



Performance Report

2018





INTRODUCTION

South Ogden City's mission is dedicated to preserving and enhancing quality of life and professionally meeting the expectations of residents, businesses, employees and visitors.

In order to insure South Ogden City is accomplishing its mission to preserve and enhance quality of life and meet the expectations of residents, businesses, employees and visitors, South Ogden City works hard to measure key performance metrics that, over time, provide valuable information on the city's service delivery outputs. South Ogden City believes an organization can only improve what gets measured.

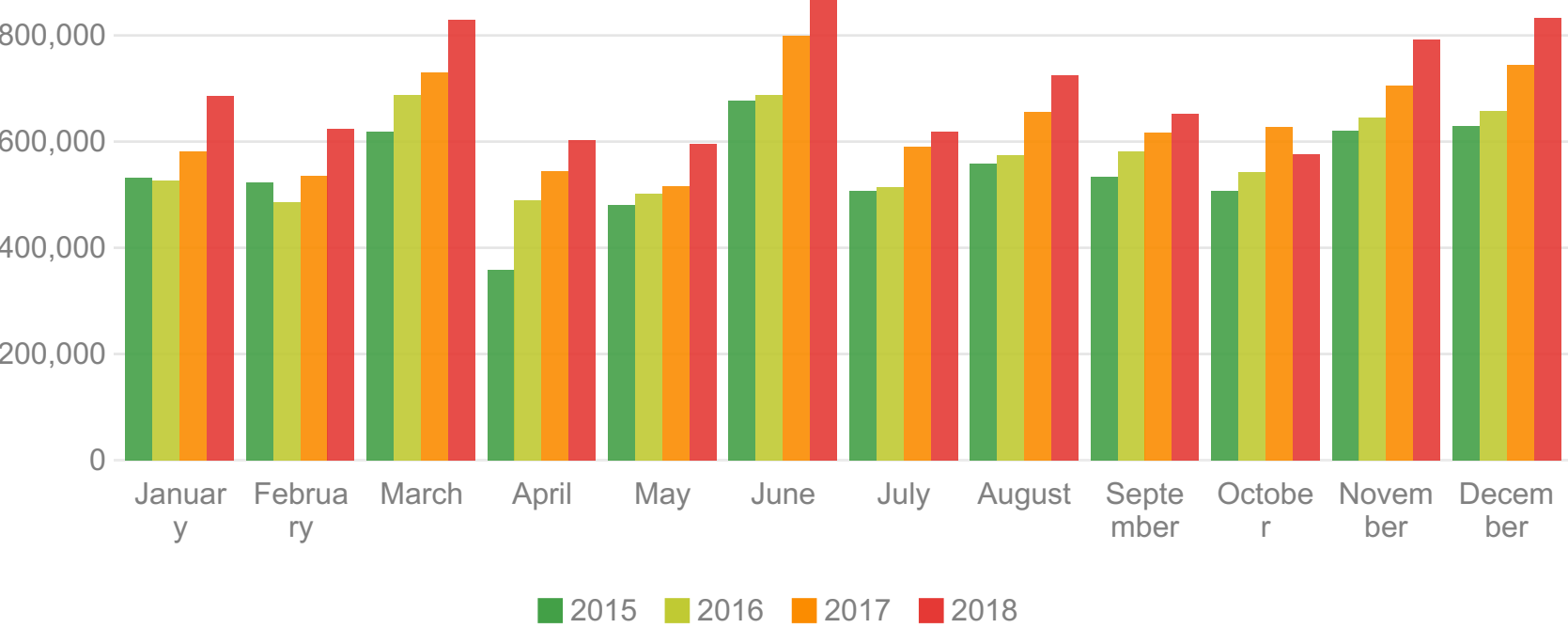
This report is a summary of South Ogden City's key performance metrics. These metrics help provide city elected officials, staff and members of the public with valuable information from each department within the city. The performance metrics in this report were chosen by the city's department heads and include each department's key areas of performance. Departments regularly monitor and review this data in helping them manage the day-to-day operations of the city. City elected officials use this data to help them in their short and long-range strategic planning and in the formulation of important public policies that impact community stakeholders.

South Ogden City has a vision that, "South Ogden City will stand out as a friendly, safe and inviting place to live, work, and visit; where residents feel at home and enjoy a high quality of life in a vibrant community." This vision can only be accomplished by focused, disciplined efforts, visionary planning, strong management and community involvement. Performance measurement plays a vital role in tracking the city's progress towards its vision.

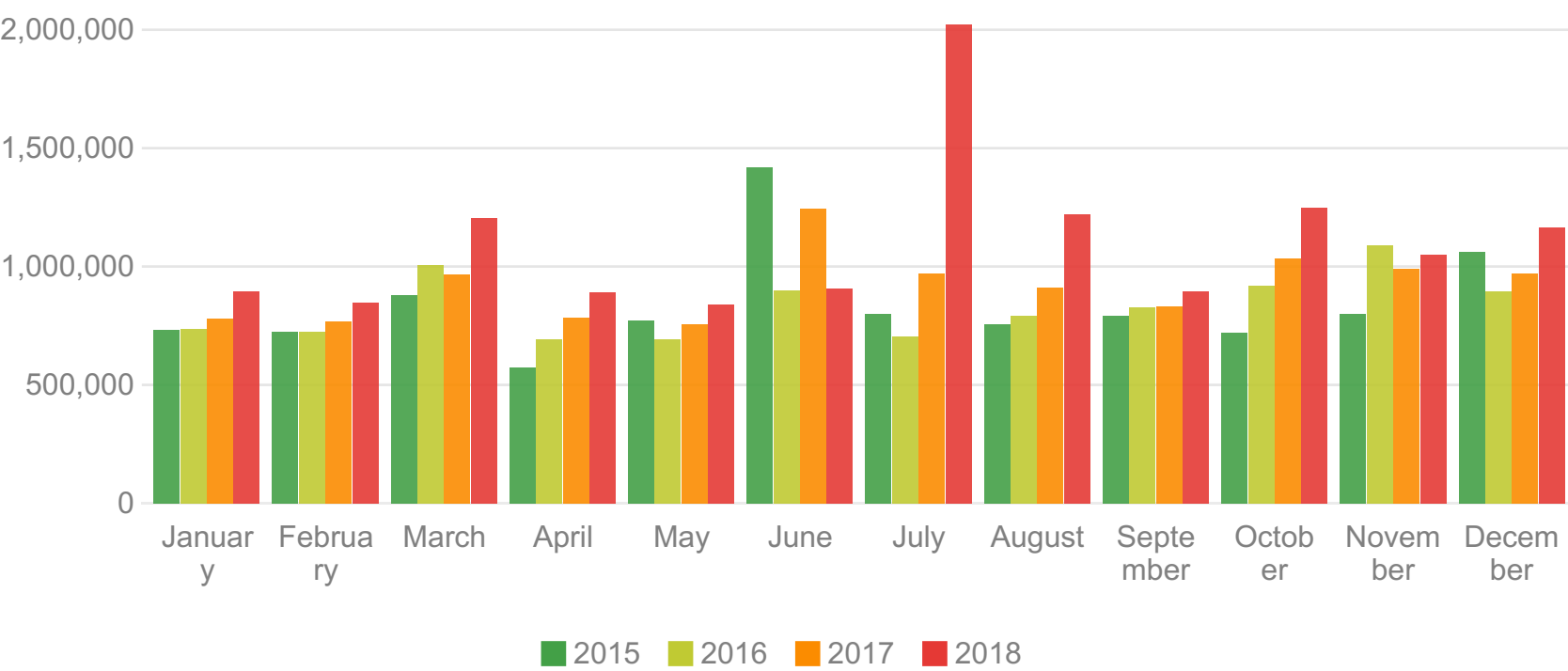
As South Ogden moves forward in fulfilling its mission and pursuing its vision, the organization is committed to upholding its organizational values which include: Sustainability & Innovation, Optimism & Friendliness, Public Service & Engagement, Responsibility & Accountability, Integrity & Ethics, Diversity & Inclusion, and Excellence in Everything. At no time in the pursuit of fulfilling the city's mission and moving towards its vision should anyone abandon these important core values.

Chart descriptions have been provided for many of the metrics where the chart title may not clearly indicate what the data represents. Questions regarding the information published in this report can be directed to South Ogden City Manager, Matt Dixon at 801.622.2702 or mdixon@southogdencity.com.

