

Key Performance Indicators (KPI's)

Metric	Unit
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Grants Office

Number of new proposals prepared	Number
Grant Amount Awarded	Amount

Budget

Payroll Regular Salaries actual vs adopted	Percent
Public Safety Overtime actual vs adopted	Percent
General Employees Overtime actual vs adopted	Percent

City Clerk

Number of Meetings	Number
% recorded with Closed Caption	Percent
Public Record Requests	Number

Development Services

Citations Issued	Number
Public Stuff/MyHB App Concerns	Number
Public Stuff/MyHB App Closed	Number
Building Permits Issued	Number
Building Inspections	Number
Average Building Review Time	Days
Customers Serviced	Number
Customer Wait Time	Hours
Vacation Rentals Concerned	Number
Vacation Rentals Registered	Number
Vacation Rental Revocations	Number
Business Tax Receipts Processed	Number
Development Applications Received	Number
Development Applications Approved	Number
Percent inspections completed within one day	Percent
Percent of plan reviews completed within 15 workdays	Percent
Minibus Ridership	Number

Finance

Late payments received	Number
Shutoffs completed	Number
FPL Utility Costs	Amount
Number of liens and amount processed	Number/Amount
Number of accounts and amount sent to collection	Number/Amount
Billing processing success rate	Percent
Payroll processing success rate	Percent
Invoices processed by accounts payable	Number
Number of customers assisted by front desk (payments, applications and etc.)	Number
Number of customers assisted by General Billing	Number
Percent of invoices paid within 30 days	Percent

Human Resources

Number of Employees Left	Number
Number of Active Employees	Number
Number of Vacancies	Number
Number of Employee Citywide Training Programs	Number
Number of New Hire/Promotions	Number
Promotional Exams Perform	Number

Human Services

Total Clients Served	Number
Emergency Assistance	Number
Open Cases	Number
Closed Cases	Number
Food Pantry Participants Served	Number
Number of Senior Served	Number
Number of Senior Activities (fields trips, seminars and etc.)	Number
Out of School Time Children Served	Number

Innovation Technology

Number of Website Visits	Number
Social Media Followers	Number
Total Emails Delivered Inbound	Number
Total Emails Marked as Spam or Containing Threat	Number
Percentage of Email Blocked Compared to Total Received	Percent

Parks and Recreation

Teen Zone Participants	Number
Youth Enrichment Program Participants	Number
Senior Program Participants	Number
Adult Program Participants	Number
Learn To Swim Participants	Number
Special Event Participants	Number
Marina Slips Rental	Number
Marina Slip Capacity	Number
Facility Rentals	Number
Cost recovery ratio for Parks and Recreation Programs	Percentage

Procurement

New Formal solicitations issued	Number
Formal solicitations in process	Number
Purchase orders issued	Number
Vendors activated	Number
Outgoing mail processed	Number

Fire Department

EMS Incidents	Number
Fire Incidents	Number
Miscellaneous Incidents	Number
Auto Aid Given	Number
Auto Aid Received	Number
Hallandale Beach Turn Out Times	Seconds
ALS Transports	Number
BLS Support	Number
Ocean Rescue Attendees	Number
Unsafe Observations	Number
Ocean Rescue Responses	Number
Pre-Construction Safety Plans Reviewed	Number
pre-Construction Safety Plans Reviewed	Number
Fire Inspections Completed	Number
Fire Reinspection Completed	Number
Monthly Inspection Revenues	Amount
Monthly Reinspection Revenues	Amount
% Invoiced for the Month	Percent

Police Department

Criminal Investigations	Number
Investigations Cleared	Number
Calls Responded	Number
Calls with Response < 4 minutes	Number
Uniform Crime Report Offenses	Number
Change in UCR Offenses (Prior Year Vs. Current)	Percent
Crash Reports	Number
Crash Reports (Prior Year Vs. Current)	Percent
PAL Unique Police Athletic League Participants HB	Number
PAL Unique Police Athletic League Participants External	Number
PAL Monthly Expenditures	Amount
PAL Registration Revenues	Amount
PAL Fund Raised Revenues	Amount
Police Clearance Rate for Crimes (UCR) (previous year)	Percent
Traffic Crashes per 1,000 citizens	Number

Public Works

Work Orders Open	Number
Work Orders Closed	Number
Work Orders Completed	Number
Illegal Dumping Reported	Number
Illegal Dumping Picked	Number
Storm Drains Cleaned (% of total drains)	Percent
Total Volume of Waste Disposed	Cubic Tons
Gas Consumption (Citywide)	Gallons
Public Safety Average Fleet Mileage	Miles Per Gallon
Non-Public Safety Average Fleet Mileage	Miles Per Gallon
Water Processed vs Water Consumed (Reducing Water Loss)	Percent
Total Fleet Repaired	Number
Wastewater Processed Vs. Wastewater billed (I/I)	Percent
Sidewalk Repaired	Square Feet
Volunteer Cleanup Events	Number
Number of Potholes Reported	Number
Potholes repair response times	Days
Number Storm drains Cleaned Vs. Number of Stormdrains	Percent
Miles of street swept	Miles