

PERFORMANCE MEASURES

Performance management is the ongoing and systematic means of monitoring progress toward goals and ultimately improving results. In order to improve results, the data collected and reported upon must be used in decision-making. Incorporating performance data into decision-making can result in improved customer satisfaction, cost savings, and increased organizational efficiency. Performance management provides decision makers with data and evidence upon which to base policy decisions.

The City's FY 2021-2022 Performance Measures are listed below.

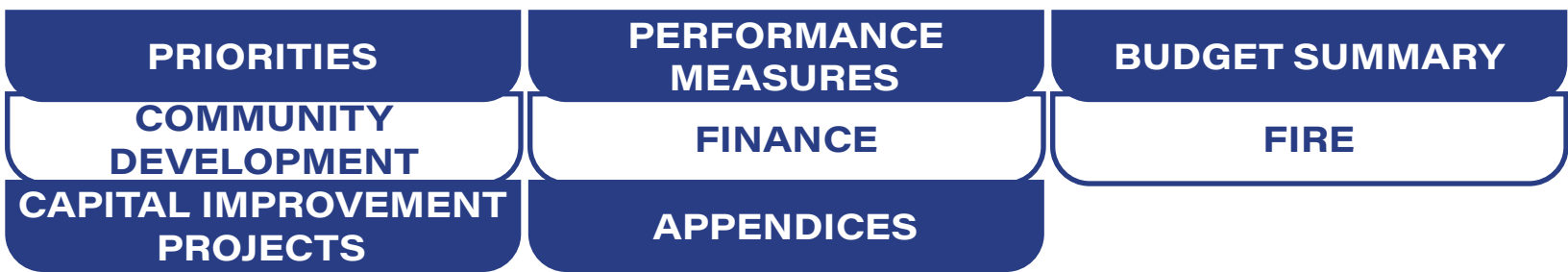
(*) Unless otherwise noted, is due to the COVID-19 Pandemic and compliance with the L.A. County Health Officer Order, certain City programs and services and nearly all city events/ gatherings were cancelled during the FY 2019-2020 and FY 2020-2021 year.

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

City Attorney

City Council	Performance Measure	Actuals Trend	Annual Target/Goal	FY 21-22 Projected 06/30/2022	FY 20-21 Actuals 06/30/2021	FY 19-20 Actuals (06/30/2020)	FY 18-19 Actuals (06/30/2019)	FY 17-18 Actuals (06/30/2018)	FY 16-17 Actuals (06/30/2017)
EA	Legal services delivery processes		Efficient, cost effective & 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 exposure.	*Continue assisting with the City's ADA compliance program *Continue to assist the City's risk manager in reducing the City's risk exposure.	*Continue assisting with the City's ADA compliance program including assistance with ADA/Non-discrimination text in RFP and CIP proposals *Continue to assist the City's risk manager in reducing the City's risk exposure.	Yes. *Next phase of City's ADA compliance program *Continue to assist the City's risk manager in reducing the City's risk exposure.	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 exposure.	Yes. *Brought in-house all small claims lawsuits and were handled by City Attorney's office; *Updated credit card policy.
EA	Litigation updates to Council		4 (1 a quarter)	4	4	4	4	4	4
EA	Other Additional updates on significant developments in pending lawsuits & one-on one meetings with City Council Members		Increase Communication with Council	Yes	Yes	Yes	Yes	Yes	Yes
FR	Active City Lawsuits, fees and recover legal costs		Reduce the number of active City Lawsuits, fees and recover legal costs	Yes	Yes	Yes	Yes	Yes	Yes



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Administration (continued)

City Clerk

City Council Priority	Performance Measure	Actuals Trend	Annual Target	FY 21-22 Projected (06/30/2022)	FY 20-21 Actuals (06/30/2021)	FY 19-20 Actuals (06/30/2020)	FY 18-19 Actuals (06/30/2019)	FY 17-18 Actuals (06/30/2018)
EA	Number of Resolutions processed		-	70	70	54	66	94
EA	Number of Ordinances processed and codified		-	25	21	34	17	14
EA	Percent of Ordinances properly noticed		100%	100%	100%	100%	100%	100%
EA	Number of Council Agenda items processed and posted		-	375	377	357	392	340
EA	Percent of Agendas posted within required timeframe		100%	100%	100%	100%	100%	100%
EA	Percent of City Council meeting minutes prepared by the following 2 City Council meetings		100%	100%	94%	89%	79%	52%
EA	Percent of Public Records Request responded within required timeframe		100%	100%	100%	100%	100%	N/A
EA	Number of Subpoenas & Summons processed		-	75	73	69	58	60
EA	Number of Agreements and Contracts processed and tracked		-	140	137	126	131	120
EA	Number of Documents Recorded In-House with L.A. County		-	70	65	39	27	-
PE	Number of Public Records Requests received		-	800	802	774	657	569
PE	Number of Registered Voters		Increase		63,818	62,219	59,859	58,973