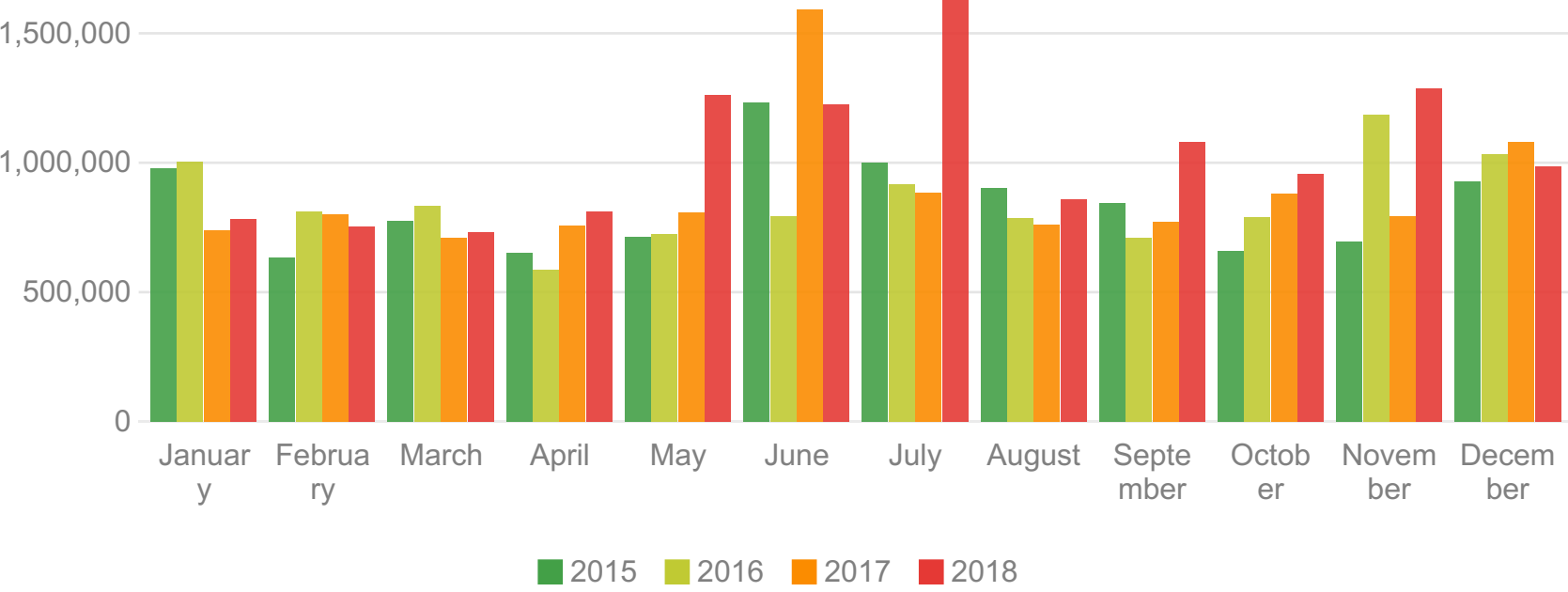
Total Tax Revenues



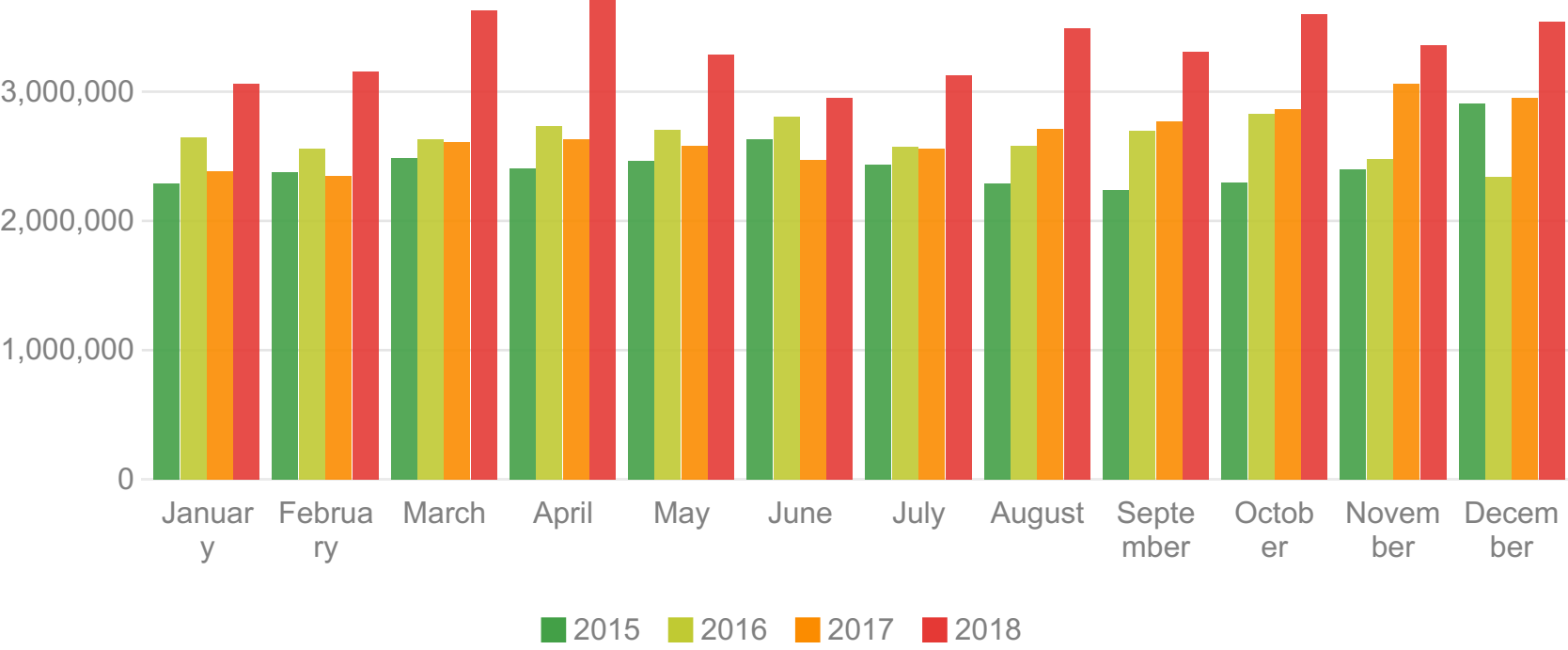
General Fund Revenues



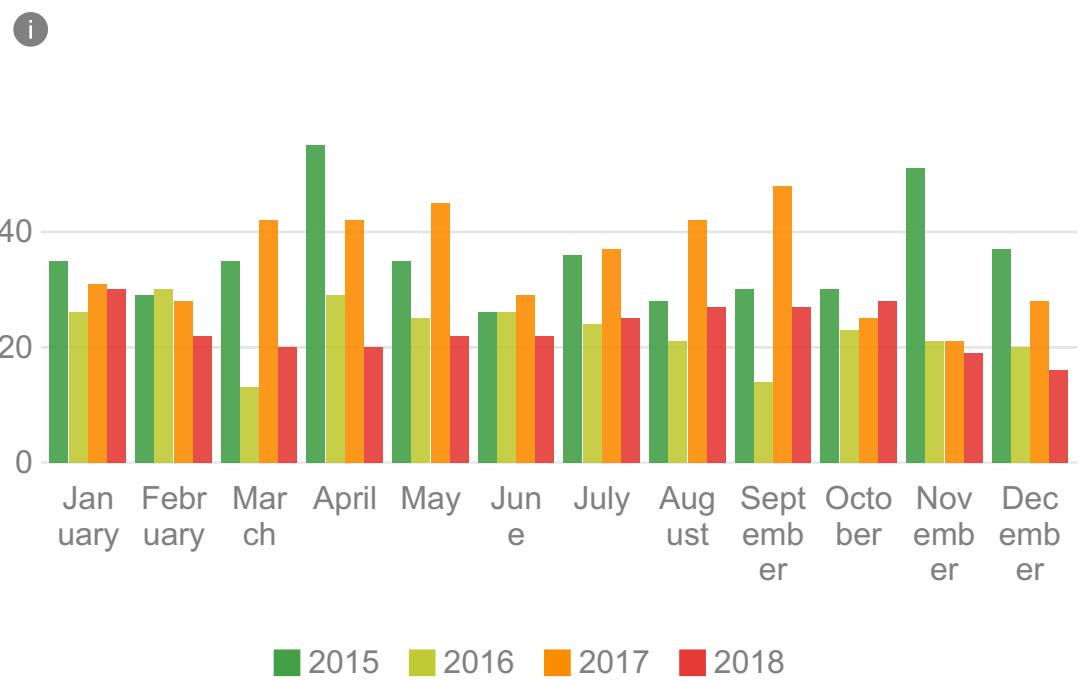
General Fund Expenditures



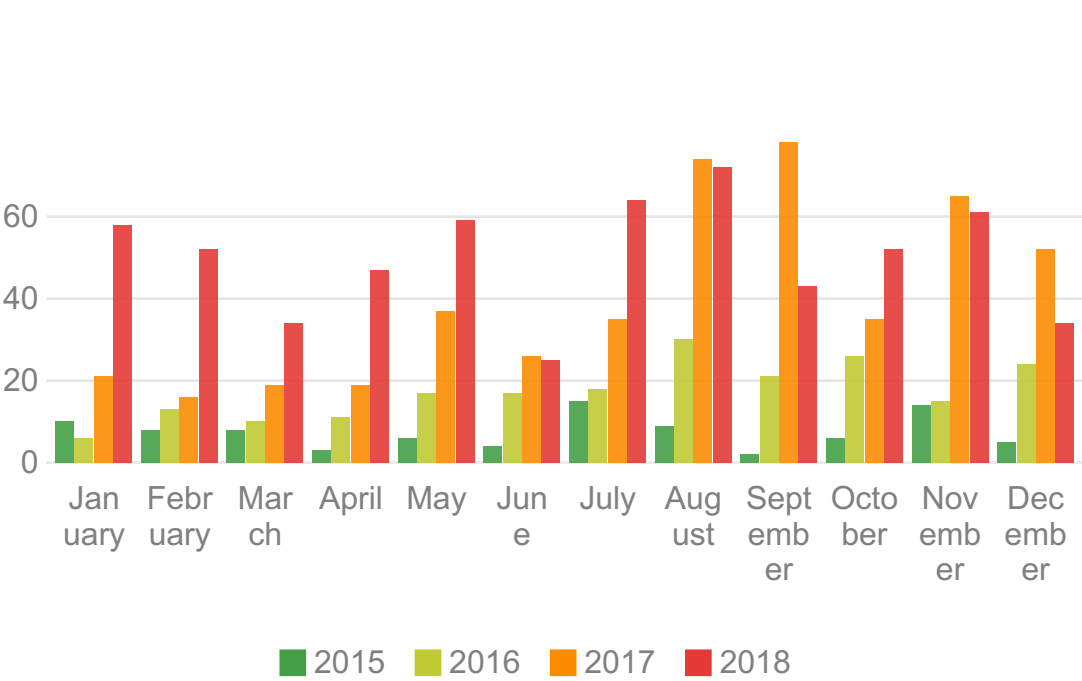
General Fund Balance



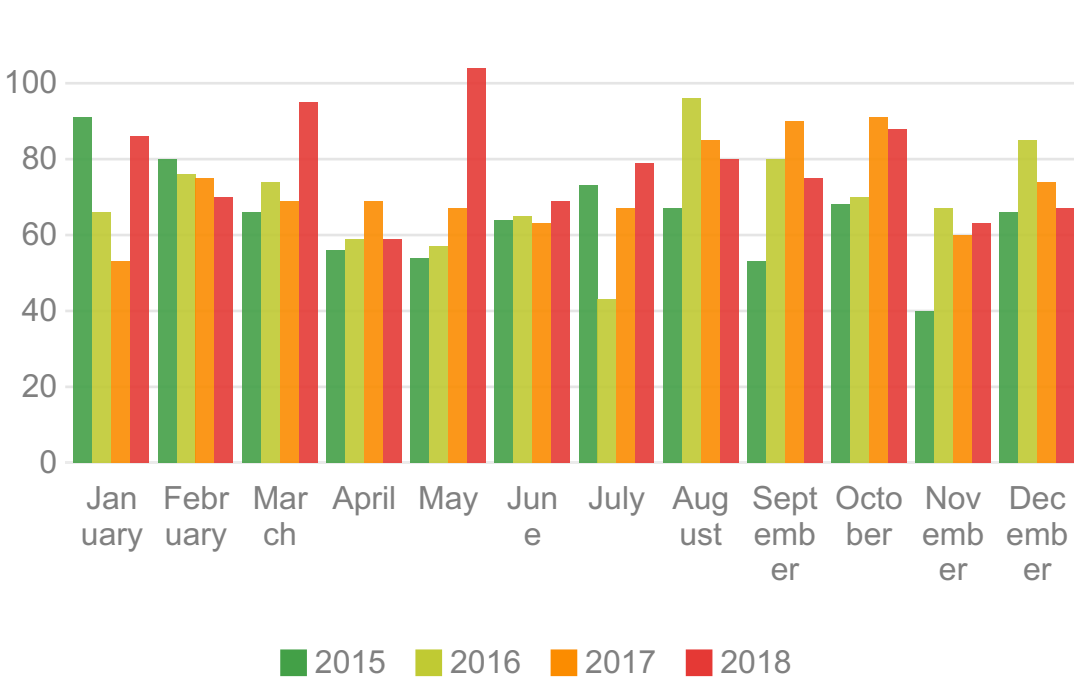
Help Desk Tickets Opened - tracks service requests for network, computers, phones, etc.



