



**CITY OF DOWNEY PERFORMANCE MEASURES
FISCAL YEAR 2019-2020**

In alignment with the City Council's five overarching priorities; the City has devised a variety of Performance Indicators to track Department efficiencies and effectiveness, and to assist with making data-driven decisions. These indicators are noted in each of the Department sections and compare annual targets to actual data and projections.

Five Overarching Priorities

- FR-Fiscal Responsibility
- EA=Efficiency & Adaptability
- EV=Economic Vibrancy
- PE=Public Engagement
- QL=Quality of Life
- IN=Infrastructure

City Council

City Council Priority	Performance Measure	Trend	Annual Target	FY 19-20 Projected (06/30/2020)	FY 18-19 Actuals (06/30/2019)	FY 17-18 Actuals (06/30/2018)	FY 16-17 Actuals (06/30/2017)	FY 15-16 Actuals (06/30/2016)
EA	Percent Completion of FY Budget Goals		100%	100%	100%	100%	100%	100%
PE	Number of Councils, Boards and Subcommittees served on by Council Members		34	34	39	34	34	34
PE	Number of Special Events: Town Hall meetings, Coffee w/ the Mayor, Walk with your Councilmember, Downey One Day		5	5	8	3	3	3



City Attorney

City Council Priority	Performance Measure	Trend	Annual Target/Goal	FY 19-20 Projected (06/30/2020)	FY 18-19 Actuals (06/30/2019)	FY 17-18 Actuals (06/30/2018)	FY 16-17 Actuals (06/30/2017)	FY 15-16 Actuals (06/30/2016)
EA	Legal services delivery processes		Efficient, costeffective & streamlined delivery process	*Continue assisting with the City's ADA compliance program *Continue to assist the City's risk manager in reducing the City's risk.	Yes. *Next phase of City's ADA compliance program *Continue to assist the City's risk manager in reducing the City's risk.	Yes. *Completion of the City's ADA selfevaluation and transition plan *Continue to engage in early resolution of claims and ADA grievances to avoid litigation; *Worked with departments to utilize resources to identify, manage and eliminate risk.	Yes. *Brought in-house all small claims lawsuits and were handled by City Attorney's office; *Updated credit card policy.	Yes. *Resolved litigation against the City (RA Litigation *Fire Union Election Challenge, & ATT Refund) *Successful tendering defense to 3rd party contractors & their insurance companies for lawsuits arising from/connected to public works projects (reducing City's defense costs.) *Law Student Internship: Two law students obtained valuable experience in the City Attorney's Office. Program evolved to ensure it met the needs of the City Attorney's Office.
FR	Active City Lawsuits, fees and recover legal costs		Reduce the nubmer of active City Lawsuits, fees and recover legal costs	Yes	Yes	Yes	Yes	Yes
EA	Litigation updates to Council		4 (1 a quarter)	4	4	4	4	4
EA	Other Additional updates on significant developments in pending lawsuits & one-on one meetings with City Council		Increase Communication with Council	Yes	Yes	Yes	Yes	Yes



City Clerk

City Council Priority	Performance Measure	Trend	Annual Target	FY 19-20 Projected (06/30/2020)	FY 18-19 Actuals (06/30/2019)	FY 17-18 Actuals (06/30/2018)	FY 16-17 Actuals (06/30/2017)	FY 15-16 Actuals (06/30/2016)
EA	Number of Resolutions processed		-	90	66	94	74	87
EA	Number of Ordinances processed and		-	15	17	14	26	15
EA	Percent of Ordinances properly noticed		100%	100%	100%	100%	100%	-
EA	Number of Council Agenda items processed and posted		-	350	392	340	358	353
EA	Percent of Agendas posted within required timeframe		100%	100%	100%	100%	100%	N/A
EA	Percent of City Council meeting minutes prepared by the following 2 City Council meetings		100%	100%	79%	52%	47%	78%
PE	Number of Public Records Requests received		-	625	657	569	495	400+
EA	Percent of Public Records Request responded within required timeframe		100%	100%	100%	N/A	N/A	N/A
EA	Number of Subpoenas & Summons		-	65	58	60	84	60
EA	Number of Agreements and Contracts processed and tracked		-	110	131	120	107	N/A
EA	Number of Documents Recorded In-House with L.A. County		-	20	27	-	-	-
PE	Number of Registered Voters		Increase	Increase	59,859	58,973	-	-

