



fiscal year
2022

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.

objectives

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

Despite continued challenges, throughout Fiscal Year (FY) 2022, 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 | 96% | 96% | 96% | 96% |
| call volume | 5,694 | 5,629 | 5,682 | 5,534 |

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 | 0:01:39 | 0:01:47 | 0:02:18 | 0:02:26 |
| call volume | 54 | 47 | 39 | 66 |

goal respond in under 3 minutes

objective public health & safety

Fire-Rescue response times [fire]

| quarter | first | second | third | fourth |
|----------------|---------|---------|---------|---------|
| response times | 0:08:13 | 0:10:31 | 0:10:07 | 0:10:22 |
| call volume | 13 | 12 | 15 | 8 |

benchmark respond in under 10 minutes

objective public health & safety

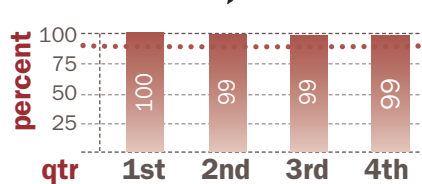
Fire-Rescue response times [medical]

| quarter | first | second | third | fourth |
|----------------|---------|---------|---------|---------|
| response times | 0:06:56 | 0:07:17 | 0:07:14 | 0:07:20 |
| call volume | 1,108 | 1,148 | 1,192 | 1,069 |

benchmark respond in under 10 minutes

objective public health & safety

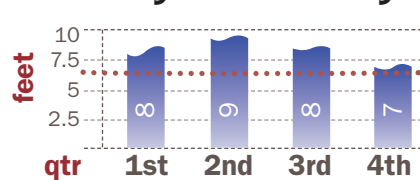
Code cases brought into compliance



goal resolve 90 percent of cases

objective public health & safety

Average lake clarity



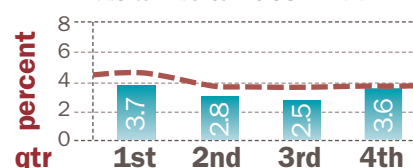
goal clarity of 6.5 feet or more

objective investment in public assets

..... goal line

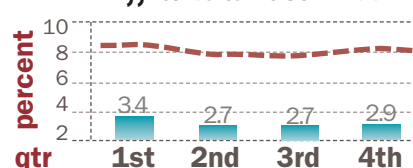
Economic indicators

Retail vacancies FY22



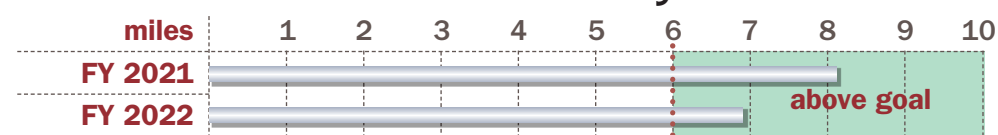
----- regional vacancy rate

Office vacancies FY22



objective growth & development

New electric lines underground



goal 6 miles annually; 68% complete

objective investment in public assets

SAIDI*

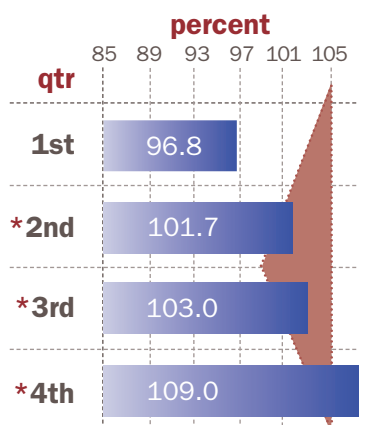
| fiscal year | 2021 | 2022 |
|-------------|------|------|
| minutes | 34.0 | 60.1 |

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

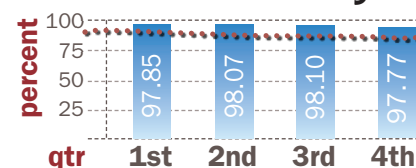


goal rates <105 percent of state average

objective fiscal stewardship

*Higher due to fuel costs.