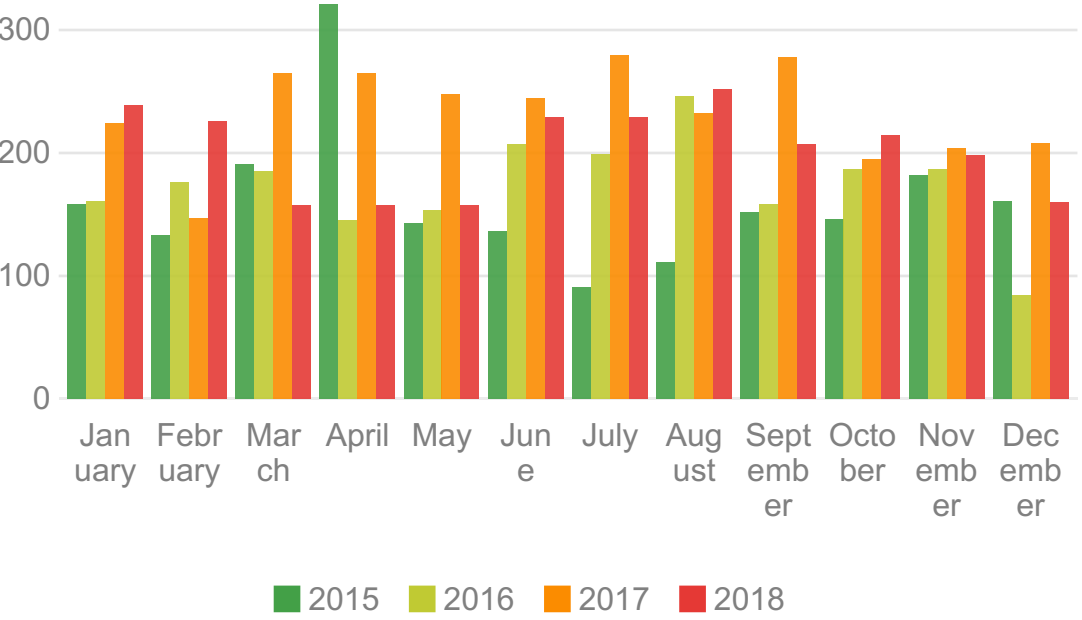
Warrants Issued - tracks the number of citations that go unpaid and turn to warrants



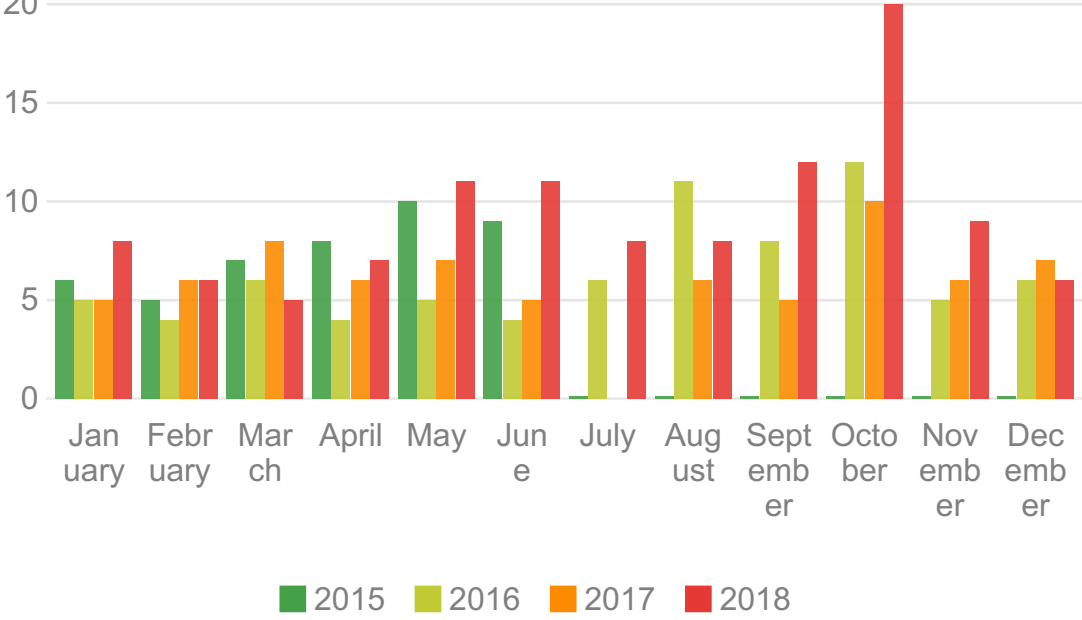
Warrants Recalled- number of warrants served or cancelled



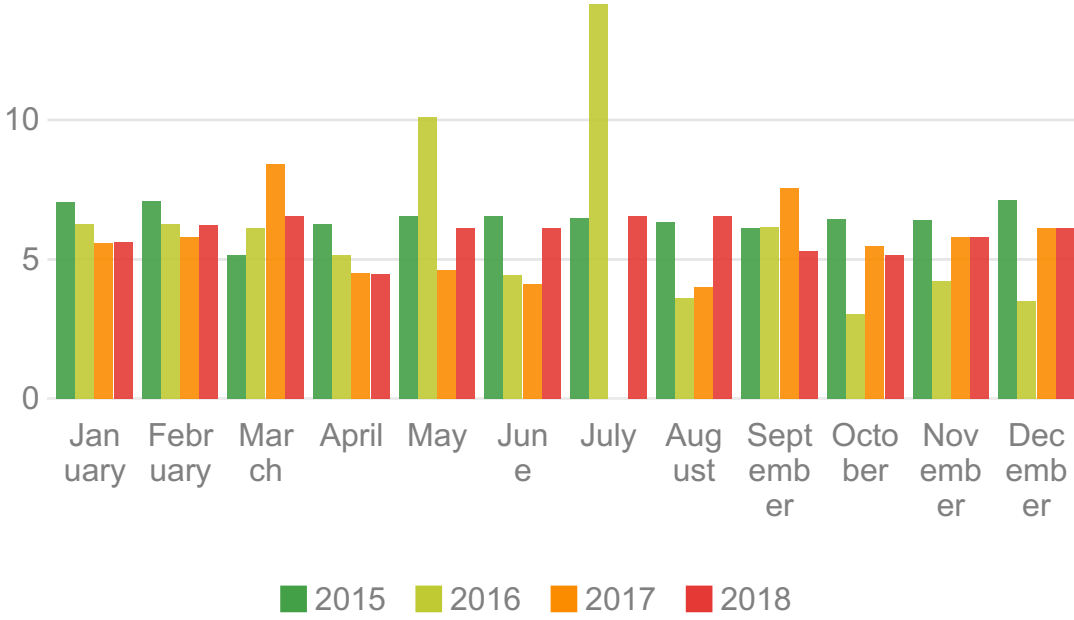
Citations Issued - tracks number of citations issued by all Police agencies into our court