City Manager

City Council Priority	Performance Measure	Trend	Annual Target	FY 19-20 Projected (06/30/2020)	FY 18-19 Actuals (06/30/2019)	FY 17-18 Actuals (06/30/2018)	FY 16-17 Actuals (06/30/2017)	FY 15-16 Actuals (06/30/2016)
PE	Number of Press Releases/City News Articles		24	30	37	20	33	78
PE	Number of Coyote Hazing Trainings/Town Hall meetings		1	1	1	1	N/A	N/A
PE	# of Quarterly FY Goals progress reports completed		4	4	4	4	4	4
PE	ADA Complaints (%) Resolved within Grievance Tracking		100%	100%	100%	100%	100%	100%
PE	Social Media Reach (Yearly Average on Facebook)		Increase	7,000	4,986	1,529	N/A	N/A
PE	Social Media Followers (across all platforms)		Increase by 2K	24,000	22,512	13,368	15,253	N/A
PE	Accomplishments Handbook		1	1	1	1	1	1
PE	Number of City Volunteers at Downey One Day of Service		200	200	200	N/A	N/A	N/A
EA	Obtain ICMA Performance Measures Certification Award		Yes	Yes	Yes	N/A	N/A	N/A
PE	Satisfaction Survey: Residents Satisfaction with City Services at Excellent or Above Average		80%	80%	80%	87%	N/A	N/A



Columbia Memorial Space Center

City Council Priority	Performance Measure	Trend	Annual Target	FY 19-20 Projected (06/30/2020)	FY 18-19 Actuals (06/30/2019)	FY 17-18 Actuals (06/30/2018)	FY 16-17 Actuals (06/30/2017)	FY 15-16 Actuals (06/30/2016)
QL	Number of Workshops/Classes		40	45	42	47	67	65
QL	Number of Total engagements		70,000	85,000	86,284	71,559	69,428	67,497
QL	Number of Engagements for all workshops/classes		700	725	1,672	666	817	929
QL	Number of Engagements for all events		10,000	15,000	15,433	10,674	4,143	21,322
PE	Number of Outreach efforts (classes, festivals, etc.)		40	45	47	34	43	48
PE	Number of Volunteer hours		4,000	4,000	2,574	4,569	3,077	3,272
FR	Number of Facility Rentals		200	200	212	227	191	182
QL	Percent of facility use for rentals vs. City programs		35%/65%	35%/65%	30%/70%	N/A	N/A	N/A

Human Resources

City Council Priority	Performance Measure	Trend	Annual Target	FY 19-20 Projected (06/30/2020)	FY 18-19 Projected (06/30/2019)	FY 17-18 Actuals (06/30/2018)	FY 16-17 Actuals (06/30/2017)	FY 15-16 Actuals (06/30/2016)
EA	Number of Eligibility Lists Established		130	130	132	151	127	80
EA	Number of Personnel Status Changes Evaluated and Processed		1,400	1,400	1,539	1,215	946	915
EA	Number of Training Sessions Provided or Conducted, Including Mandated Training		18	18	17	20	17	19
EA	Number of Full Time New Hires Processed		60	60	45	60	58	27
EA	Number of Part-Time New Hires Processed		200	200	171	200	190	224
EA	Number of Applications Processed		12,000	12,500	12,016	12,633	14,527	10,304



