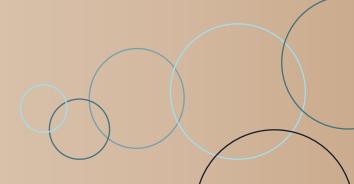


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The City is committed to improve services and operations while maintaining a high quality of performance for our residents and businesses. The LehiStat performance management program is developed to assist departments and employees continually seek opportunities to improve efficiency and effectiveness of services.

Understanding the Performance Management Report

This report is comprised of three different types of measures: (1) internal performance measures (LehiStat), (2) external benchmarks, and (3) resident feedback (the Citizen Satisfaction Survey).

For the purpose of this report, performance measures are reported by department. Each department develops internal performance measures that are directly related to achieving the City Council's vision and goals as defined by the Lehi City Business Plan. LehiStat measures are organized to show how they relate to the Business Plan. The illustration below shows how the performance measures are reported.

City Council & Administration Goal

City Council & Administration Strategy

Department & Division Objective:

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Division				
Measurment				

In addition, key metrics and activities are benchmarked against comparable cities in the region to determine how Lehi measures up to other cities with similar services, budgets, and population size. Each benchmark is listed in a table showing data from each city.

Finally, resident priorities are considered through the biannual Citizen Satisfaction Survey. Satisfaction levels and prorities are illustrated with tables, charts, and graphs.



Lehi City Business Plan

LEHI CITY OPERATES UNDER THE CITY BUSINESS PLAN, DEVELOPED BY THE MAYOR, CITY COUNCIL, AND EXECUTIVE STAFF.

The business plan identifies five long-term goals and a number of short-term strategies to help achieve each goal. The business plan is revised annually to ensure the goals and strategies are supporting the overall vision of the elected officials and administration.



Shaping Lehi's future through our enterprising spirit while preserving a vibrant family-oriented and business-friendly community.

Promote and Support Economic Development

- Strategically plan for growth
- Retain and expand existing business
- Maintain fair and competitive development fees and incentives
- Create and implement a marketing and branding strategy plan

Provide Quality City Services

- Maintain our valuable facilities
- Build a well-planned and reliable infrastructure
- Provide quality leisure services
- Update and implement Parks and Recreation Master Plan
- Provide excellent public safety services

Promote Community Involvement

- Focus on communication and transparency
- Hold diverse public events
- Provide meaningful service opportunities and celebrate volunteer efforts
- Inspire pride and ownership in neighborhoods, businesses, and gathering places

Maintain a Sustainable Budget

- Encourage varied revenue streams
- Ensure the responsible use of resources
- Enhance capital facility and replacement planning
- Encourage a highly motivated and well-trained municipal workforce

Ensure Proactive Regional Leadership

- Encourage membership and leadership in professional organizations
- Maintain relations and involvement in local, state, and federal government affairs
- Encourage and facilitate regional infrastructure solutions



Revised February 2014

LehiStat

LEHISTAT HOLDS STAFF ACCOUNTABLE TO LEHI RESIDENTS AND ELECTED OFFICIALS THROUGH A SERIES OF MFASUREMENTS.

LehiStat is a program designed to assist City staff in achieving the vision and goals of the Lehi City Business Plan. The program establishes measurements to ensure the quality, efficiency, and effectiveness of the services provided.

The LehiStat program is governed by six core principles:

- 1. Do not measure for measurement's sake.
- 2. Develop and use timely and accurate performance data to set targets and make informed decisions.
- 3. Identify missed targets and why those targets were missed.
- 4. Create an action plan to improve performance when necessary, including quickly and clearly specifying what needs to be done, who will do it, and when it will be done.
- 5. Engage in persistent follow-up and clear accountability.
- 6. Create a continuous learning environment to get better results.

LehiStat performance measures are defined by department directors with the support of division and section managers. Each director closely examines the programs and services provided by their department and then identifies how those programs and services connect to the Business Plan. Directors consider the following questions when determining performance measures:

- 1. Is the measurement actionable (can you manage the measure)?
- 2. Is the measurement timely, with frequent reporting to take action to improve the results?
- 3. Is the measurement relevant to staff and residents?
- 4. Is the measurement a predictor of the desired outcome?

Three different types of measurements are used: output, efficiency, and outcome. Output measures report on the results of an activity or process (e.g. total city council resolutions). Efficiency measures report on the efficiency of the process or the use of resources (e.g. hours to complete an inspection). Finally, outcome measures report the effectiveness of the process in meeting department goals or the desired result (e.g. resident satisfaction).

Department directors and city administration meet quarterly to review the performance measures and determine corrective measures when necessary. When possible, staff will benchmark results against comparable cities in the region and data from previous years. While only selected measures are included in the budget document, a complete account of performance measures is included in this report.