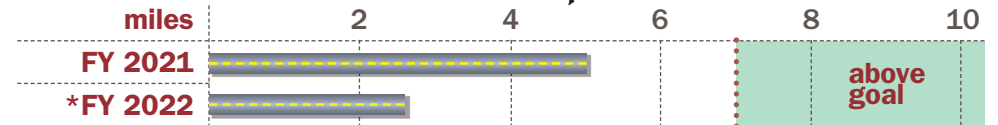
Fleet availability



goal minimum 95% of vehicles in operation

objective fiscal stewardship

Road miles repaved

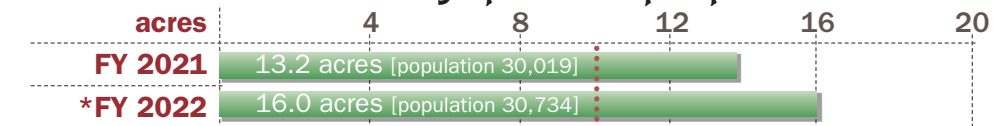


goal greater than 7 miles

objective investment in public assets

*Difficulties with labor and material shortages resulted in paving being below goal.

Parks acreage per 1,000 people



goal more than 10 park acres per 1,000 people

objective quality of life

*Purchased Winter Park Pines Golf Club (WP18).

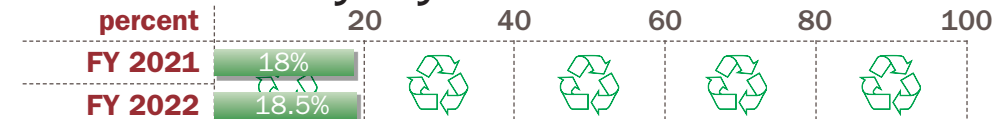
Tree plantings

| quarter | first | second | third | fourth |
|------------------------|-------|--------|-------|--------|
| replacement percentage | 323 | 166 | 173 | 155 |

goal plant >100% annually [382 trees planted in 2022]

objective quality of life

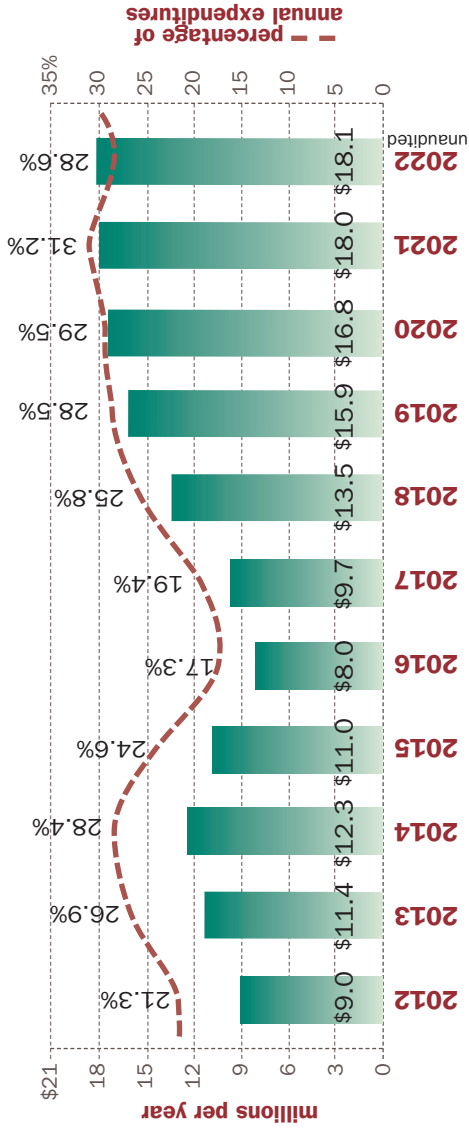
Recycling = waste diversion



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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