Library

City Council Priority	Performance Measure	Trend	Annual Target	FY 19-20 Projected (06/30/2020)	FY 18-19 Projected (06/30/2019)	FY 17-18 Actuals (06/30/2018)	FY 16-17 Actuals (06/30/2017)	FY 15-16 Actuals (06/30/2016)
QL	Number of Library visitors*		300,000	N/A	181,821	320,311	371,625	371,625
QL	Number of Registered borrowers		85,000	95,000	88,040	86,227	72,555	72,555
QL	Circulation of Hard copy materials (Number)*		300,000	N/A	198,987	303,449	365,658	365,658
QL	Circulation of electronic copy materials (Number)		7,000	15,000	11,827	5,006	4,858	4,858
PE	Number of Volunteer hours		5,000	3,750	3,853	7,870	8,411	8,411
QL	Library Computer Lab Sessions*		42,000	N/A	28,320	42,000	42,221	42,221
QL	Library items borrowed		300,000	15,000	215,931	326,000	319,167	365,658
QL	Number of books checked out*		290,000	N/A	164,428	295,208	315,079	360,800
QL	Library children's program attendance		10,000	2,500	5,480	10,000	11,121	11,121
QL	Library e-books checked out		increase by 5%	15,000	11,827	5,000	4,858	4,858
QL	Library card holders		increase by 5%	90,000	88,040	78,000	72,555	72,555
QL	Child Summer Reading Program Participants		2,500	800	1,296	3,096	2,509	2,748
QL	Teen Summer Reading Program participants		150	35	6	159	214	159
QL	Adult Summer Reading Program Participants		350	100	12	350	367	215
QL	Adult Literacy Program Tutor Hours		3,400	1,500	2,441	3,700	3,404	3,404
QL	"Booked for Lunch" Book Club Attendees		100	75	108	108	135	185
QL	Number of hours of basic computer instruction provided*		50	N/A	91	50	50	50
QL	Number of author events held		5	5	4	6	7	7
QL	Number of community events hosted		50	25	38	53	58	62
QL	Number of computer lab users*		5,000	N/A	5,310	7,049	N/A	N/A
PE	library reference questions answered*		25,000	N/A	21,982	26,665	34,693	38,367

Note: The Downey Library was closed on March 16, 2019 for the Library renovation project as part of Measure S. As a result, the Library actuals for FY 18-19 are lower than previous years. Additionally, Performance Measures noted with an * do not have project numbers for FY 19-20 as the Library is unable to provide those services during the Library renovation project.



Community Development

City Council Priority	Performance Measure	Trend	Annual Target	FY 19-20 Projected (6/30/2020)	FY 18-19 Actuals (6/30/2019)	FY 17-18 Actuals (06/30/2018)	FY 16-17 Actuals (06/30/2017)	FY 15-16 Actuals (06/30/2016)	Division
PE	Customer Service Satisfaction Survey Responses*		1,000	252	190	427	1,166	1,572	Admin.
PE	Achieve an Excellent Quality of Service rating on 70% of surveys submitted		100%	100%	90%	74%	90%	84%	Admin.
EA	Send all staff to California Building Officials and International Code Council training		100%	100%	100%	100%	100%	50%	Building & Safety
EV	Perform 90% of inspections within 24 hours of scheduling		100%	100%	100%	N/A	N/A	N/A	Building & Safety
EV	Number of Permits Issued		2,300	1,663	1,848	2,482	2,365	2,599	Building & Safety
EA	Number of Counter Visits		11,500	10,415	10,914	12,144	11,689	12,599	Building & Safety
EA	Number of Inspections		12,500	10,166	11,111	12,916	12,454	13,378	Building & Safety
EA	Number of New Code Enforcement Cases		Reduce	2,294	2,259	2,619	2,417	2,820	Code Enforcement
EA	Percent of code cases brought into voluntary compliance prior to administrative/judicial process of 90 days		75%	100%	100%	N/A	N/A	N/A	Code Enforcement
EA	Respond to at least 1,600 New Code Enforcement cases		100%	100%	100%	N/A	N/A	N/A	Code Enforcement
EA	Close at least 1,500 Code Enforcement cases		100%	100%	100%	N/A	N/A	N/A	Code Enforcement
EA	Send 4 staff to California Association of Code Enforcement Officers Training		100%	100%	100%	100%	100%	100%	Code Enforcement
EA	4 staff to obtain California Association of Code Enforcement Officers Certification		100%	100%	100%	100%	100%	100%	Code Enforcement
QL	Assist at least 20 households through Housing Rehabilitation Program		100%	100%	100%	70%	90%	90%	Economic Development & Housing
EV	Assist at least 400 businesses		100%	100%	100%	N/A	N/A	N/A	Economic Development & Housing
QL	Provide funding to assist at least 10 homeless or potentially homeless families and/or individuals		100%	100%	100%	100%	100%	100%	Economic Development & Housing
QL	Provide CDBG public services funding to assist 100 at-risk youth		100%	100%	100%	100%	100%	100%	Economic Development & Housing
QL	Provide CDBG public services funding to assist at least 25 special needs individuals career development		100%	100%	100%	80%	100%	100%	Economic Development & Housing
QL	Provide CDBG public services funding to assist 4,100 adults and senior citizens with meals, literacy and career development.		100%	100%	100%	100%	100%	100%	Economic Development & Housing

Note: the City changed its Customer Service Survey system, which has resulted in fewer patron submissions. The City will be enhancing the system and process to increase patron responses.