Benchmark Cities

LEHI CITY USES A LIST OF COMPARABLE CITIES TO DETERMINE HOW THE CITY COMPARES ON A GIVEN POLICY, SERVICE, OR PRACTICE.

Lehi City uses two different groups of cities for polling and benchmark comparisons: (1) cities that compare geographically and (2) cities that compare quantitatively. Quantitative comparable cities are those with a population, budget, and full-time equivalent employees (FTE) that are more than half but less than double those of Lehi. For example, Spanish Fork's population is more than half and Orem's population is less than double that of Lehi; therefore, both cities are considered comparable cities.

Lehi City also participates in the Utah City Manager's Association Benchmarking Project. The benchmarking project allows cities to compare city services throughout the state by submitting data for primary services and practices. Many of the benchmarks used for this report were collected from the FY2013 UCMA Benchmarking Project. While the comparable cities data is primary from FY 2013, the cities are compared to Lehi City's most recent data available (primarily FY 2014).

For the purpose of this report, Lehi City is benchmarked against the quantitative comparable cities (referred to as "Comparable Cities"). The following table details statistical and demographic data for the nine Comparable Cities used in this report.

	Population	Total Budget	Total FTEs	Median Age	Household Size	Median Home Value	Per Capita Income
Bountiful	42,898	\$52,867,178	297	34.1	2.99	\$245,000	\$29,566
Draper	44,103	\$35,951,110	181.81	30.5	3.41	\$374,300	\$31,870
Lehi	51,173	\$111,083,199	349.16	23.9	3.81	\$245,400	\$21,867
Murray	48,263	\$107,045,309	370	34.8	2.55	\$233,400	\$28,932
Orem	90,749	\$87,285,889	517	26.5	3.34	\$209,800	\$21,045
Sandy	89,344	\$109,805,665	582.49	33.9	3.09	\$281,000	\$30,466
South Jordan	55,934	\$80,555,205	264.35	29.0	3.72	\$336,200	\$28,496
Spanish Fork	36,277	\$65,016,090		25.2	3.67	\$199,300	\$18,904
West Jordan	108,383	\$116,222,546	449.54	28.2	3.44	\$224,400	\$22,236

Citizen Satisfaction Survey

RESIDENT PRIORITIES ARE DETERMINED BY COLLECTING VALUABLE INPUT AND FEEDBACK THROUGH A BIANNUAL RESIDENT SURVEY.

The Citizen Satisfaction Survey is conducted every other year to determine how Lehi residents feel about the staff, services, and practices of Lehi City. The survey provides input on the policy direction of the City and is used by administration and elected officials when determining citywide goals and objectives.

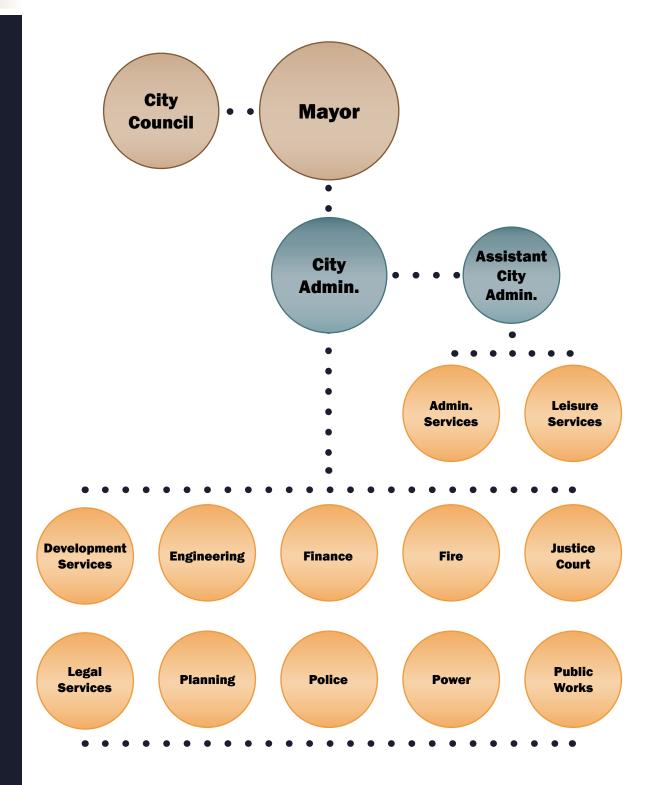
The City conducted its most recent resident survey in November 2013. The FY 2014 survey was completed by Lighthouse Research & Development, Inc. The survey was conducted via telephone and gathered information regarding resident satisfaction and perceptions of the management and maintenance of the City. A summary of the survey sample is found in the table below. Detailed results of the survey are found under each department section.

Data Collection	
Survey Respondents	403
Confidence Rate	95%
Margin of Error	±4.83%
Respondent Demographics	
Male	47%
Female	53%
Average Age	35 to 44
Average Education	Two-year Degree
Average Annual Household Income	\$70,000 to \$79,000
Average Household Size	4
Average Time Living in Lehi	6 to 10 years

Question: "What words would you use to describe Lehi?"