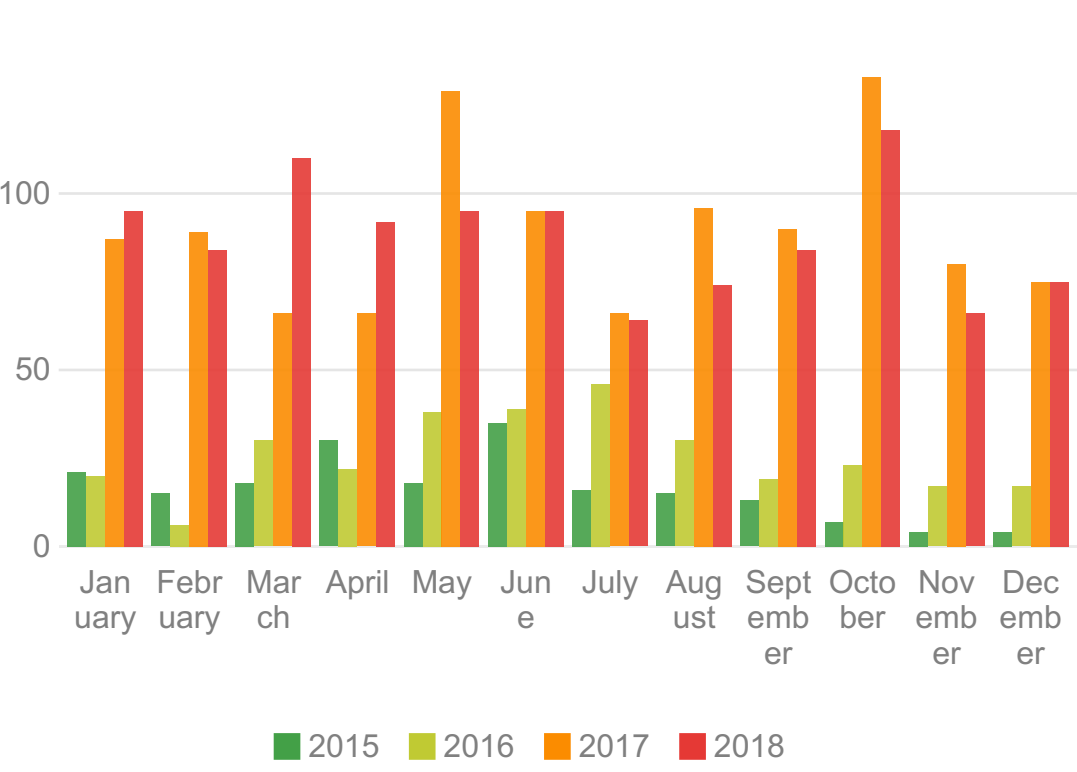
Public Education Events- shows public fire education events



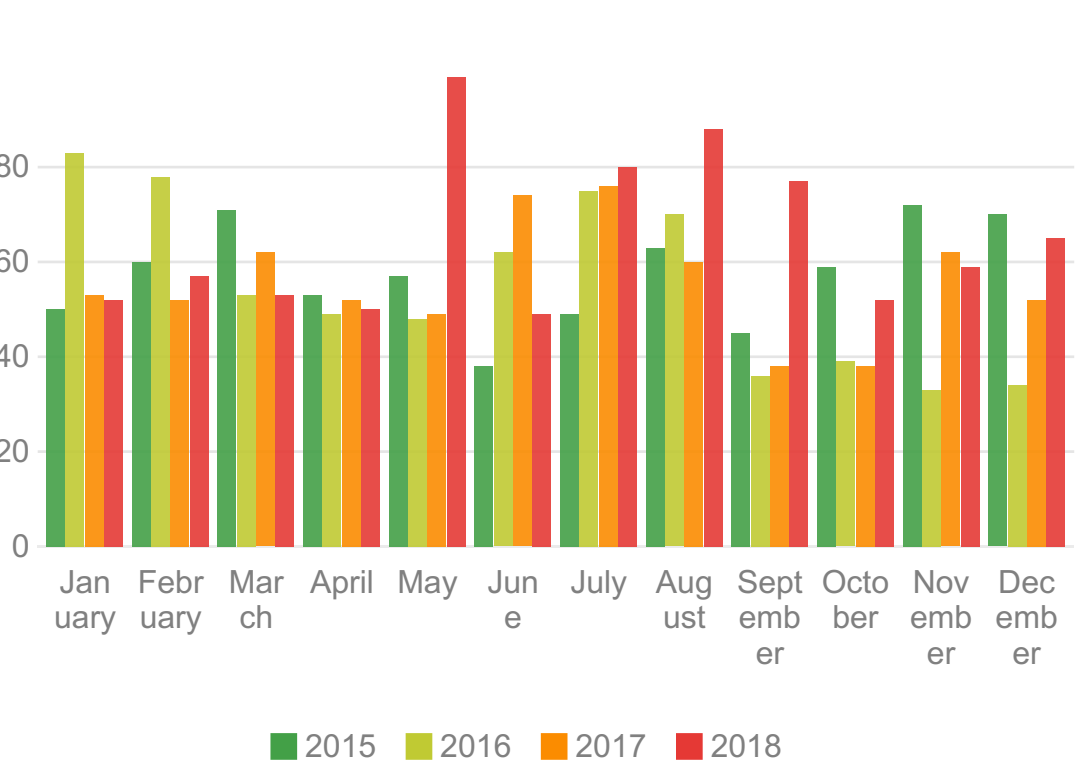
Average Fire Response Time- shows response time from time of dispatch