Finance

City Council Priority	Performance Measure	Trend	Annual Target	FY 19-20 Projected (06/30/2020)	FY 18-19 Actuals (06/30/2019)	FY 17-18 Actuals (06/30/2018)	FY 16-17 Actuals (06/30/2017)	FY 15-16 Actuals (06/30/2016)	Division
FR	City adopted balanced budget		Balanced	Balanced	Balanced	Balanced	Balanced	Balanced	Admin.
FR	City receives certificate of achieve for excellent financial report from GFOA		GFOA Award	Yes	Yes	Yes	Yes	Yes	Admin.
FR	City receives certificate of achieve for excellent financial report from CSMFO		CSMFO Award	Yes	Yes	Yes	Yes	Yes	Admin.
FR	Percent of Monthly Financial Status reports issued within 15 days or less		100%	100%	100%	100%	100%	100%	Admin.
FR	end to complete the City's comprehensive financial report		6 months	6 months	6 months	Completed	Completed	Completed	Admin.
FR	General Obligation Bond Rating		AA+	AA-	AA-	AA-	A+	A+	Admin.
FR	Reserve Percent of operating budget		35%	35%	35%	35%	38%	38%	Admin.
FR	Pension Plan Funding Level		100%	70%	70%	68%	68%	67%	Admin.
EA	File Annual State Controller's Report and Single Audit in a timely manner		6 months	6 months	6 months	Completed	Completed	Completed	Accounting
PE	Number of counter transactions		40,000	40,000	40,100	39,044	41,253	53,000	Accounting
EA	Percent of bi-weekly payroll with no or minimum errors		100%	100%	100%	100%	100%	100%	Accounting
EA	Percent of Accounts receivable collectible rate		100%	100%	100%	100%	100%	100%	Accounting
EA	Number of utility bills paid online or via ACH		2,000	1,000	812	750	927	1000	Accounting
	Number of utility bills processed		2,300	2,300	2,300	2,300	2,300	2,300	Accounting
EV	Number of Business registrations renewals processed		5,000	5,000	4,976	4,497	4,438	5,250	Accounting
EV	Number of business license registrations renewals online		1,000	1,000	826	750	927	1,000	Accounting
EA	Number of IT help requests received (online)		2,700	2,700	2,706	2,690	2,681	2,705	IT
EA	Number of IT help requests received (phone)		400	400	425	450	480	510	IT
EA	Percent of requests resolved (online and phone)		100%	100%	100%	100%	100%	100%	IT