The Organization



Mayor and City Council

AS OFFICIALS ELECTED ON FOUR-YEAR TERMS, THE MAYOR AND CITY COUNCIL AIM TO ENHANCE THE HEALTH, SAFETY, AND WELFARE OF EACH PERSON WITHIN THE COMMUNITY (BOTH RESIDENT AND VISITOR). THIS IS ACCOMPLISHED BY DEVELOPING, REVIEWING, AND IMPLEMENTING ORDINANCES, RESOLUTIONS, AND POLICIES.

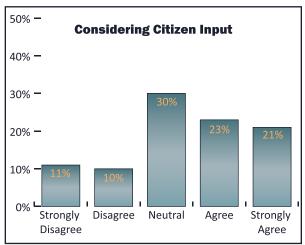
Citizen Satisfaction Survey

Survey respondents were asked general questions about living in Lehi and their involvement in major decisions. These questions relate to the overall policy and operations of the City, as approved by the Mayor and City Council. The mean score for each question is reported below.

Citizen Satisfaction Survey	FY2008	FY2010	FY2012	FY2014
Mean Score: 1=Poor; 5=Excellent				
Overall Quality of Life in Lehi City	3.98	4.06	4.17	4.30
Mean Score: 1=Much Worse; 5=Much Better				
Lehi City Compared to Five Years Ago	3.04	3.14	3.49	3.69

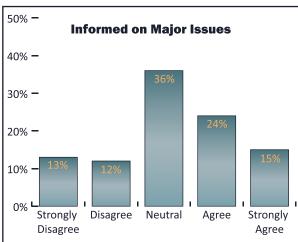
Question: "Before the City makes major decisions, the citizen's opinions are considered."

Of the residents surveyed, 44 percent agree or strongly agree that their opinion is considered by the Mayor and City Council before major decisions are made. Five percent responded "don't know."



Question: "I am well informed on major issues regarding the City."

Slightly fewer residents feel well informed on major issues. About 36 percent of residents neither agree or disagree that they are well informed on major issues, while 39 percent agree or strongly agree that they are well informed.



Administrative Services

ADMINISTRATIVE SERVICES PROVIDES GENERAL OVERSIGHT AND DIRECTION FOR ALL CITY SERVICES AND OPERATIONS AND PROVIDES MANAGEMENT ASSISTANCE TO THE MAYOR AND CITY COUNCIL. THE THREE DIVISIONS OF ADMINISTRATIVE SERVICES INCLUDE: RECORDS AND ELECTIONS, HUMAN RESOURCES, AND PUBLIC RELATIONS/SPECIAL PROJECTS.

Performance Measures

Promote Community Involvement

Focus on communication and transparency.

Department Objective: Strive to make City information readily available so residents are informed regarding City news, announcements, special events, etc.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Public Relations & Special Projects				
Facebook Likes (#)	410	1,420	2,600	3,000
Twitter Followers (#)	-	-	1,617	1,800
Received GFOA Budget Award	Yes	Yes	Yes	Yes
Received GFOA PAFR Award	Yes	Yes	Yes	Yes
Website Update Completed (%)	-	-	0%	100%
Logo Design Completed (%)	-	-	80%	100%
Human Resources				
Daily calls fielded by receptionist (average #)	-	-	63	75

^{*}The Government Financial Officers Association (GFOA) issues awards for the budget document and Popular Annual Financial Report (PAFR) for Excellence in Financial Reporting.

Department Objective: Ensure all records are kept accurately in accordance with all legal requirements and are available to the public.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Records and Elections				
Archival Storage Filing Completed (%)	75%	75%	75%	90%
Resolutions Processed (#)	-	52	85	85
Ordinances Processed (#)		46	53	55
Agreements Processed (#)		67	94	95
Code Revision Update Completed (%)	-	-	90%	100%
Percent of committees following term rules.			100%	100%
Percent of department record officers trained on Open Meetings Act.	-	1	20%	100%
Percent of department record officers trained on GRAMA and records retention.	-	-	20%	100%

Promote Community Involvement

Hold diverse public events.

Department Objective: Ensure that residents are satisfied with City-sponsored events and that the City special event process is understandable and efficient.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Public Relations & Special Projects				
Special Event Permits (#)	-	-	32	30
Percent of attendees satisfied with Lehi Round-Up.	-	-	89%	92%
Percent of special event permittee survey respondents that are satisfied with City facilities and services.	-	-	-	90%



Maintain a Sustainable Budget

Ensure the responsible use of resources.