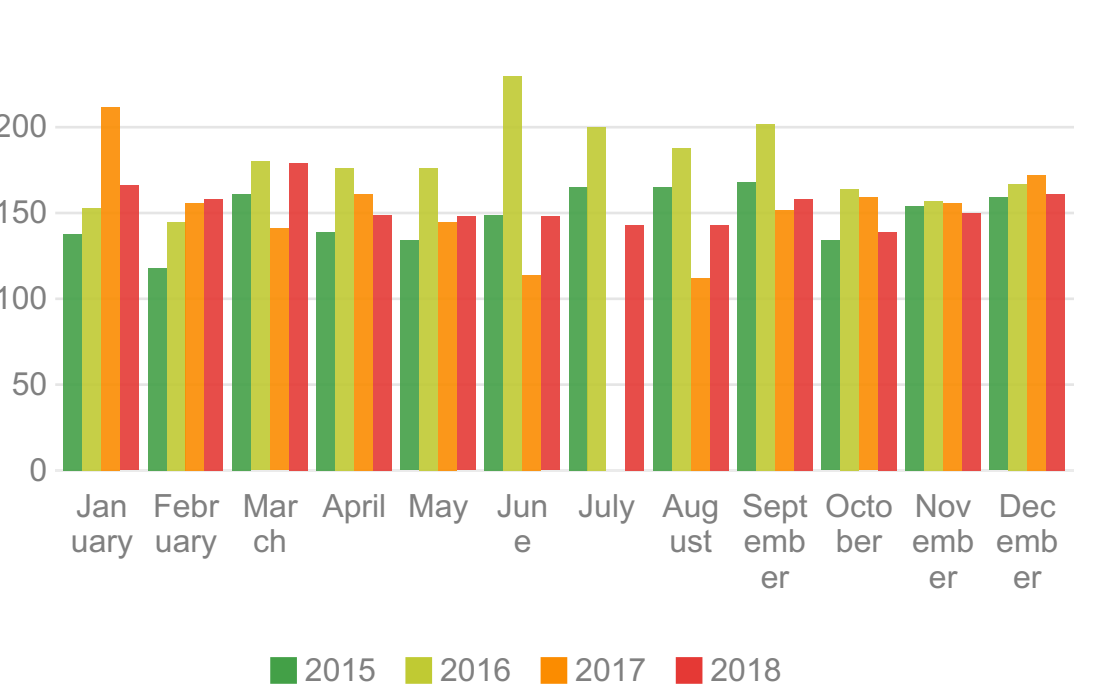
Business Licenses Issued



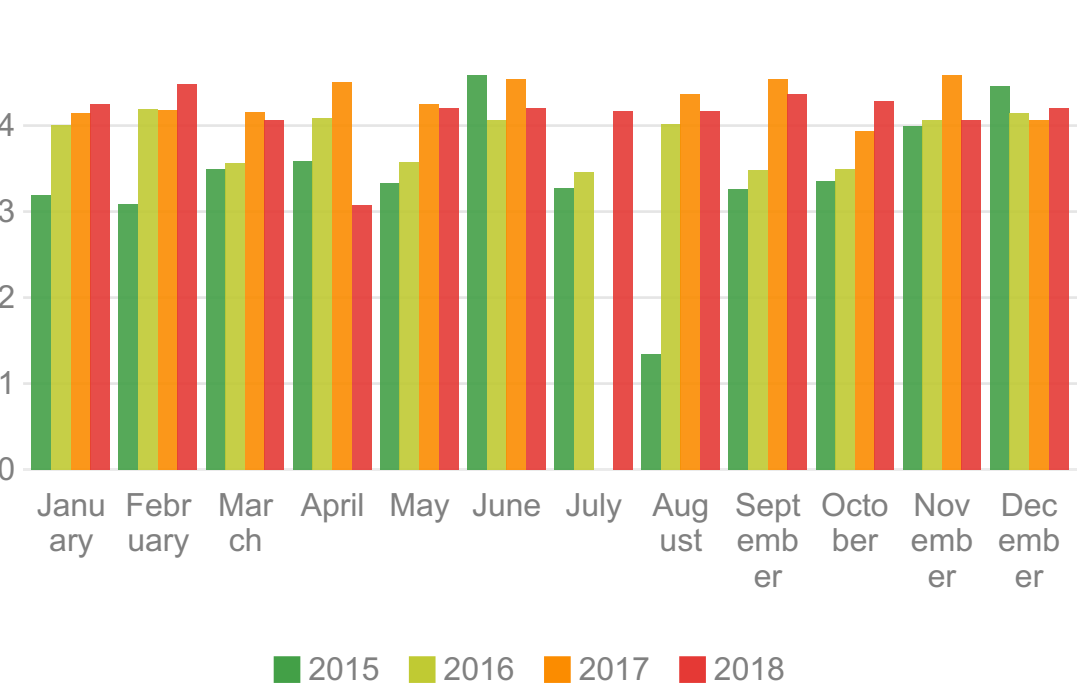
Total Arrests Made



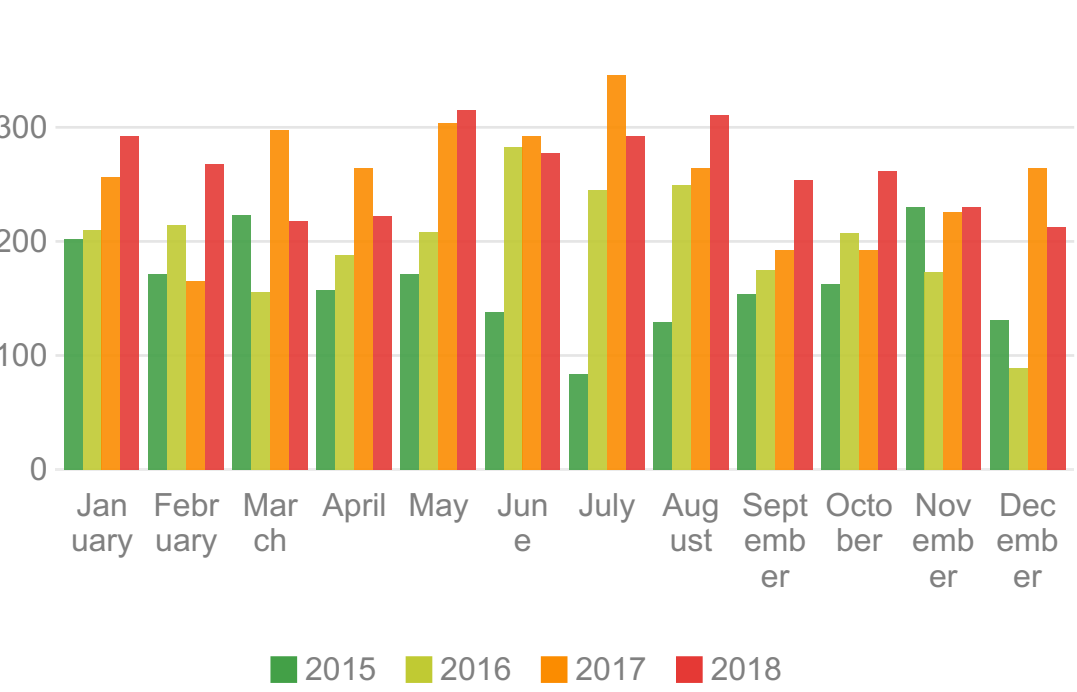
Emergency Medical Service Calls for Service-
all dispatched calls for EMS



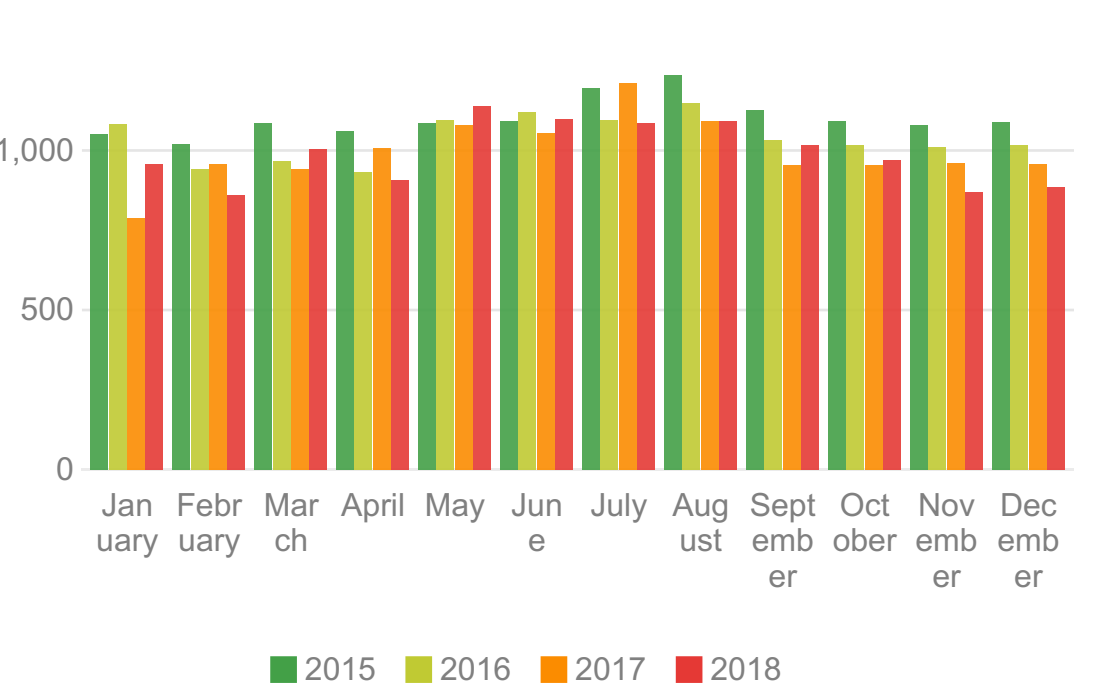
Average EMS Response Time-showsn
response time from time of dispatch



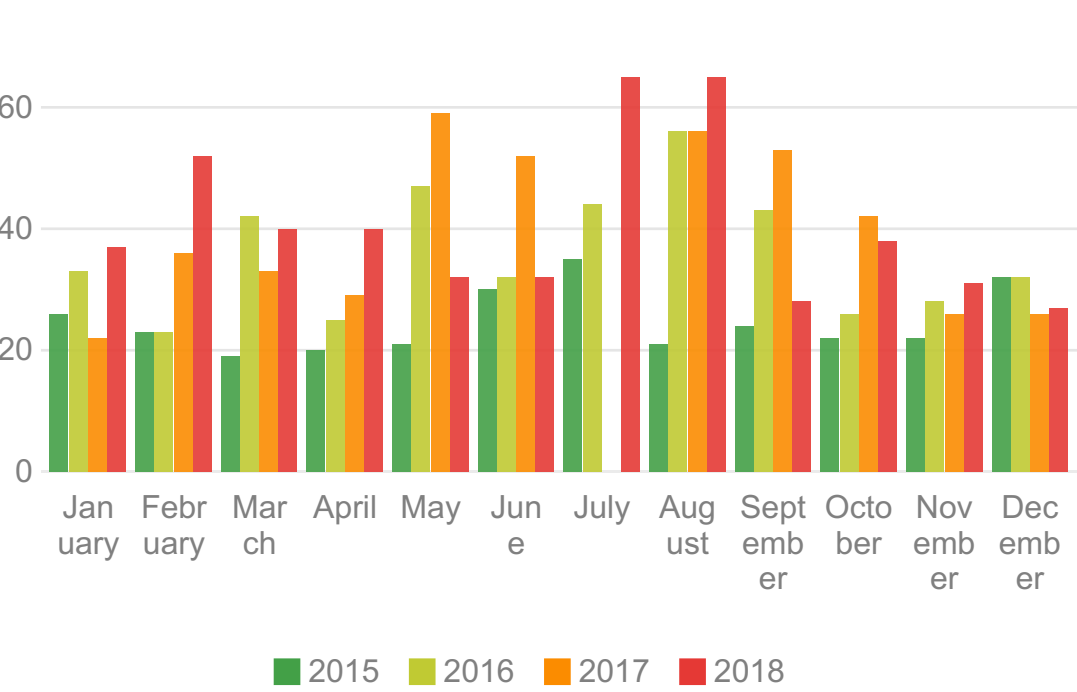
Citations Issued-all citations issued by South
Ogden Police



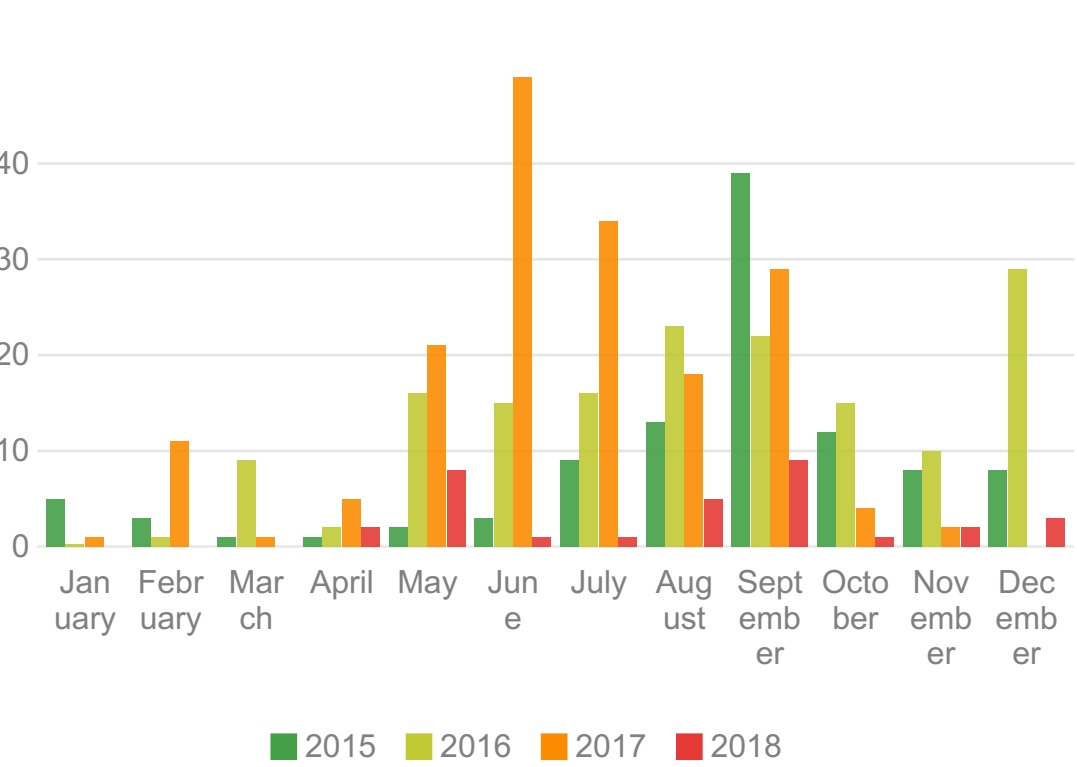
Police Calls for Service- all dispatched and self
initiated calls