Fire

City Council Priority	Performance Measure	Trend	Annual Target	FY 19-20 Projected (06/30/2020)	FY 18-19 Actuals (06/30/2019)	FY 17-18 Actuals (06/30/2018)	FY 16-17 Actuals (06/30/2017)	FY 15-16 Actuals (06/30/2016)	Division
QL	Number of Firefighters hired & trained by the Fire Department		-	4	5	5	5	3	Admin.
QL	Minimum Annual suppression training goals		15,120	16,080	18,069	14,944	17,051	13,808	Admin.
FR	Total amount of Federal and State Grant Dollars Secured		70,000	180,000	70,000	124,032	70,000	88,900	Admin.
QL	Number of CERT Training Classes Offered by the Fire Department		4	5	4	4	2	2	Supportive Services
PE	Number of CERT volunteers		30% increase	60	45	30	15	13	Supportive Services
QL	Fire Prevention Inspections Conducted		685	600	530	690	998	996	Supportive Services
QL	Percent of Mandated Fire Inspections Conducted		100%	100%	85%	N/A	N/A	N/A	Supportive Services
QL	Fire Prevention Plans Submitted		-	350	330	307	276	396	Supportive Services
QL	Number of New fire permits reviewed/issued		-	300	296	292	256	373	Supportive Services
QL	Number of Counter Visits		-	1,200	955	853	579	783	Supportive Services
QL	Total Incidents Dispatched by the JPCC for 3 cities		-	27,000	26,697	26,869	27,129	29,465	Supportive Services
QL	Number of BLS Transports		-	2,930	3,017	3,043	3,058	2,620	Emergency Services
QL	Number of ALS Transports		-	3,155	2,943	3,146	2,960	3,488	Emergency Services
QL	No Transports		-	1,555	1,696	1,516	1,533	1,427	Emergency Services
QL	Paramedic Continuing Education Hours		1,056	1,800	1,720	1,638	1,470	1,200	Emergency Services
QL	EMT Continuing Education Hours		528	2,600	2,480	2,400	2,250	1,932	Emergency Services
PE	Number of Individuals in the Emergency Transportation Subscription Program		5% increase	5,542	5,278	4,961	4,744	5,169	Emergency Services
PE	Number of Individuals enrolled in Smart 911 Program		50% increase	287	191	N/A	N/A	N/A	Emergency Services
PE	Number of Individuals enrolled in Downey Alert		5% increase	29,894	28,470	N/A	N/A	N/A	Emergency Services
QL	Fire Prevention Inspections Conducted - Suppression		4,320	3,600	3,061	3,463	4,055	2	Emergency Services
QL	Total Emergency Incidents		-	10,800	10,770	10,861	11,126	11,211	Emergency Services
QL	Average Emergency Response Time		5:00	5:30	5:38	5:29	5:30	5:10	Emergency Services
QL	Emergency Fire response time: dispatch to arrival on scene (in minutes) (Industry 90th percentile) - Day		5:00/EMS 5:20/Fire	7:40	8:13	7:43	7:45	7:38	Emergency Services
QL	Emergency Fire response time: dispatch to arrival on scene (in minutes) (Industry 90th percentile) - Night		5:00/EMS 5:20/Fire	8:40	8:51	8:47	8:46	8:32	Emergency Services
QL	Emergency Fire response time: dispatch to turnout (in minutes) (Industry 90th percentile) - Day		1:00/EMS 1:20/Fire	1:55	2:05	1:59	2:04	2:01	Emergency Services
QL	Emergency Fire response time: dispatch to turnout (in minutes) (Industry 90th percentile) - Night		1:00/EMS 1:20/Fire	2:55	2:59	3:00	3:00	2:38	Emergency Services
QL	Percent of hazardous material releases contained to property of origin by Hazardous Incident Team		100%	75%	75%	70%	70%	70%	Emergency Services