Department Objective: Assist the city administrator in keeping the cost of employment at a reasonable level.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Human Resources				
Average Total FTE	-	-	357.20	362.00
Benefit Expense per FTE	-	-	\$21,091	\$25,000
Healthcare Expense per FTE	-	-	\$8,841	\$10,000
Average Merit Increase per FTE	-	-	3.1%	3%



Maintain a Sustainable Budget

Encourage a highly motivated and well-trained municipal workforce.

Department Objective: Keep the employee turnover rate low and employee satisfaction high.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Human Resources				
New Full-Time Hires (#)	-	-	22	-
New Part-Time Hires (#)	-	-	387	-
Full-Time Terminations (#)	-	-	15	-
Part-Time Terminations (#)	-	-	273	-
Full-Time Employee Turnover Rate	-	-	7%	8%
Part-Time Turnover Rate	-	-	61%	60%
Average employee performance evaluation rating.	-	-	-	70%
Employee Satisfaction Rate (per Employee Survey)	-	-	83%	80%
Percent of employees with more than 1 year of service.	-	-	63%	60%

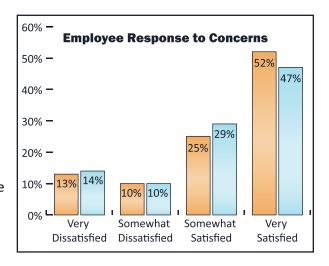
Citizen Satisfaction Survey

Residents rated their satisfaction level for the following Administrative Services items:

Citizen Satisfaction Survey	FY2008	FY2010	FY2012	FY2014
Mean Score: 1=Very Dissatisfied; 5=Very Satisfied				
Courtesy of City Employees	3.99	4.07	4.10	4.24
Overall Employee Performance	3.92	4.02	3.94	4.06
Website Ratings-Mean Score:				
Appearance	-	-	-	3.88
Ease of Navigation	-	-	-	3.65
Search Function	-	-	-	3.63
As a Source of Information	-	-	-	3.83

Question: "If you have contacted any Lehi City office in the past year to seek service, information, or to file a complaint, were you generally satisfied or dissatisfied with the City's response?"

Approximately 44 percent of residents surveyed have contacted Lehi City within the past year. Of those residents, 47 percent were very satisfied with the response, while 14 percent were very dissatisfied.





Question: "What method of communication would you prefer the City use in order for them to better inform you about major issues regarding the City?"

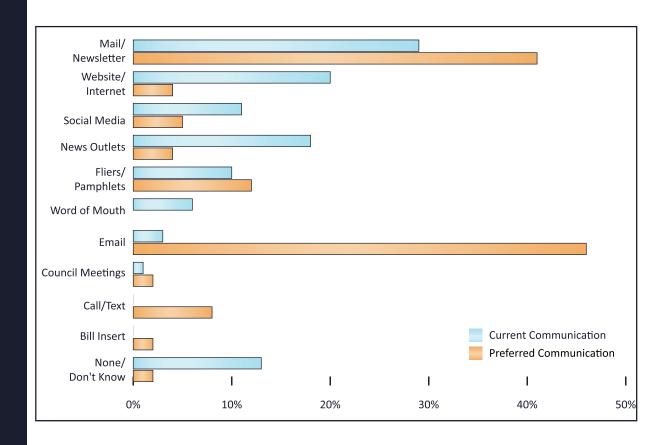
Residents who somewhat or strongly disagree that they are well informed on major issues indicated that email (46 percent) and mail/newsletter (41 percent) are the preferred method of communication from the City.

Question: "Which news source do you rely on most to learn information about Lehi City?"

Residents indicated that the three most frequently used sources for information about the City are mail/newsletter, the City website, and social media.



The chart below shows the news sources residents use most. While 46 percent of residents prefer email communication, only 3 percent currently rely on emails for information.



Development Services

DEVELOPMENT SERVICES MANAGES VARIOUS URBAN RENEWAL, ECONOMIC DEVELOPMENT, AND COMMUNITY DEVELOPMENT ACTIVITIES TO PROMOTE NEW CAPITAL INVESTMENT AND QUALITY JOB CREATION. THIS INCLUDES ATTRACTING NEW BUSINESSES TO CREATE A DIVERSIFIED TAX BASE AND INSPECTING EXISTING AND NEWLY CONSTRUCTED BUILDINGS TO ENSURE SAFETY AND CODE COMPLIANCE.

Performance Measures

Promote and Support Economic Development

Strategically plan for growth.

Department Objective: Attract high-paying jobs to Lehi.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Economic Development				
Number of jobs created by incentivized companies that meet or exceed 150% of average Utah County wage.	1	-	1,332	1,200

Promote and Support Economic Development

Retain and expand existing business.

Department Objective: Focus on ways to help business succeed in Lehi.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Economic Development				
Percent increase in City sales tax base.	-	-	7%	5%

Promote and Support Economic Development

Create and implement a marketing and branding strategy.