City Council

City Council Priority	Performance Measure	Actuals Trend	Annual Target	FY 21-22 Projected (06/30/2022)	FY 20-21 Actuals (06/30/2021)	FY 19-20 Actuals (06/30/2020)	FY 18-19 Actuals (06/30/2019)	FY 17-18 Actuals (06/30/2018)
EA	Percent Completion of FY Budget Goals*		100%	100%	79%	98%	100%	100%
PE	Number of Councils, Boards and Subcommittees served on by Council Members		34	34	34	34	39	34
PE	Number of Special Events: Town Hall meetings, Coffee w/ the Mayor, Walk with your Councilmember, Downey One Day		5	5	1	4	8	3

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Administration (continued)

City Manager

City Council Priority	Performance Measure	Actuals Trend	Annual Target	FY 2021-22 Projected (06/30/2022)	FY 20-21 Actuals (06/30/2021)	FY 19-20 Actuals (06/30/2020)	FY 18-19 Actuals (06/30/2019)	FY 17-18 Actuals (06/30/2018)
PE	Number of Press Releases/City News Articles		24	35	69	38	37	20
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	3,000	2,795	3,561	4,986	1,529
PE	Social Media Followers (across all platforms)		Increase by 2K	44,000	42,010	35,086	22,512	13,368
PE	Accomplishments Handbook		1	1	1	1	1	1
PE	Number of City Volunteers at Downey One Day of Service*		200	300	N/A	400	200	N/A
PE	Satisfaction Survey: Residents Satisfaction with City Services at Excellent or Above Average		80%	80%	80%	80%	80%	87%

Columbia Memorial Space Center

City Council Priority	Performance Measure	Actuals Trend	Annual Target	FY 21-22 Projected (06/30/2022)	FY 20-21 Actuals (06/15/2021)	FY 19-20 Actuals (06/30/2020)	FY 18-19 Actuals (06/30/2019)	FY 17-18 Actuals (06/30/2018)
FR	Number of Facility Rentals*		200	200	-	220	229	227
PE	Number of Outreach efforts (classes, festivals, etc.)**		40	40	669	41	47	34
PE	Number of Volunteer hours*		4,000	4,000	113	2,371	2,574	4,569
QL	Number of Workshops/Classes**		40	40	669	43	42	47
QL	Number of Total engagements		70,000	70,000	85,000	65,279	76,284	71,559
QL	Number of Engagements for all workshops/classes		700	700	28,684	594	738	666
QL	Number of Engagements for all events		10,000	10,000	56,316	6,427	15,433	10,674
QL	Percent of facility use for rentals vs. City programs*		35%/65%	35%/65%	N/A	35%/65%	30%/70%	N/A



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Administration (continued)

Human Resources

City Council Priority	Performance Measure	Trend	Annual Target	FY 21-22 Projected 06/30/2022	FY 20-21 Actuals 06/30/2021	FY 19-20 Actuals (06/30/2020)	FY 18-19 Actuals (06/30/2019)	FY 17-18 Actuals (06/30/2018)
EA	Number of Eligibility Lists Established		130	75	73	130	132	151
EA	Number of Personnel Status Changes Evaluated and Processed		1,400	1,200	876	1,400	1,539	1,215
EA	Number of Training Sessions Provided or Conducted, Including Mandated Training		18	18	12	18	17	20
EA	Number of Full Time New Hires Processed		60	50	31	60	45	60
EA	Number of Part-Time New Hires Processed		200	150	63	200	171	200
EA	Number of Applications Processed		12,000	10,000	8,035	12,500	12,016	12,633

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Administration (continued)

Library

Performance Measure	Actuals Trend	Annual Target	FY 21-22 Projected 06/30/2022	FY 20-21 Actual 06/30/2021	FY 19-20 Actuals (06/30/2020)	FY 18-19 Actuals (06/30/2019)	FY 17-18 Actuals (06/30/2018)
Number of Library visitors*		300,000	150,000	10,896	N/A	181,821	320,311
Number of Registered borrowers		85,000	92,500	89,272	88,162	88,040	86,227
Circulation of Hard copy materials (Number)*		300,000	150,000	6,574	N/A	198,987	303,449
Circulation of electronic copy materials (Number)		7,000	30,000	28,118	37,556	11,827	5,006
Number of Volunteer hours*		5,000	5,000	2,192	3,750	3,853	7,870
Library Computer Lab Sessions*		42,000	45,000	642	N/A	28,320	42,000
Library items borrowed		300,000	180,000	34,692	15,000	215,931	326,000
Number of books checked out*		290,000	162,000	6,372	N/A	164,428	295,208
Library children's program attendance		10,000	10,000	1,273	2,500	5,480	10,000
Library e-books checked out		increase by 5%	27,000	23,104	37,556	11,827	5,000
Library card holders		increase by 5%	92,500	89,272	88,160	88,040	78,000
Child Summer Reading Program Participants		2,500	1,500	1,296	800	1,296	3,096
Teen Summer Reading Program participants		150	100	85	35	6	159
Adult Summer Reading Program Participants		350	100	97	100	12	350
Adult Literacy Program Tutor Hours		3,400	2,000	2,001	1,500	2,441	3,700
"Booked for Lunch" Book Club Attendees*		100	120	N/A	75	108	108
Number of hours of basic computer instruction provided*		50	50	N/A	N/A	91	50
Number of author events held*		5	4	0	5	4	6
Number of community events hosted*		50	40	0	25	38	53
Number of computer lab users*		5,000	6,000	195	N/A	5,310	7,049
Library reference questions answered*		25,000	25,000	N/A	N/A	21,982	26,665