Parks and Recreation

City Council Priority	Performance Measure	Trend	Annual Target/Goal	FY 19-20 Projected (06/30/2020)	FY 18-19 Actuals (06/30/2019)	FY 17-18 Actuals (06/30/2018)	FY 16-17 Actuals (06/30/2017)	FY 15-16 Actuals (06/30/2016)	Division
QL	Number of Healthy Downey partners		35	35	35	30	29	32	Admin.
QL	Number of Healthy Downey events/activities		11	11	11	10	10	10	Admin.
QL	Number of ASPIRE Students		1,100	1,138	1,360	1,433	1,400	1,556	Admin.
QL	Number of Park and Rec.Volunteers		35	25	N/A	N/A	N/A	N/A	Admin.
PE	Number of Volunteer hours		600	480	N/A	N/A	N/A	N/A	Admin.
QL	General Fund Support for Parks per Capita (per 1000)		\$63.85	\$63.85	N/A	N/A	N/A	N/A	Admin.
FR	Number of Grants secured		3	2	3	N/A	N/A	N/A	Admin.
QL	Downey Civic Theatre Attendance		100,000	76,000	110,000	107,130	47,500	45,869	Theatre
QL	Number of Days the Theatre was occupied		185	180	185	194	150	160	Theatre
QL	Number of Performances/Presenting Series Events (outside of private rentals)		9	9	9	9	9	5	Theatre
QL	Number of Private rental clients		80	76	80	80	66	64	Theatre
PE	Number of Theatre volunteers		400	389	390	N/A	N/A	N/A	Theatre
QL	Number of Burials		5	3	3	N/A	N/A	N/A	Cemetery
QL	Number of Niches Sold		5	3	3	N/A	N/A	N/A	Cemetery
QL	BJR Senior Center Attendance		180,000	182,000	180,000	168,119	180,000	171,529	Facilities and Events
QL	BJR Senior Center Rentals		500	451	500	455	700	800	Facilities and Events
QL	Summer Park Program Attendance		5,000	5,500	6,328	4,233	4,610	5,270	Facilities and Events
QL	General Park Attendance		1,900,000	1,950,000	1,950,000	1,954,297	1,900,000	1,652,469	Facilities and Events
QL	Number of Community events		17	17	17	17	24	22	Facilities and Events
QL	Average attendance of community events		15,000	15,000	24,000	23,500	22,795	22,795	Facilities and Events
QL	Picnic shelter reservations		150	260	250	379	130	188	Fee- Supported Recreation Programs
QL	Park multi-purpose room reservations		700	850	150	575	160	123	Fee- Supported Recreation Programs
QL	Wilderness Park weekend car counts		16,500	16,100	16,200	16,960	12,000	15,224	Fee- Supported Recreation Programs
QL	Average Number of users for the David R. Gain Dog Park		10,000	9,550	9,900	8,408	10,000	8,020	Fee- Supported Recreation Programs
QL	Number of contract classes offered		1,200	1,255	1,200	1,600	200	195	Fee- Supported Recreation Programs
QL	Number of contract class participants		10,000	10,500	7,000	10,014	8,600	8,529	Fee- Supported Recreation Programs
QL	Number of Sports league participants		1,400	1,300	1,500	1,198	1,000	945	Fee- Supported Recreation Programs
QL	Number of Camp participants		700	850	670	740	650	638	Fee- Supported Recreation Programs
QL	Number of recreation swim participants		6,500	6,100	6,300	5,500	5,648	6,240	Fee- Supported Recreation Programs
QL	Number of swim lesson participants		500	425	1,000	979	830	1,200	Fee- Supported Recreation Programs
QL	Number of junior lifeguard participants		30	30	35	19	40	33	Fee- Supported Recreation Programs
QL	Number of Wee Three and Tot Time preschool participants		300	240	300	305	230	230	Fee- Supported Recreation Programs
QL	Number of Senior excursions		24	24	24	20	24	24	Fee- Supported Recreation Programs