Department Objective: Focus on the completion of an updated economic development strategic plan.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Economic Development				
Percent progress of Economic Development Strategic Plan.	-	-	70%	100%

Maintain a Sustainable Budget

Encourage varied revenue streams.

Department Objective: Implement the appropriate use of tax increment areas to incentivize growth in the property tax and sales tax bases.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Economic Development				
Annual increase in URA, EDA, and CDA property value assessments.	-	-	\$430,000	\$430,000

Provide Quality City Services

Build a well-planned and reliable infrastructure.

Department Objective: Provide timely building permits and building inspections.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Building and Permitting				
Building Permits per FTE	41	106	106	110
Building Inspections per FTE	1,731	2,000	2,040	2,020
Inspections completed within 24 hours of request (%)	100%	75%	93%	90%
Final & four-way inspections completed within 2 hours	100%	100%	93%	90%

Benchmark Data

Benchmark: Building Permits

City	Permit Turnaround Time (Days)	Residential & Commercial Occupancy Permits
Bountiful	10	0
Draper	38.9	380
Lehi	7.6	474
Murray	10	122
Orem	4	675
Sandy	10	184
South Jordan	20	726
Spanish Fork	7	217
West Jordan	5	267
Average	12.5	338







Engineering

THE ENGINEERING DEPARTMENT COORDINATES ALL ENGINEERING AND GIS SERVICES AND PROVIDES SUPPORT TO CITY ADMINISTRATION, OPERATING DEPARTMENTS, AND RESIDENTS IN ACCORDANCE WITH APPLICABLE REQUIREMENTS AND REGULATIONS.

Performance Measures

Promote and Support Economic Development

Strategically plan for growth.

Department Objective: Develop and revise infrastructure master plans.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Percent Completed of Major Projects:				
Roads Master Plan	-	-	95%	100%
Drains Master Plan	-	-	95%	100%
Pressurized Irrigation Master Plan	-	-	75%	100%
Sewer Master Plan	-	-	50%	100%
Culinary Master Plan	-	-	75%	100%

Provide Quality City Services

Build a well-planned and reliable infrastructure.

Department Objective: Participate in the design, development, and construction of infrastructure throughout the City.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Percent Completed of Major Projects:				
Upper Low Hills Tank & Well	-	-	98%	100%
Upper Low Hills Reservoir	-	-	98%	100%
Jordan River Sewer Extension	-	-	99%	100%
Sandpit Reservoir	-	10%	85%	100%
Micron Sewer Extension	-	-	85%	100%
1700 West Sewer Extension	-	-	30%	85%
Mitchell Well	-	-	30%	85%

Justice Court

LEHI JUSTICE COURT WILL SIT IN JUDGMENT OF CRIMINAL AND COMMON LAW PROCEEDINGS, RESOLVE LEGAL ISSUES, AND INSURE JUSTICE; THEREBY IMPROVING THE EQUALITY OF LIFE IN THE COMMUNITY BY PROVIDING AN OPEN, FAIR, EFFICIENT, AND INDEPENDENT SYSTEM FOR THE ADVANCEMENT OF JUSTICE UNDER THE LAW.

Performance Measures

Provide Quality City Services

Provide excellent public safety services.

Department Objective: Dispose of cases effectively and efficiently.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Total Cases per FTE	1,185	1,005	944	1,000
Misdemeanor cases disposed of within 6 months (%).	-	-	90%	90%
Cases assigned to a Public Defender (#).	-	-	154	193
Traffic cases disposed of within 90 days (%).	-	-	96%	90%
Cases reaching deposition (#).	-	-	6,526	6,500

Ensure Proactive Leadership

Encourage membership & leadership in professional organizations.

Department Objective: Encourage ongoing training among justice court staff.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Clerk Training Hours	-	-	10	10
Judge Training Hours	-	-	68.5	30

Finance

THE FINANCE DEPARTMENT AIMS TO EFFECTIVELY MANAGE AND SAFEGUARD THE CITY'S FINANCIAL RESOURCES AND ASSETS BY PROVIDING ACCURATE AND TIMELY INFORMATION IN ACCORDANCE WITH GENERALLY ACCEPTED ACCOUNTING PRINCIPLES (GAAP) AND GOVERNMENTAL ACCOUNTING STANDARDS BOARD (GASB).

Performance Measures

Maintain a Sustainable Budget

Ensure the responsible use of resources.

Department Objective: Properly monitor and report City finances.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Accounting				
Recurring 1099 Errors	-	-	0	0
Monthly financial reports completed by the 20th business day after the end of each month (%).	1	1	100%	100%
Treasury & Utility Billing				
Active Utility Accounts (#)	-	14,917	17,556	18,000
Utility billing accounts over 60 days (%)	8%	6%	6%	6%
Residents paying utilities online (%).	-	-	67%	70%
Residents paying utilities by mail (%).	-	-	18%	15%
Residents paying utilities in person (%).	-	-	15%	15%

Maintain a Sustainable Budget

Encourage a highly motivated & well-trained workforce.