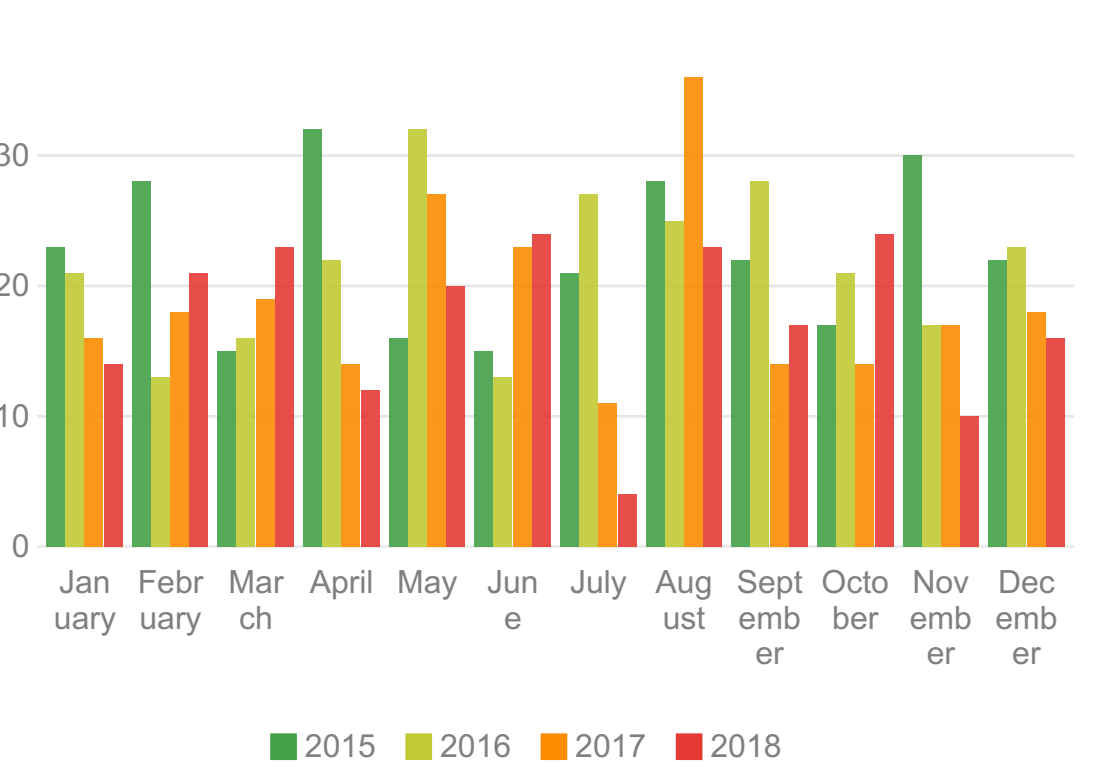
Fire Calls for Service- all fire related
dispatched calls