QL	Number of excursion participants		900	821	900	833	1,000	1,344	Fee- Supported Recreation Programs
QL	Number of senior enrichment classes		40	38	42	40	130	141	Fee- Supported Recreation Programs
QL	Total Number of 1st Monday participants		500	425	500	420	500	484	Fee- Supported Recreation Programs
QL	Number of senior participants in enrichment classes		8,000	7,200	8,600	7,902	8,500	8,836	Fee- Supported Recreation Programs
QL	Total Rounds		64,000	64,000	63,500	63,574	58,000	52,828	Rio Hondo Golf Club
QL	Tournaments		160	160	154	183	170	178	Rio Hondo Golf Club
QL	Tournaments Participants		3,000	3,000	3,080	3,181	3,000	3,725	Rio Hondo Golf Club
QL	Number of Downey Link riders		105,000	105,000	100,000	120,519	157,730	196,615	Transit
QL	Number of Dial-a-Ride riders		23,000	23,000	22,605	23,814	26,933	32,017	Transit
EA	Percent of on-time pick ups		95%	95%	93%	93%	90%	88%	Transit
QL	Number of community excursions		70	70	70	70	70	72	Transit



Police

City Council Priority	Performance Measure	Trend	Annual Target	FY 19-20 Projected (6/30/2020)	FY 18-19 Actuals (6/30/2019)	FY 17-18 Actuals (6/30/2018)	FY 16-17 Actuals (6/30/2017)	FY 15-16 Actuals (6/30/2016)	Division
PE	Number of Neighborhood Watch meetings		60	70	41	46	70	67	Admin.
PE	Number of Neighborhood Watch groups		230	Increase	220	215	194	179	Admin.
PE	Attendance at National Neighborhood Night Out Event		800	800	1,000	800	500	350	Admin.
PE	Number of social media followers		16,800	Increase	18,111	N/A	N/A	N/A	Admin.
PE	Number of Nixel Enrollments		2,700	Increase	3,250	N/A	N/A	N/A	Admin.
EA	Number of job applicants processed		4,000	5,000	5,620	4,023	5,608	2,500	Admin.
EA	Number of hours of training provided		5,000	8,000	9,041	9,500	5,608	5,027	Admin.
FR	Amount of grant funding awarded		400,000	\$400,000	\$423,266	\$403,119	\$575,000	\$575,380	Admin.
QL	Number of ABC compliance sweeps completed		25	25	20	25	25	20	Admin.
QL	Number of Background investigations conducted		150	150	203	205	175	100	Admin.
PE	Number of Volunteers & Chaplains		8	Increase	8	7	4	4	Admin.
QL	Total Number of Citations issued during "Foot Beat" deployment		-	200	736	N/A	N/A	N/A	Admin.
QL	Crimes against persons and property training hours for all detective personnel		1,700	1,700	2,080	781	1,568	1,300	Detectives
QL	Number of Touch DNA suspect identification and usage of smart phone technology		180	180	137	99	107	180	Detectives
QL	Number of City-wide narcotics usage and possession		-	500	357	503	713	443	Detectives
QL	Number of AB 109 compliance checks with local and neighboring law enforcement agencies		200	200	196	316	520	500	Detectives
QL	Number of DUI Saturation Patrols		100	100	55	N/A	N/A	N/A	Field Operations
QL	Number of Pedestrian Enforcement Patrols		100	100	70	N/A	N/A	N/A	Field Operations
QL	Number of sobriety checkpoints conducted		6	8	4	8	6	6	Field Operations
QL	Number of DUI arrests at checkpoints		-	8	6	17	6	-	Field Operations
QL	Number of citations issued at checkpoints for unlicensed/suspended driver licenses		-	150	119	98	130	52	Field Operations
QL	Number of stolen vehicles recovered as a result of Automated License Plate Reader Program		-	Increase	119	163	127	N/A	Field Operations
QL	Number of DUI Traffic Collisions		Reduce	Reduce	179	123	166	144	Field Operations