Department Objective: Limit the amount of payroll errors.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Accounting				
Average Payroll Error Rate (%)	-	-	1%	1%

Department Objective: Ensure that the information technology needs of City staff are efficiently and effectively resolved.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Information Technology				
Average Initial Contact Response (min.)	-	-	51	60
Properly-resolved I.T. Problems (%)	-	-	96%	100%
Average timeliness for help desk tickets (1-5 scale).	-	-	4.81	4.5
Average courtesy rating for I.T. technicians (1-5 scale).	-	-	4.86	4.5



Benchmark Data

Benchmark: Revenue and Expenditures

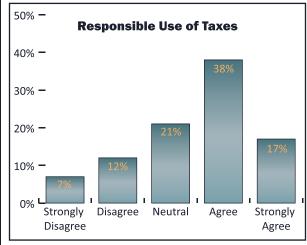
City	Property Tax Rate	Sales Tax Rate	GF Revenue per Capita	GF Expenditures per Capita	CIP Expense per Capita
Bountiful	0.001063	6.60%	\$303.52	\$354.88	\$96.27
Draper	0.001887	6.85%	\$616.34	\$541.64	\$233.06
Lehi	0.002432	6.75%	\$475.25	\$474.45	\$439.68
Murray	0.002216	6.85%	\$782.32	\$826.68	\$54.64
Orem	0.001871	6.85%	\$518.00	\$507.21	\$47.27
Sandy	0.001483	6.85%	\$560.63	\$477.23	\$232.23
South Jordan	0.002440	6.85%	\$602.00	\$476.17	\$61.41
Spanish Fork	0.002159	6.75%	\$360.51	\$444.52	\$452.09
West Jordan	0.002562	6.85%	\$469.39	\$385.21	\$72.95
Average	0.002013	6.80%	\$520.88	\$498.67	\$187.73

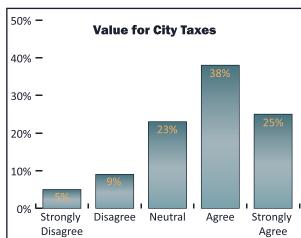


Citizen Satisfaction Survey

Residents rated their satisfaction level with the following Finance Department services:

	•	•		
Citizen Satisfaction Survey	FY2008	FY2010	FY2012	FY2014
Mean Score: 1=Very Dissatisfied; 5=Very Satisfied				
Satisfaction with Recycling Services	4.12	4.19	4.19	4.18
Satisfaction with Utility Billing	3.92	4.07	4.12	4.18





Question: "I feel tax dollars are being spent wisely."

According to the FY2014 Citizen Satisfaction Survey, approximately 55 percent of residents agree or strongly agree that tax dollars are being spent wisely. This was the first year this question was asked.

Question: "I receive good value for the City taxes I pay."

Approximately 63 percent of residents agree or strongly agree that they receive good value for the City taxes they pay. This was the first year this question was asked.

Fire Department

LEHI FIRE DEPARTMENT IS COMMITTED TO PROVIDING A WIDE RANGE OF SERVICES TO THE COMMUNITY DESIGNED TO PROTECT AND PRESERVE LIFE, PROPERTY, AND THE ENVIRONMENT THROUGH PLANNING, PREVENTION, EDUCATION, AND RESPONSE.

Performance Measures

Provide Quality City Services

Provide excellent public safety services.

Department Objective: Provide quality fire and EMS services through efficient response times, proactive preventative maintenance, and quality public education.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Total Calls	2,062	2,232	2,200	2,250
Average Fire/EMS Response Time (minutes)	-	1	8:06	8:00
Average "Out of Chute" Time (minutes)	-	-	1:49	1:45
Total Fire Inspections	618	570	732	700
ISO Rating (updated annually)	5	5	5	5
Total class hours of public education (scouts, school, etc)	-	-	247	250

Promote Community Involvement

Provide meaningful service opportunities.

Department Objective: Train and utilize CERT volunteers to properly assist with City functions.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Total CERT Volunteer Hours	-	-	3,517	3,750

Maintain a Sustainable Budget

Encourage a highly motivated and well-trained municipal workforce.

Department Objective: Encourage firefighters to maintain and progress in their knowledge and training.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Firefighter Training Hours	1,076	1,093	5,460	5,500

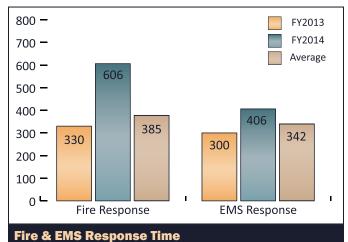
Benchmark Data

Benchmark: Number of Calls and Response Time

City	Fire Calls	EMS Calls	Fire Response Time (seconds)	EMS Response Time (seconds)
Bountiful	786	2,924	316	330
Draper	646	1,297	470	426
Lehi	756	1,476	606	406
Murray	1,150	3,636	267	241
Orem	1,120	3,779	364	352
Sandy	1,556	5,077	344	273
South Jordan	1,001	2,501	438	430
Spanish Fork	370	1,579	278	278
West Jordan	1,391	3,897	385	339
Average	975	2,900	385	342







A comparison of Fire and EMS response times. Lehi Fire response times have increased since FY2013 and are above the Comparable City average.