* The Downey Library closed for renovations in 2019. It finished construction in late 2020, but unfortunately was not able to open until Mid-2021 due to LA County Health Orders.



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Community Development

City Council Priority	Performance Measure	Actuals Trend	Annual Target	FY 21-22 Projected (6/30/2022)	FY 20-21 Actuals (6/30/2021)	FY 19-20 Actuals (6/30/2020)	FY 18-19 Actuals (6/30/2019)	FY 17-18 Actuals (06/30/2018)
PE	Customer Service Satisfaction Survey Responses*		1,000	237	N/A	94	190	427
PE	Achieve an Excellent Quality of Service rating on 70% of surveys submitted*		100%	80%	N/A	100%	90%	74%
EA	Send all staff to California Building Officials and International Code Council training***		100%	100%	25%	100%	100%	100%
EA	Number of Counter Visits *		10,000	9,193	N/A	7,718	7,718	12,144
EA	Number of Inspections		9,000	10,472	9,062	8,802	11,111	12,916
EV	Perform 90% of inspections within 24 hours of scheduling		90%	100%	95%	100%	100%	N/A
EV	Number of Permits Issued		1,600	2,158	2,304	1,793	1,848	2,482
EA	Number of New Code Enforcement Cases		Reduce	3,656	5,699	5,288	2,259	2,619
EA	Percent of code cases brought into voluntary compliance prior to administrative/judicial process of 90 days		75%	75%	75%	100%	100%	N/A
EA	Respond to at least 1,600 New Code Enforcement cases		1,600	5,040	5,688	4,837	4,596	N/A
EA	Close at least 1,500 Code Enforcement cases		1,500	1,364	1,213	1,256	1,624	N/A
EA	Send 4 staff to California Association of Code Enforcement Officers Training		100%	100%	100%	100%	100%	100%
EA	4 staff to obtain California Association of Code Enforcement Officers Certification		100%	100%	100%	100%	100%	100%
EV	Assist at least 400 businesses		400	375	423	304	400	N/A
QL	Assist at least 20 households through Housing Rehabilitation Program**		20	20	2	12	17	11
QL	Provide funding to assist at least 10 homeless or potentially homeless families and/or individuals**		10	10	5	10	48	30
QL	Provide CDBG public services funding to assist 100 at-risk youth**		100	109	51	95	132	159
QL	Provide CDBG public services funding to assist 4,100 adults and senior citizens with meals, literacy and career development.		4,100	22,916	20,011	20,299	16,402	32,044
EA	Average Time to Process Administrative Permits		> 2 months 15 days	> 2 months 15 days	2 months 15 days	80 days	77 days	1 month 13 days
EA	Number of Planning Applications/Entitlements		100	195	139	171	194	216
EA	Average Time to Process Entitlement Applications		> 5 Months	> 5 Months	5 Months	5 Months	5 months	4 months 1 day
EA	Provide 30 hours of staff training on various Planning and Land Use topics		100%	100%	100%	100%	100%	N/A

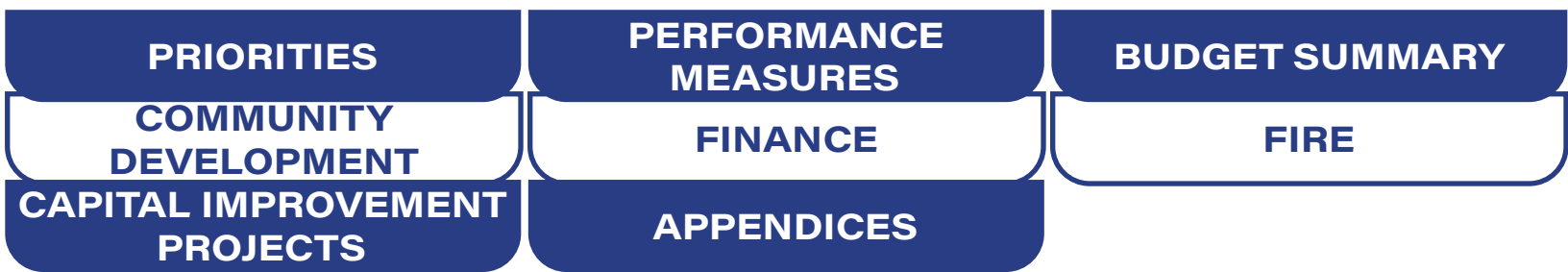
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Finance