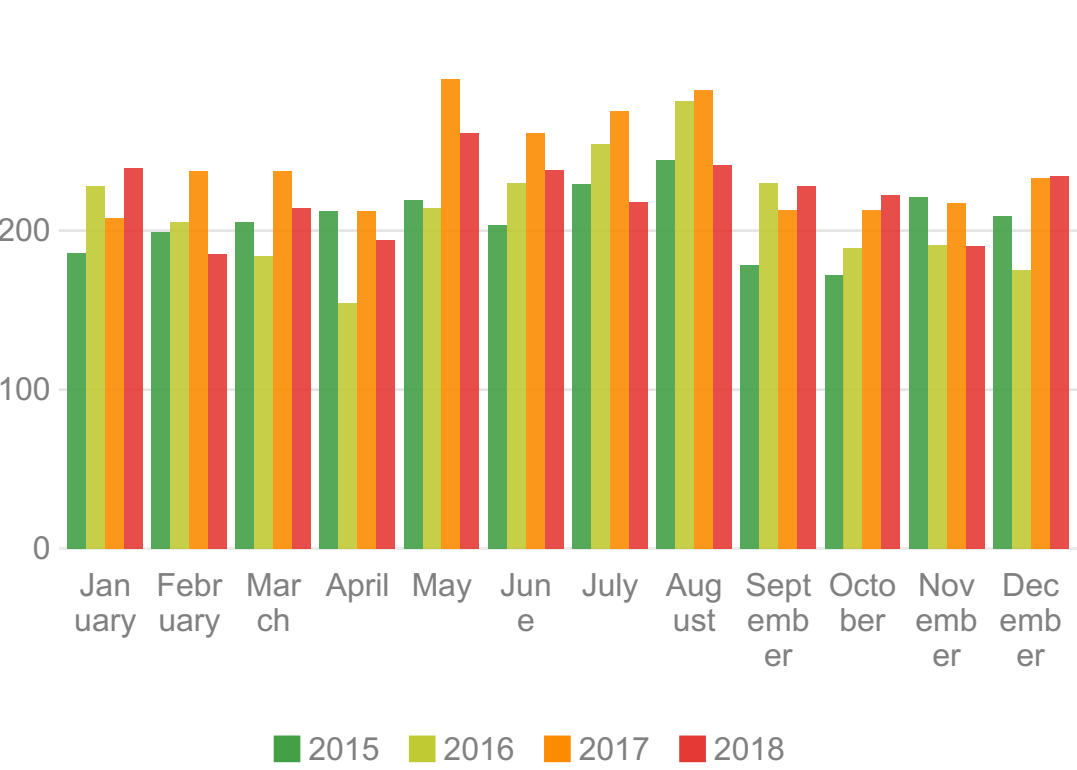
Code Enforcement Cases Closed



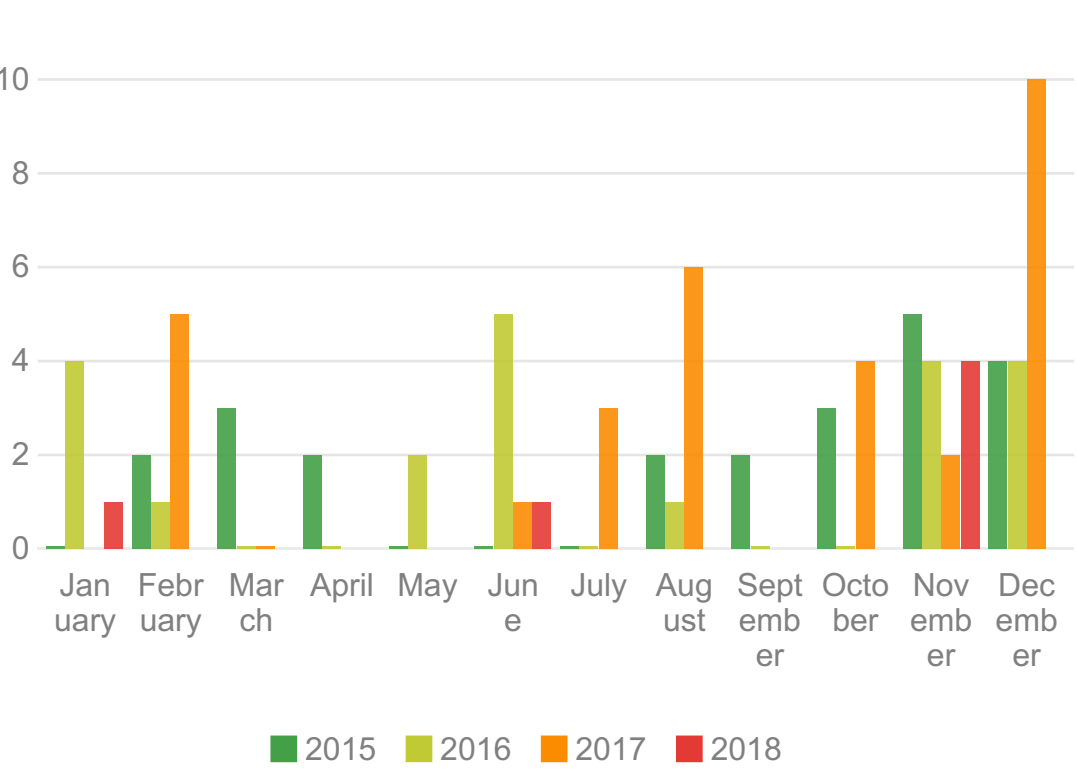
Cases Assigned to Detectives



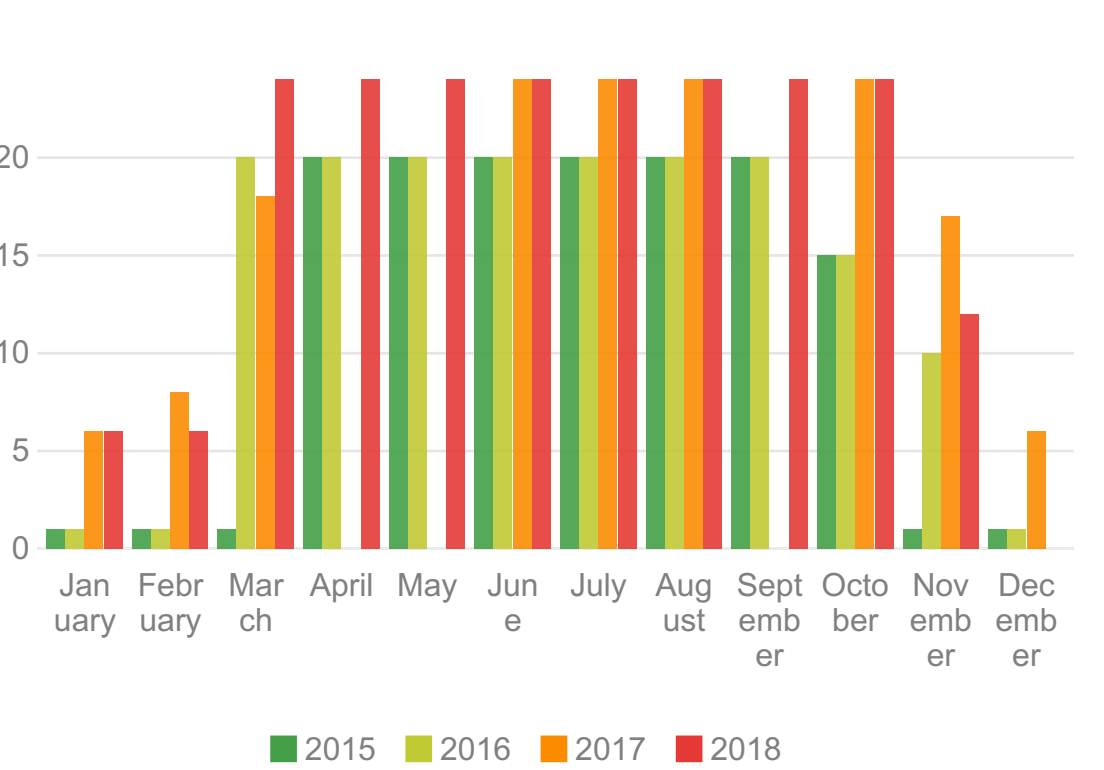
Police Reports Generated



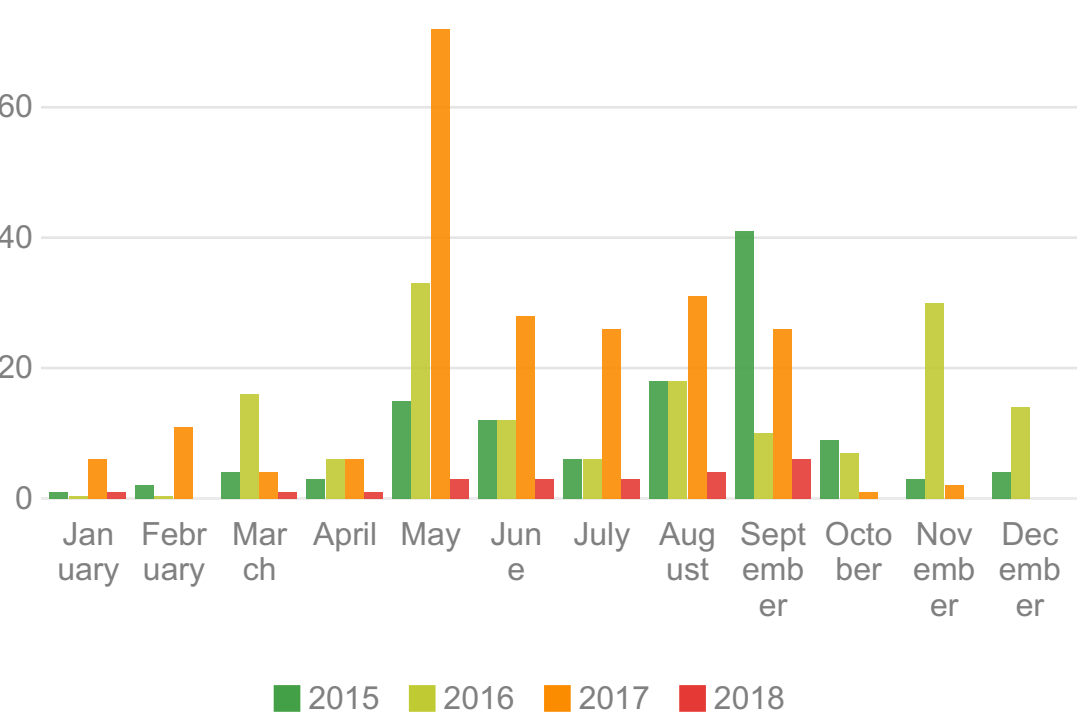
Main Breaks/Water Leaks Repaired



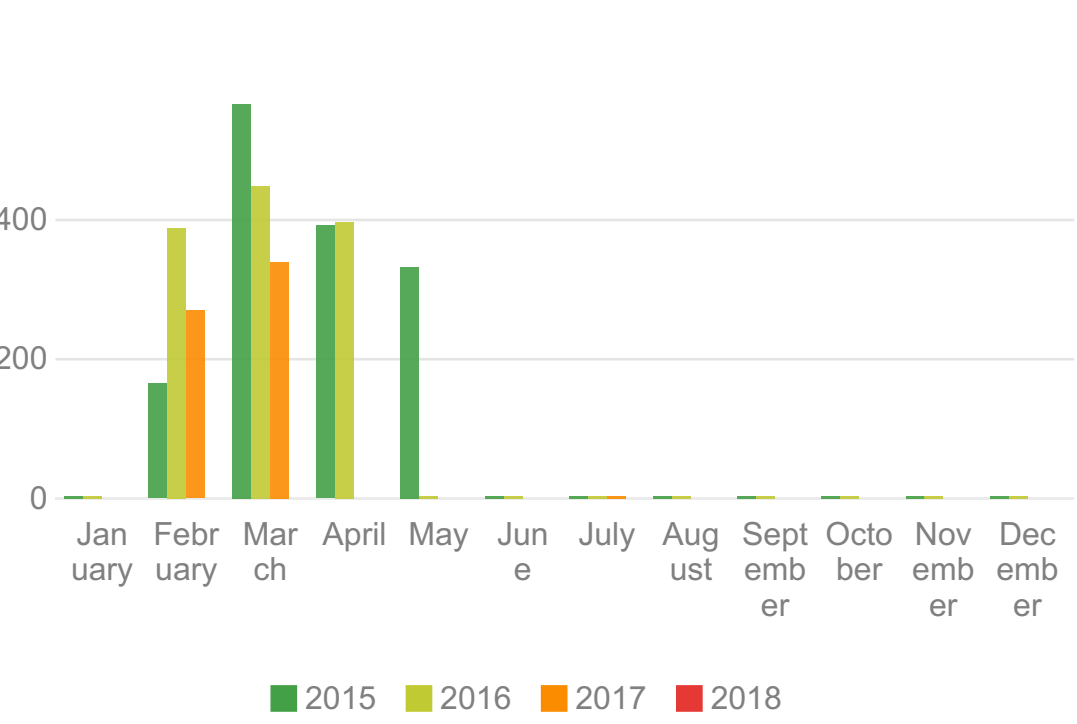
Playground Safety Inspections



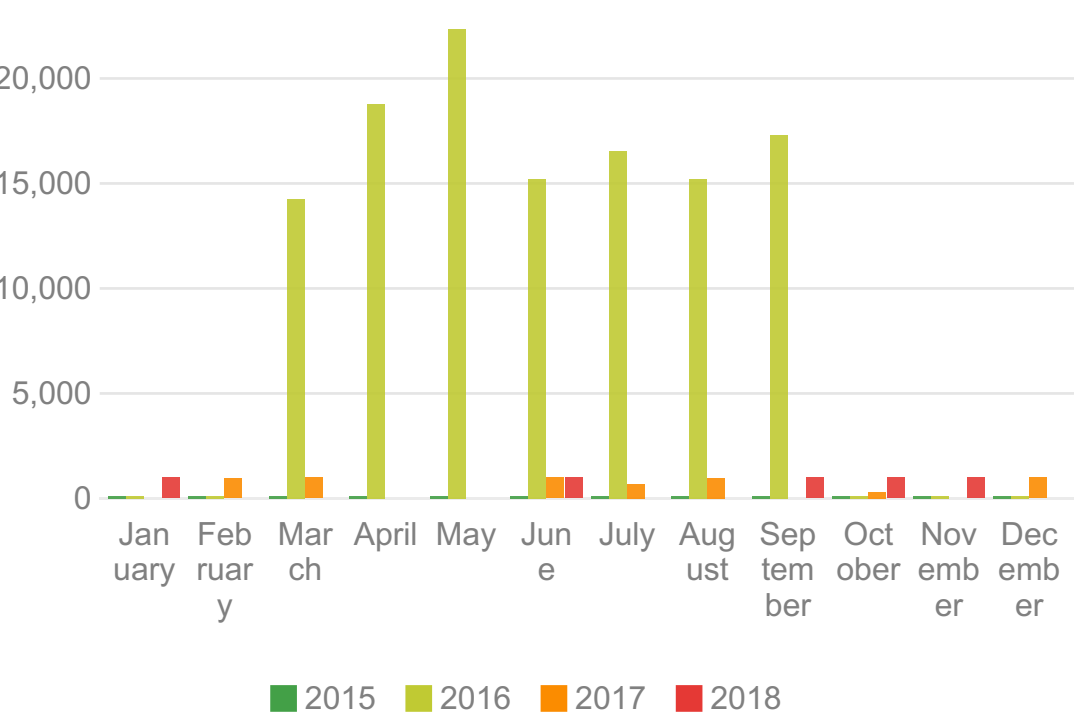