Citizen Satisfaction Survey

Residents rated their satisfaction level with the following Fire Department services:

Citizen Satisfaction Survey	FY2008	FY2010	FY2012	FY2014
Mean Score: 1=Very Dissatisfied; 5=Very Satisfied				
Satisfaction with Fire Services	4.23	4.36	4.51	4.52
Satisfaction with EMS	4.16	4.30	4.47	4.47

Legal Services

LEGAL SERVICES AIMS TO SERVE THE CITY THROUGH THE PRACTICE OF LAW ACCORDING TO THE HIGHEST PROFESSIONAL STANDARDS. THE LEGAL SERVICES DEPARTMENT ENSURES THE PROPER EXECUTION OF ALL LEGAL AFFAIRS OF THE CITY, INCLUDING CIVIL MATTERS, PROSECUTION, AND RISK MANAGEMENT.

Performance Measures

Provide Quality City Services

Provide excellent public safety services.

Department Objective: Effectively and efficiently prosecute those charged with crimes in Lehi City.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Prosecution Division				
Case resolution time (in days).	-	-	21.8	<90
Percent of criminal cases declined.	-	-	.80%	<3%
Percent of declined cases of which the Police Dept. is notified.	-	1	100%	>90%
Percent of recommended bail schedule fine amount.	-	•	86%	>85%
Enhance-ability preservation.	-	-	100%	>90%
Percent of officers satisfied with:				
The quality of the Prosecution Division.	-	•	92%	>90%
How the Prosecution Division handles cases.	-	-	91%	>90%
How the Prosecution Division responds to Police Dept. needs.	-	1	87%	>90%
Percent of officers confident in the Prosecution Divisions ability to represent the Police Department.	-	-	90%	>90%

Maintain a Sustainable Budget

Ensure the responsible use of resources.

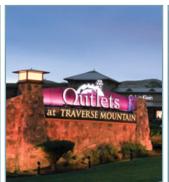
Department Objective: Reduce, as much as possible, risk to City personnel, equipment, buildings, and other assets.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Risk Management				
Risk Management Training (#)	-	-	25	20
Days missed due to accident/injury.	-	-	20	<10
Days reassigned to light duty work due to accident/injury.	-	-	32	<30

Department Objective: Provide quality services to clients while maintaining a balance between the use of internal and external resources.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Civil Division				
Resolutions (#)	-	-	3	5
Ordinances (#)	-	-	5	5
Agreements Reviewed (#)	-	-	25	30
Agreements Drafted (#)	-	-	40	30
Client requests that require research (#).	-	-	25	30
Average days to complete a client request.	-	-	4.7	4
Client receives advice/document within mutually accepted time frame (%).	-	-	100%	100%
Liability Claims Filed	-	-	2	0
Active Claims	-	-	4	0
Claims Resolved	-	-	0	4
Percent of claims handled internally.	-	-	100%	90%
Percent of claims resolved without litigation.	-	-	100%	100%
Lawsuits Filed	-	-	3	1
Active Lawsuits	-	-	5	2
Lawsuits Resolved	-	-	1	3
Percent of lawsuits handled internally.	-	-	100%	90%









Leisure Services

THE MISSION OF THE LEISURE SERVICES DEPARTMENT IS TO ENRICH THE LIVES OF LEHI RESIDENTS BY PROVIDING HIGH-QUALITY RECREATIONAL AND EDUCATIONAL OPPORTUNITIES AT A MINIMUM COST. LEISURE SERVICES INCLUDES: RECREATION, LIBRARY, LITERACY CENTER, SENIOR SERVICES, AND THE MUSEUM.

Performance Measures

Provide Quality City Services

Provide quality leisure services.