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FR	City adopted balanced budget		Balanced	Balanced	Balanced	Balanced	Balanced	Balanced
FR	Received GFOA Distinguished Budget Presentation Award		GFOA Award	GFOA Award	Yes	Yes	Yes	Yes
FR	Received CSMFO Operation Budget Merit Award		CSMFO Award	CSMFO Award	Yes	Yes	Yes	Yes
FR	Received the GFOA Certificate of Achievement for Excellence in Financial Reporting Program (ACFR Program)		GFOA Award	GFOA Award	Yes	Yes	Yes	Yes
FR	Percent of Monthly Financial Status reports issued within 15 days or less		100%	100%	100%	100%	100%	100%
FR	Number of months from previous fiscal year end to complete the City's comprehensive financial report		3 months	4 months	4 months	4 months	4 months	Completed
FR	General Obligation Bond Rating - Pension (S&P)		AA+	AA	AA	AA	AA	AA
FR	General Obligation Bond Rating - Pension (S&P) 2021		AA+	AA	AA	N/A	N/A	N/A
FR	General Obligation Bond Rating - Measure S (S&P)		AA+	AA	AA-	AA	AA-	AA-
FR	Reserve Percent of operating budget		35%	35%	35%	35%	35%	35%
FR	Pension Plan Funding Level		100%	100%	85%	70%	70%	68%
EA	File Annual State Controller's Report and Single Audit in a timely manner		6 months	6 months	6 months	Completed	Completed	Completed
EA	Percent of bi-weekly payroll with no or minimum errors		100%	100%	100%	100%	100%	100%
EA	Percent of Accounts receivable collectible rate		100%	100%	100%	100%	100%	100%
EA	Number of utility bills paid online or via ACH		60,000	60,000	54,787	49,660	47,226	750
EV	Number of Business registrations renewals processed		5,000	5,000	4,531	4,498	4,748	4,497
EV	Number of business license registrations renewals online		1,000	1,500	1,376	884	826	750
PE	Number of counter transactions		75,000	75,000	22,177*	57,692	70,672	39,044
EV	Number of utility bills processed		140,000	140,000	138,579	106,446	139,448	2,300
EA	Number of IT help requests received (online)		2,600	2,600	2,453	2,540	2,663	2,690
EA	Number of IT help requests received (phone)		400	400	320	450	425	450
EA	Percent of requests resolved (online and phone)		100%	100%	100%	100%	100%	100%



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Fire

City Council Priority	Performance Measure	Trend	Annual Target	FY 21-22 Projected 06/30/2022	FY 20-21 Actuals 06/30/2021	FY 19-20 Actuals (06/30/2020)	FY 18-19 Actuals (06/30/2019)	FY 17-18 Actuals (06/30/2018)
FR	Total amount of Federal and State Grant Dollars Secured		70,000	200,000	184,400	189,827	70,000	124,032
QL	Number of Firefighters hired & trained by the Fire Department		-	8	7	4	5	5
QL	Minimum Annual suppression training goals		15,120	15,800	17,059	16,080	18,069	14,944
PE	Number of Individuals in the Emergency Transportation Subscription Program		5% increase	4,410	4,232	5,542	5,278	4,961
PE	Numer of Individuals enrolled in Downey Alert		5% increase	32,550	28,219	29,894	28,470	N/A
QL	Number of BLS Transports		-	3,020	2,218	2,402	3,017	3,043
QL	Number of ALS Transports		-	3,250	2,478	2,531	2,943	3,146
QL	No Transports		-	1,700	2,021	1,873	1,696	1,516
QL	Paramedic Continuing Education Hours		1,056	1,800	1,620	1,800	1,720	1,638
QL	EMT Continuing Education Hours		528	2,500	1,692	2,600	2,480	2,400
QL	Fire Prevention Inspections Conducted - Suppression		4,320	4,000	522	2,365	3,061	3,463
QL	Total Emergency Incidents		-	11,000	10,008	10,019	10,770	10,861
QL	Average Emergency Response Time		5:00	5:25	5:32	6:26	5:38	5:29
QL	Emergency Fire response time: dispatch to arrival on scene (in minutes) (Industry 90th percentile) - Day		5:00/EMS 5:20/Fire	7:25	7:46	9:31	8:13	7:43
QL	Emergency Fire response time: dispatch to arrival on scene (in minutes) (Industry 90th percentile) - Night		5:00/EMS 5:20/Fire	8:25	7:52	10:05	8:51	8:47
QL	Emergency Fire response time: dispatch to turnout (in minutes) (Industry 90th percentile) - Day		1:00/EMS 1:20/Fire	1:50	3:06	2:46	2:05	1:59
QL	Emergency Fire response time: dispatch to turnout (in minutes) (Industry 90th percentile) - Night		1:00/EMS 1:20/Fire	2:50	4:04	3:14	2:59	3:00
QL	Percent of hazardous material releases contained to property of origin by Hazardous Incident Team		100%	80%	80%	75%	75%	70%
PE	Number of CERT volunteers*		5% increase	63	57	57	45	30
QL	Number of CERT Training Classes Offered by the Fire Department*		4	2	0	1	4	4
QL	Fire Prevention Inspections Conducted		685	650	549	566	530	690
QL	Percent of Mandated Fire Inspections Conducted		100%	100%	95%	85%	85%	N/A
QL	Fire Prevention Plans Submitted		-	330	188	225	330	307
QL	Number of New fire permits reviewed/issued		-	296	157	206	296	292
QL	Number of Counter Visits		-	1,350	500	633	955	853
QL	Total Incidents Dispatched by the DFCC for 3 cities		-	27,500	25,297	26,081	26,697	26,869