Public Works

City Council Priority	Performance Measure	Trend	Annual Target	FY 19-20 Projected (6/30/2020)	FY 18-19 Actual (6/30/2019)	FY 17-18 Actuals (6/30/2018)	FY 16-17 Actuals (6/30/2017)	FY 15-16 Actuals (6/30/2016)	Division
QL	Total tonnage of solid waste collected		160,000	160,000	100,872	160,373	169,039	164,312	Admin.
QL	Total Percent of solid waste diverted from landfills		40%	40%	62%	41%	43%	49%	Admin.
QL	Number of low income senior citizens waste collection discounts processed		114	114	114	114	114	114	Admin.
QL	Total number of used oil filters collected		3,769	3,500	5,764	4,447	2,938	3,923	Admin.
QL	Total gallons of used motor oil collected		30,000	20,500	27,920	20,584	36,215	34,490	Admin.
QL	Total curb miles of streets swept		430	430	430	N/A	N/A	N/A	Admin.
QL	Number of smart gardening classes and workshops conducted		2	2	3	4	2	2	Admin.
QL	Number of stormwater pollution prevention public outreach and educational programs conducted		11	11	11	11	10	10	Admin.
QL	Total tons of Christmas trees recycled		56	57	57.03	55.23	68.32	N/A	Admin.
FR	Number of grant applications submitted		8	5	5	5	6	5	Admin.
FR	Number of grant-funded projects managed		25	30	24	N/A	N/A	N/A	Admin.
FR	Total amount of grants received		2	1	2	2	2	2	Admin.
PE	Total number of people participated in "Keep Downey Beautiful" monthly clean-up events		900	900	900	800	1008	744	Admin.
QL	Number of CIP projects completed		15	10	20	15	25	15	Engineering
QL	Total amount of CIP completed		15,000,000	12,000,000	10,900,000	13,100,000	23,000,000	11,000,000	Engineering
QL	Square feet of streets or pavement rehabilitated		2,500,000	2,050,000	1,060,000	N/A	N/A	N/A	Engineering
QL	Number of development plan checks completed		1,000	1,000	1,970	3,724	1,000	1,000	Engineering
QL	Number of public works permits issued		750	750	839	749	N/A	N/A	Engineering
QL	Number of traffic-related requests completed		75	60	N/A	N/A	N/A	N/A	Engineering
QL	Number of customers served at the public counter		2,500	1191	2607	225	N/A	N/A	Engineering
QL	Number of surveys received through KIOSK		50	12	49	2	N/A	N/A	Engineering
QL	Number of Engineering work orders completed		80	80	N/A	N/A	N/A	N/A	Engineering
QL	Percentage of change orders approved related to total project cost on CIPs		10	10	14	N/A	N/A	N/A	Engineering
QL	Square feet of sidewalks replaced or repaired		60,000	48,000	25,750	45,700	45,300	N/A	Engineering
QL	Number of ADA-compliant curb access ramps constructed		150	116	50	N/A	N/A	N/A	Engineering
QL	Number of GIS-related requests completed		3,500	1,940	3,420	3,126	4,562	N/A	Engineering
QL	Square feet of graffiti removed		565,000	570,000	380,000	568,449	589,479	752,655	Maintenance
QL	Percent of graffiti requests completed within 48 hours		100%	100%	100%	100%	100%	100%	Maintenance
QL	Number of trees trimmed		8,800	8,600	8,500	8,220	8,889	8,034	Maintenance
QL	Acres of parks and open areas maintained		115	115	115	115	115	115	Maintenance
QL	Number of trees planted		250	600	641	129	473	95	Maintenance
QL	Number of potholes filled		2,000	3,000	4,561	3,506	2,000	4,154	Maintenance
QL	Miles of landscaped medians maintained		11	11	11	N/A	N/A	N/A	Maintenance
QL	Square feet of drought-tolerant landscaping installed		800	800	0	N/A	N/A	N/A	Maintenance
QL	Number of smart irrigation controllers installed		3	8	0	9	N/A	N/A	Maintenance
QL	Vehicle Maintenance Work Order requests completed		1,000	1,200	1,130	1,563	1,196	2,041	Maintenance
QL	Square feet of streets & alleys patched		60,000	65,000	40,302	81,000	70,000	78,105	Maintenance
QL	Number of street signs installed, replaced or repaired		800	2,000	1,241	3,296	3,000	4,472	Maintenance
QL	Square feet of landscaped area treated for weeds		500,000	530,000	163,350	533,610	600,000	544,500	Maintenance
QL	Number of street lights repaired or replaced		100	100	274	640	400	1,280	Maintenance
QL	Lineal feet of pavement striping installed		50,000	200,000	200,000	792	803,231	2,084	Maintenance
QL	Total number of maintenance service requests completed		800	800	288	777	N/A	N/A	Maintenance
QL	Number of service requests received through City of Downey app		200	250	168	106	N/A	N/A	Maintenance
QL	Number of service requests received through City website		1,200	1,500	917	668	N/A	N/A	Maintenance
QL	Number of facilities work order requests completed		1,200	1,200	1,886	1,072	N/A	N/A	Maintenance
QL	Number of groundwater wells operated and maintained annually		20	20	20	20	N/A	N/A	Utilities
QL	Number of groundwater wells rehabilitated		5	5	5	5	N/A	N/A	Utilities
QL	Acre-feet of recycled water delivered to City customers		815	815	694	815	N/A	N/A	Utilities
QL	Acre-feet of potable water delivered to City customers		15,000	15,200	14,298	14,796	N/A	N/A	Utilities
QL	Number of backflow prevention devices managed under cross-connection prevention program		540	540	537	504	N/A	N/A	Utilities
QL	Number of water distribution and groundwater well water quality samples collected		6,100	6,100	6,100	6,100	N/A	N/A	Utilities
QL	Number of miles potable water distribution piping maintained		270	270	270	270	N/A	N/A	Utilities
QL	Number of miles of recycled water distribution piping maintained		6	6	6	6	N/A	N/A	Utilities
QL	Number of water valves maintained		5,570	5,570	5,570	5,560	N/A	N/A	Utilities
QL	Number of fire hydrants repaired/replaced		60	60	60	60	N/A	N/A	Utilities
QL	Number of Underground Service Alert markings performed		2,000	2,000	2,554	2,124	N/A	N/A	Utilities
QL	Number of water distribution valves exercised		750	750	750	750	N/A	N/A	Utilities
QL	Number of water meters read on a bi-monthly basis		23,175	23,175	23,150	23,100	N/A	N/A	Utilities
EA	Number of advanced water meters installed		500	750	750	700	N/A	N/A	Utilities
QL	Number of catch basins vacuumed/cleaned annually		1,700	1,700	1,700	1,700	N/A	N/A	Utilities
QL	Number of Catch Basin inserts installed		20	20	0	0	N/A	N/A	Utilities
QL	Tons of debris removed annually from culverts, cross gutters, catch basins, etc.		50	50	50	46	N/A	N/A	Utilities
QL	Number of miles of sewer mains maintained		200	200	200	200	N/A	N/A	Utilities
QL	Number of miles of sewer mains flushed or cleaned		65	65	91	77	N/A	N/A	Utilities
QL	Number of sewer manholes maintained		5,200	5,200	5,200	5,200	N/A	N/A	Utilities
QL	Number of sewer manholes treated to control odor complaints and insect growth		1,650	1,650	1,650	1,650	N/A	N/A	Utilities
QL	Number of utilities public service-requests completed		4,500	4,500	4,361	4,476	N/A	N/A	Utilities