Code Enforcement Cases Opened



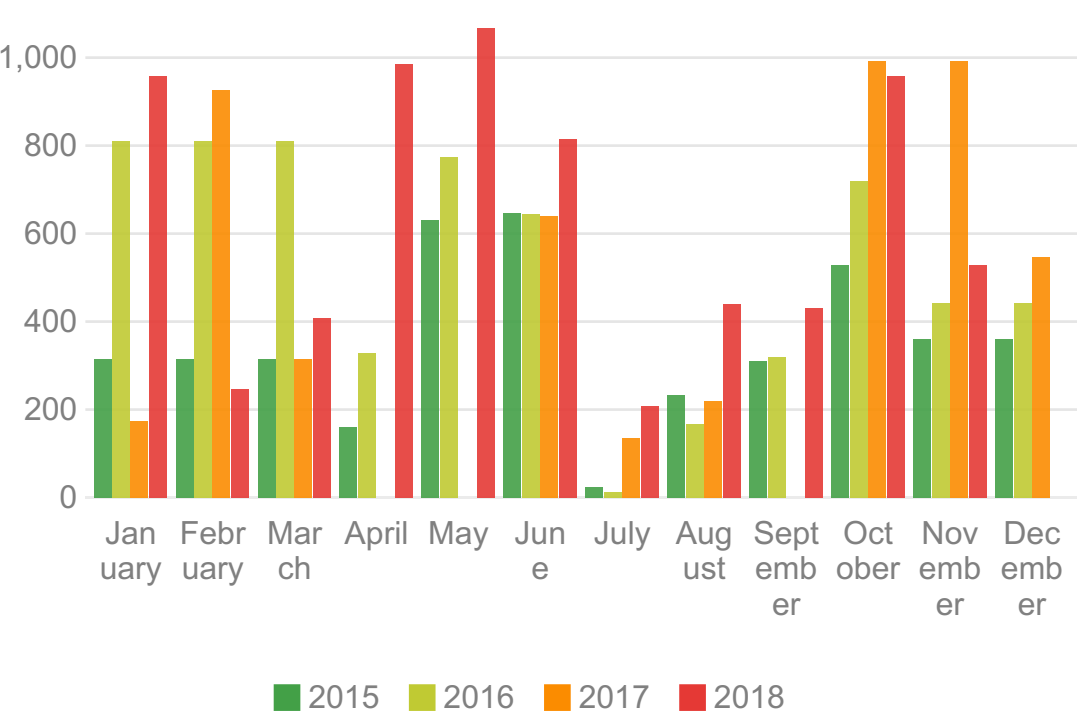
Sewer Manhole Visual Inspections Performed



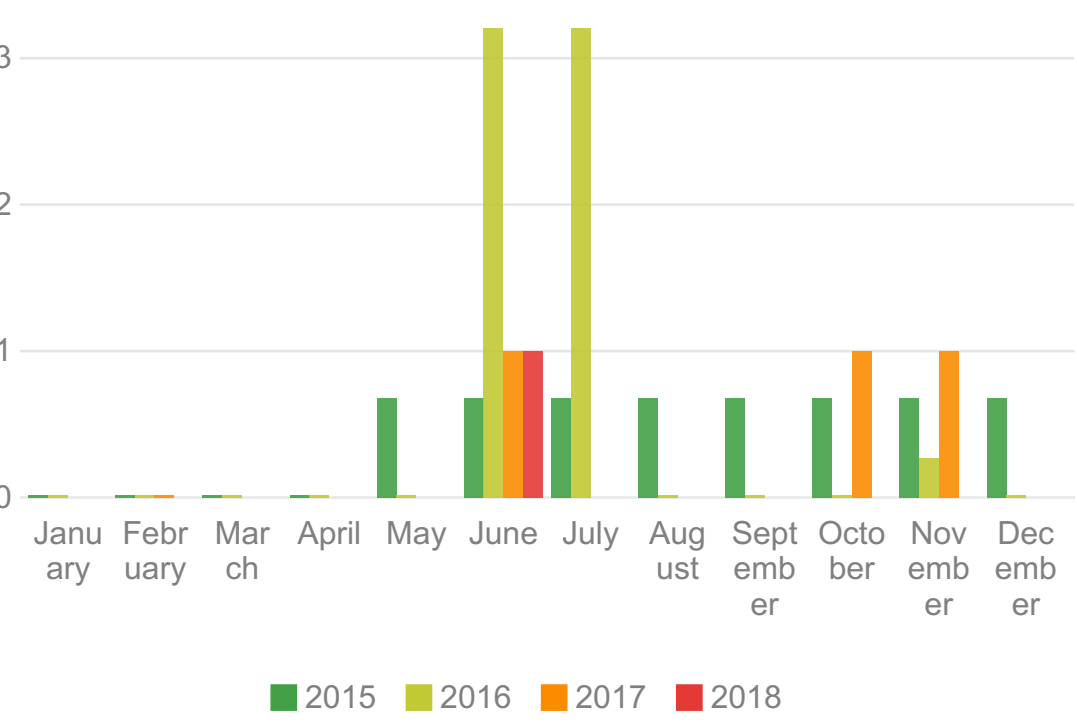
Feet of Sewer Line Cleaned



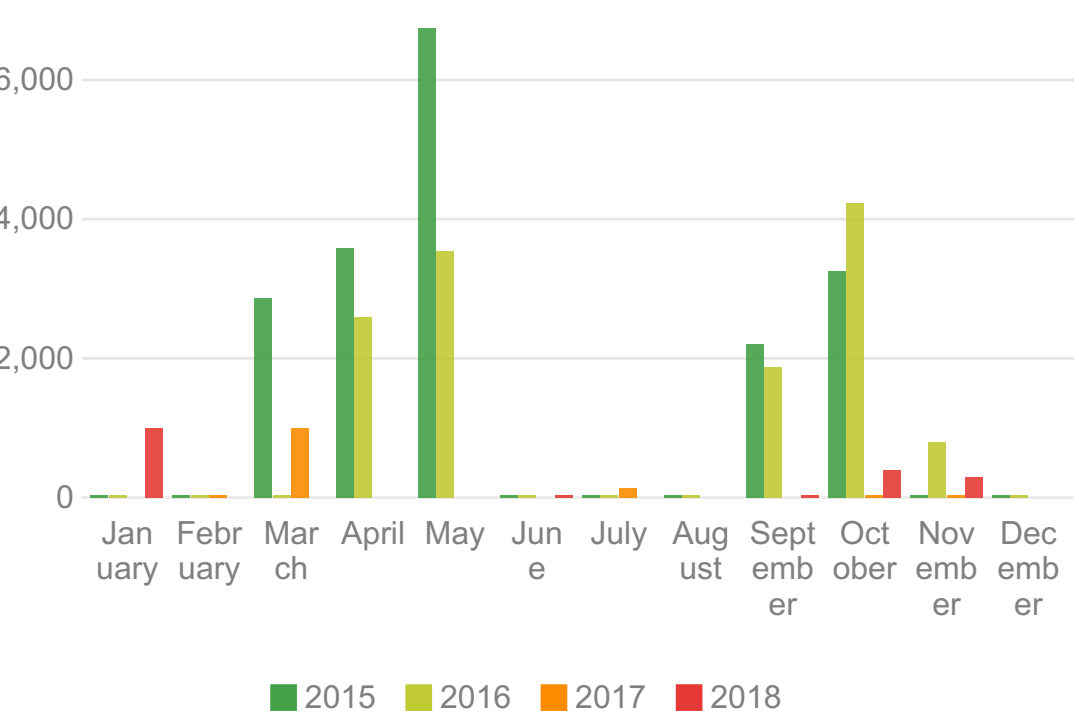
Participants in recreation programs



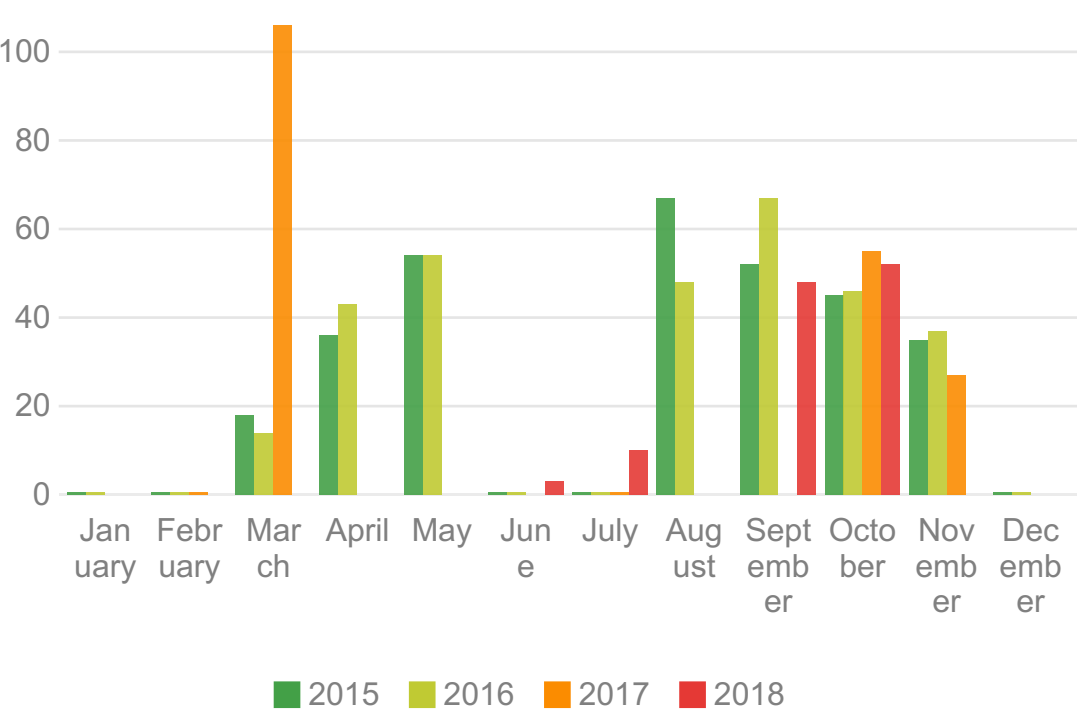
Lane Miles Repaired / Reconstructed



Feet of Storm Drain Line Cleaned



Lane Miles Swept



Sewer Line Back Up Calls