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Parks and Recreation

City Council Priority	Performance Measure	Trend	Annual Target/Goal	FY 21-22 Projected 06/30/2022	FY 20-21 Actual 06/30/2021	FY 19-20 Actuals (06/30/2020)	FY 18-19 Actuals (06/30/2019)	FY 17-18 Actuals (06/30/2018)
QL	BJR Senior Center Attendance*		180,000	75,000	-	172,000	180,000	168,119
QL	BJR Senior Center Rentals*		500	50	0	475	500	455
QL	Summer Park Program Attendance*		5,000	5,000	-	5,600	6,328	4,233
QL	General Park Attendance*		1,900,000	2,750,000	1,764,865	2,250,000	1,950,000	1,954,297
QL	Number of Community events*		17	12	9	17	17	17
QL	Average attendance of community events*		15,000	16,000	8,000	21,000	24,000	23,500
QL	Picnic shelter reservations*		150	400	0	269	250	379
QL	Park multi-purpose room reservations*		700	350	0	190	150	575
QL	Wilderness Park weekend car counts***		16,500	16,000	6,634	1,675	16,200	16,960
QL	Average number of users for the David R. Gann Dog Park		10,000	10,000	9,750	9,550	9,900	8,408
QL	Number of contract classes offered*		1,200	885	349	1,255	1,200	1,600
QL	Number of contract class participants*		10,000	12,550	7,412	10,000	7,000	10,014
QL	Number of Sports league participants*		1,400	5,150	7,370	3,500	1,500	1,198
QL	Number of Camp participants*		700	1,600	128	960	670	740
QL	Number of recreation swim participants*		6,500	5,500	-	5,910	6,300	5,500
QL	Number of swim lesson participants*		500	810	604	1,200	1,000	979
QL	Number of junior lifeguard participants*		30	30	-	28	35	19
QL	Number of wee three and tot time preschool participants*		300	262	-	250	300	305
QL	Number of Senior excursions*		24	6	-	24	24	20
QL	Number of excursion participants*		900	300	-	875	900	833
QL	Number of senior enrichment classes*		40	12	-	38	42	40
QL	Total Number of 1st Monday participants*		500	180	-	360	500	420
QL	Number of senior participants in enrichment classes*		8,000	1,000	-	7,434	8,600	7,902

* Events, programs, volunteer opportunities were not available to the public due the COVID-19 Pandemic and LA County Health Orders

** ASPIRE program with the City ended on June 30, 2021.

*** Wilderness Park was underconstruction and re-opened in January 2022

PRIORITIES	PERFORMANCE MEASURES	BUDGET SUMMARY
COMMUNITY DEVELOPMENT	FINANCE	FIRE
CAPITAL IMPROVEMENT PROJECTS	APPENDICES	

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Parks and Recreation (continued)

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QL	Total Rounds			64,000	72,000	85,027	62,000	63,500	63,574
QL	Golf Tournaments			160	140	202	193	154	183
QL	Golf Tournaments Participants			3,000	3,300	4,403	3,967	3,080	3,181
PE	Number of Theatre volunteers*			400	400	0	400	390	N/A
QL	Downey Civic Theatre Attendance*			100,000	75,000	-	115,000	110,000	107,130
QL	Number of Days the Theatre was occupied* <small>(number of performances/ Presenting Series)</small>			185	140	-	160	185	194
QL	Events (outside of private rentals)*			9	6	0	9	9	9
QL	Number of Private rental clients*			80	52	0	76	80	80
EA	Percent of on-time Transit pick ups			95%	98%	100%	95%	93%	93%
QL	Number of Downey Link riders*			105,000	100,000	13,606	86,738	100,000	120,519
QL	Number of Dial-a-Ride riders*			23,000	21,000	7,141	21,512	22,605	23,814
QL	Number of community excursions*			70	70	-	70	70	70

* Events, programs, volunteer opportunities were not available to the public due to the COVID-19 Pandemic and LA County Health Orders
 ** ASPIRE program with the City ended on June 30, 2021.
 *** Wilderness Park was under construction and re-opened in January 2022

