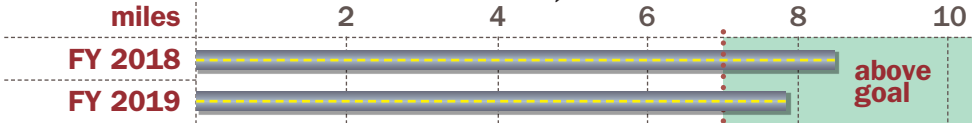
**goal** rates <105 percent of state average  
**objective** fiscal stewardship

## Fleet availability



**goal** minimum 95% of vehicles in operation  
**objective** fiscal stewardship

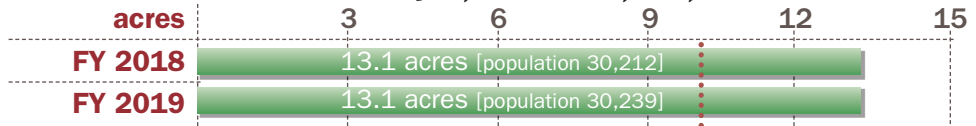
## Road miles repaved



**goal** greater than 7 miles [maintain road PASER rating] **objective** investment in public assets

Pavement Surface Evaluation and Rating is a 1-10 rating system for road pavement condition.

## Parks acreage per 1,000 people



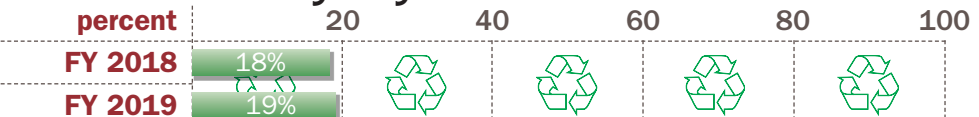
**goal** more than 10 park acres per 1,000 people **objective** quality of life

## Tree plantings



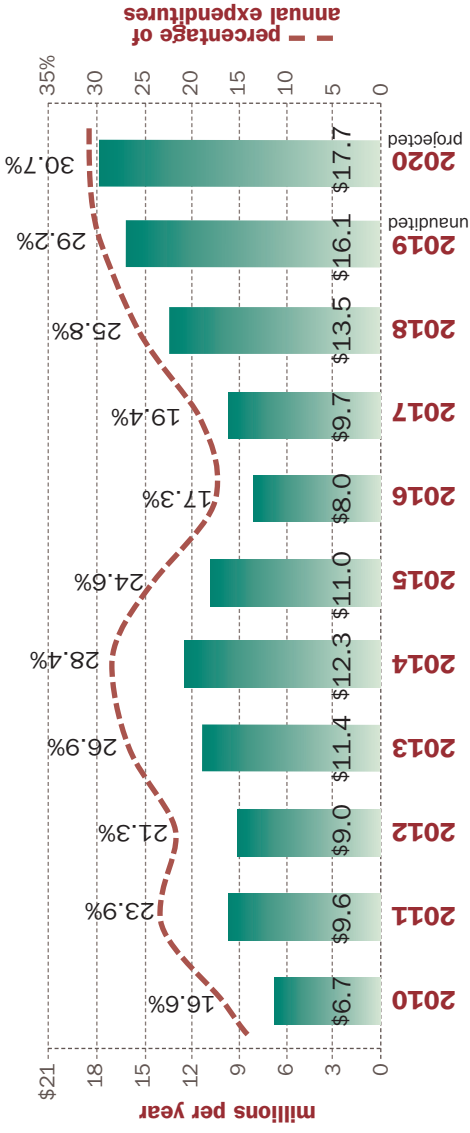
**goal** plant 600 trees annually [490 in 2019] **objective** quality of life

## Recycling = waste diversion



**goal** continue to increase waste diversion tonnage **objective** growth & development

## 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.



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