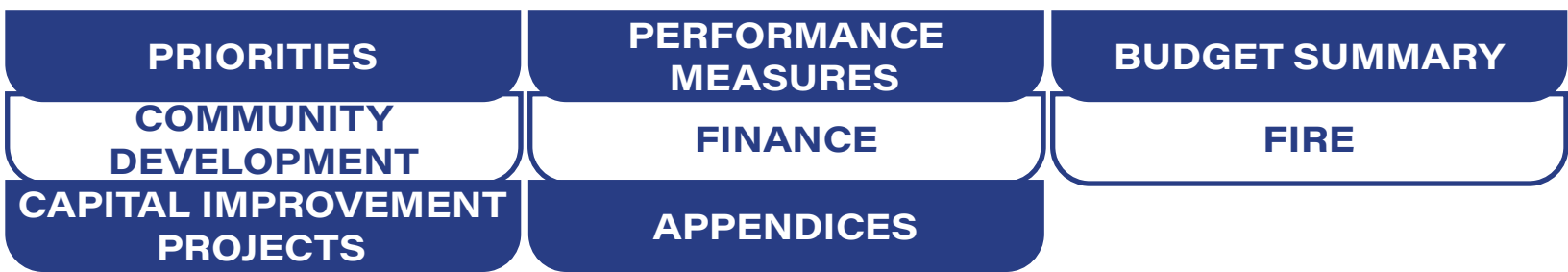
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Police

City Council Priority	Performance Measure	Actuals Trend	Annual Target	FY 21-22 Projected 06/30/2022	FY 20-21 Actuals 06/30/21	FY 19-20 Actuals (6/30/2020)	FY 18-19 Actuals (6/30/2019)	FY 17-18 Actuals (6/30/2018)
EA	Number of hours of training provided		5,000	6,000	7,560	5,198	9,041	9,500
EA	Number of job applicants processed		4,000	4,000	6,027	3,063	5,620	4,023
FR	Amount of grant funding awarded		400,000	450,000	545,739	\$541,862	\$423,266	\$403,119
PE	Attendance at National Neighborhood Night Out Event*		800	800	N/A	1,000	1,000	800
PE	Number of Neighborhood Watch groups		230	Increase	267	221	220	215
PE	Number of Neighborhood Watch meetings *		40	40	1	14	41	46
PE	Number of Nixel Enrollments		4,000	Increase	4,436	4,061	3,250	N/A
PE	Number of social media followers		22,000	Increase	28,660	21,478	18,111	N/A
PE	Number of Volunteers & Chaplains		15	Increase	16	13	8	7
QL	Number of ABC compliance sweeps completed*		20	20	-	12	20	25
QL	Number of Background investigations conducted		150	150	129	141	203	205
QL	Total Number of Citations issued during "Foot Beat" deployment*		-	750	N/A	564	736	N/A
QL	Crimes against persons and property training hours for all detective personnel		1,700	1,800	2,308	1,976	2,080	781
QL	Number of AB 109 compliance checks with local and neighboring law enforcement agencies*		200	50	13	202	196	316
QL	Number of City-wide narcotics usage and possession arrests		-	250	264	358	357	503
QL	Number of Touch DNA suspect identification and usage of smart phone technology		125	125	202	112	137	99
QL	Number of citations issued at checkpoints for unlicensed/suspended driver licenses		-	125	44	115	119	98
QL	Number of DUI arrests at checkpoints		-	6	4	3	6	17
QL	Number of DUI Saturation Patrols		75	75	60	42	55	N/A
QL	Number of DUI Traffic Collisions		Reduce	Reduce	119	122	179	123
QL	Number of Pedestrian Enforcement Patrols		100	100	121	64	70	N/A
QL	Number of sobriety checkpoints conducted*		4	4	1	3	4	8



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Public Works

City Council Priority	Performance Measure	Actuals Trend	Annual Target	FY 21-22 Projected 06/30/2022	FY 20-21 Actuals 06/30/2021	FY 19-20 Actuals (6/30/2020)	FY 18-19 Actual (6/30/2019)	FY 17-18 Actuals (6/30/2018)
FR	Number of grant applications submitted		8	3	1	5	5	5
FR	Number of grant-funded projects managed		25	15	22	30	24	N/A
FR	Total amount of grants received		2	2	2	1	2	2
PE	Total number of people participated in "Keep Downey Beautiful" monthly clean-up events *		900	500	467	900	900	800
QL	Total tonnage of solid waste collected		160,000	170,000	110,000	160,000	100,872	160,373
QL	Total Percent of solid waste diverted from landfills		40%	65%	70%	40%	62%	41%
QL	Number of low income senior citizens waste collection discounts processed		114	112	112	114	114	114
QL	Total number of used oil filters collected		3,769	3,500	4,183	3,500	5,764	4,447
QL	Total gallons of used motor oil collected*		30,000	21,000	20,263	20,500	27,920	20,584
QL	Total curb miles of streets swept		430	430	430	430	430	N/A
QL	Number of smart gardening classes and workshops conducted*		2	2	0	2	3	4
QL	Number of stormwater pollution prevention public outreach and educational programs conducted*		11	11	5	11	11	11
QL	Total tons of Christmas trees recycled*		37.5	37.5	37.5	57	57.03	55.23
QL	Number of CIP projects completed*		15	18	16	23	20	15
QL	Total dollar amount of CIP completed*		15,000,000	30,000,000	12,700,000	18,000,000	10,900,000	13,100,000
QL	Square feet of streets or pavement rehabilitated*		2,500,000	2,560,000	1,665,000	2,050,000	1,060,000	N/A
QL	Number of development plan checks completed		1,000	1,250	2,090	1,350	1,970	3,724
QL	Number of public works permits issued		750	800	739	775	839	749
QL	Number of traffic-related requests completed		75	100	90	272	N/A	N/A
QL	Number of customers served at the public counter		2,500	2,000	1,786	840	2607	225
QL	Number of surveys received through KIOSK*		50	70	1	24	49	2
QL	Number of Engineering work orders completed*		80	50	29	80	N/A	N/A
QL	Percentage of change orders approved related to total project cost on CIPs		10%	10%	7%	10%	14%	N/A
QL	Square feet of sidewalks replaced or repaired*		60,000	55,000	20,000	48,000	25,750	45,700
QL	Number of ADA-compliant curb access ramps constructed		150	125	140	116	50	N/A
QL	Number of GIS-related requests completed		3,500	2,500	2,150	3,158	3,420	3,126
QL	Square feet of graffiti removed		565,000	565,000	545,696	272,848	380,000	568,449
QL	Percent of graffiti requests completed within 48 hours		100%	100%	100%	100%	100%	100%
QL	Number of trees trimmed		8,800	8,500	8,600	8,281	8,500	8,220
QL	Acres of parks and open areas maintained		115	115	115	115	115	115
QL	Number of trees planted		250	125	695	2446	641	129
QL	Number of potholes filled		2,000	2,500	3,359	3,245	4,561	3,506
QL	Miles of landscaped medians maintained		11	15	13	11	11	N/A
QL	Square feet of drought-tolerant landscaping installed		800	0	0	1,000	0	N/A

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Public Works (continued)

City Council Priority	Performance Measure	Actuals Trend	Annual Target	FY 21-22 Projected 06/30/2022	FY 20-21 Actuals 06/30/2021	FY 19-20 Actuals (6/30/2020)	FY 18-19 Actual (6/30/2019)	FY 17-18 Actuals (6/30/2018)	FY 16-17 Actuals (6/30/2017)
QL	Number of smart irrigation controllers installed			3	4	7	0	0	9
QL	Vehicle Maintenance Work Order requests completed			1,000	900	1,000	753	1,130	1,563
QL	Square feet of streets & alleys patched			60,000	50,000	71,549	55,400	40,302	81,000
QL	Number of street signs installed, replaced or repaired			800	950	1,915	1,514	1,241	3,296
QL	Square feet of landscaped area treated for weeds			500,000	300,000	372,040	282,848	163,350	533,610
QL	Number of street lights repaired or replaced			100	100	285	241	274	640
QL	Lineal feet of pavement striping installed*			50,000	950	-	896	200,000	792
QL	Total number of maintenance service requests received			800	1,600	1,508	634	288	777
QL	Number of service requests received through City of Downey app			200	1,700	1,618	1,890	168	106
QL	Number of service requests received through City website			1,200	2,500	2,428	630	917	668
QL	Number of facilities work order requests completed			1,200	1,500	1,292	1,122	1,886	1,072
EA	Number of advanced water meters installed			500	600	655	1000	750	700
QL	Number of groundwater wells operated and maintained annually			20	20	20	20	20	20
QL	Number of groundwater wells rehabilitated			4	4	4	5	5	5
QL	Acre-feet of recycled water delivered to City customers			815	790	762	620	694	815
QL	Acre-feet of potable water delivered to City customers			15,000	14,250	14,297	14,100	14,298	14,796
QL	Number of backflow prevention devices managed under cross-connection prevention program			545	550	552	540	537	504
QL	Number of water distribution and groundwater well water quality samples collected			4,000	4,000	3,800	4,419	4,500	4,500
QL	Number of miles potable water distribution piping maintained			270	270	270	270	270	270
QL	Number of miles of recycled water distribution piping maintained			6	6	6	6	6	6
QL	Number of water valves maintained			5,570	5,570	5,570	5,570	5,570	5,560
QL	Number of fire hydrants repaired/replaced			60	60	55	83	60	60
QL	Number of Underground Service Alert markings performed			2,750	2,750	3,407	3,000	2,554	2,124
QL	Number of water distribution valves exercised			750	750	550	750	750	750
QL	Number of water meters read on a bi-monthly basis			23,555	23,150	23,010	23,555	23,150	23,100
QL	Number of catch basins vacuumed/cleaned annually			2,190	2,190	1,750	1,700	1,700	1,700
QL	Number of Catch Basin inserts installed			50	110	0	0	0	0
QL	Tons of debris removed annually from culverts, cross gutters, catch basins, etc.			50	50	46	49	50	46
QL	Number of miles of sewer mains maintained			200	200	200	200	200	200
QL	Number of miles of sewer mains flushed or cleaned			65	65	79	85	91	77
QL	Number of sewer manholes maintained			5,200	5,200	5,200	5,200	5,200	5,200
QL	Number of sewer manholes treated to control odor complaints and insect growth			1,650	1,750	1,750	1,650	1,650	1,650
QL	Number of utilities public service-requests completed			4,500	4,250	4,211	4,048	4,361	4,476



PERFORMANCE MEASURES

Performance Management Process

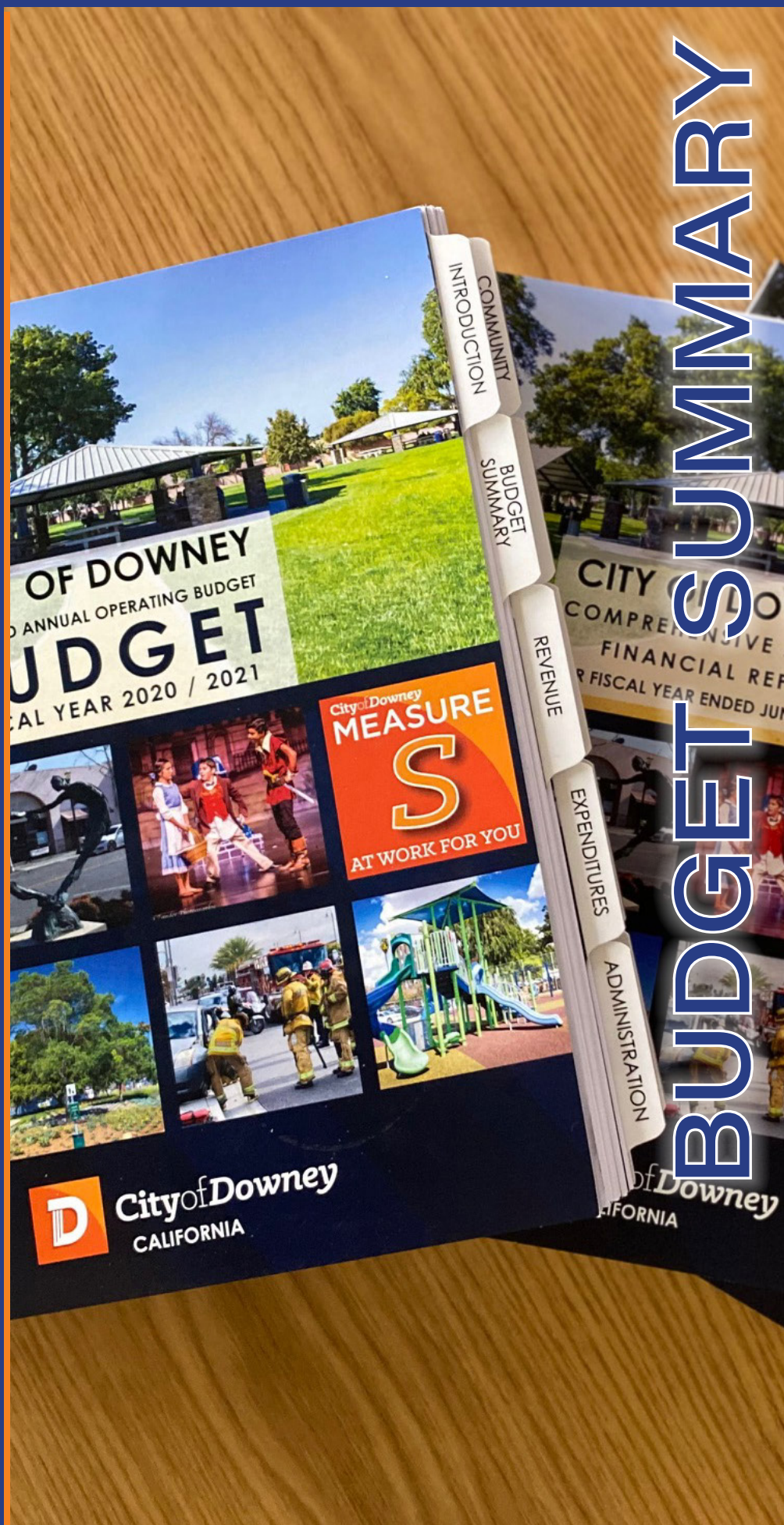
Since 2013, the City utilizes its [Mission Statement](#), City Council Priorities, annual goals & objectives, and ongoing performance measures to articulate the City's purpose and how it achieves its purpose. As part of the budget process each year, Departments review each measurement to determine if the data is beneficial or what other data points can provide more useful information to make data driven results.

As the Performance Measures are set, each month Departments monitor their status to ensure they are on target. If not, they have a discussion as to why, and if it changes need to be made to Departments service or program.



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