Department Objective: Ensure that residents and non-residents are taking advantage of Lehi City recreation programs.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Recreation Division				
Total Legacy Center Admittance	412,072	424,888	401,590	410,000
Total Pass Holders	-	-	15,115	15,200
Total Memberships	-	-	4,300	4,500
Percent of population who visited the Legacy Center	-	-	90.2%	>90%
Outdoor Pool Season Passes	-	-	297	325
Outdoor Pool Admittance	-	-	11,129	12,000
Outdoor Pool Rentals	-	-	12	15
Recreation Expenditures per Capita	-	-	\$78.56	\$78.00
Revenue from Outdoor Pool Concessions	-	-	\$11,338.41	\$12,500.00

Department Objective: Ensure that library patrons have access to the highest quantity and quality of materials as reasonably possible.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Library Division				
Total Holdings per Capita	2.10	2.27	2.33	2.40
Number of E-holdings	-	-	2,389	3,000
Number of E-checkouts	-	-	32,213	35,000
Circulation Rate per Patron	-	-	14	15
Patrons Using E-Materials	-	-	8,292	8,500
Percent of Patrons Using a Library Card	-	-	15.7%	18
Number of Programs	-	-	164	180
Number of Program Participants	-	-	10,229	11,000

Department Objective: Increase the overall education of Lehi children by focusing on increased attendance at Literacy Center programs.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Literacy Center Division				
Total Literacy Center Participants	-	-	4,017	4,000
Total Math Lab Participants	-	-	1,456	1,400

Department Objective: Provide excellent senior services to Lehi City residents.

Performance Measure	FY2012	FY2013	FY2013 FY2014	
Senior Services Division				
Average Daily Attendance	36	32	30	35
Lunches Served per FTE	3,996	5,187	3,731	4,000
Number of Center Rentals	-	-	28	35

Department Objective: Provide residents and surrounding communities with entertaining, educational experiences focused on natural and state history.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Museum Division				
Total School Tours	-	-	153	175
Total Small Events/Workshops	-	-	22	25

Promote Community Involvement

Provide meaningful service opportunities and celebrate volunteer efforts.

Department Objective: Focus on providing and recognizing volunteer efforts at the Literacy Center.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Literacy Center Division				
Total Literacy Center Volunteer Hours	-	-	4,944	5,000
Total Math Lab Volunteer Hours	-	-	522	550
Total Presidential Award for Volunteerism Awards	-	-	96	100

Promote Community Involvement

Hold diverse public events.

Department Objective: Provide entertaining special events.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Museum Division				
Total Public Events (#)	-	-	26	25
"Pirate Night at the Museum" Attendance	-	-	260	300
"Night at the Museum" Attendance	-	-	512	550

Maintain a Sustainable Budget

Encourage a highly motivated and well-trained workforce.

Department Objective: Retain part-time staff through providing quality employment opportunities.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Recreation Division				
Part-Time Staff Turnover Rate	-	-	17%	<20%

Citizen Satisfaction Survey

Residents rated their satisfaction level with the following Leisure Services:

Citizen Satisfaction Survey	FY2008	FY2010	FY2012	FY2014
Mean Score: 1=Very Dissatisfied; 5=Very Satisfied				
Senior Citizen Programs	4.16	4.03	4.13	4.16
Legacy Center	4.13	4.18	4.26	4.27
Youth Recreation Programs	3.87	3.90	4.12	4.06
Adult Recreation Programs	3.66	3.76	3.89	3.89
Lehi Library	3.89	4.05	4.12	4.14
Literacy Center	4.27	4.37	4.41	4.46



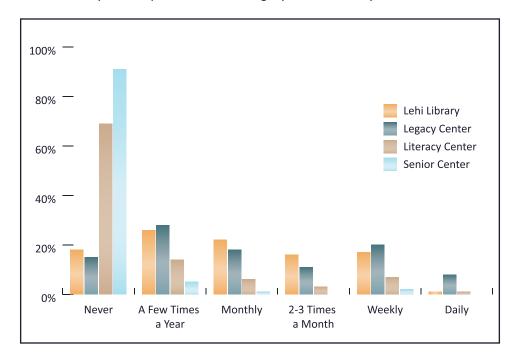






Question: "How frequently have you used the following services in the last 12 months?"

The majority of respondents do not use the Literacy Center or the Senior Center. Both of these services target a specific demographic; therefore, the average respondent would likely not need these services. On average, respondents use the Library and Legacy Center monthly, while 17 percent use the Library and 20 percent use the Legacy Center weekly.



Planning

THE PLANNING DEPARTMENT PROMOTES THE PUBLIC HEALTH, SAFETY, AND GENERAL WELFARE OF LEHI RESIDENTS BY GUIDING AND DIRECTING THE DEVELOPMENT OF LAND TO ACHIEVE A BALANCE BETWEEN THE DESIRES OF THE INDIVIDUAL PROPERTY OWNER, THE INTERESTS OF LEHI RESIDENTS, AND THE NEEDS OF THE COMMUNITY.

Performance Measures

Promote and Support Economic Development

Strategically plan for growth.

Department Objective: Efficiently and effectively serve the development needs of the City.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Planning Commission & City Council reports prepared per FTE	52.5	59.0	55.2	65
Total single family lots recorder per FTE	-	-	56.7	50
Total multi-family residential units approved per FTE	-	-	39.0	35
Non-residential building space developed (sq. ft)	-	-	1,190,763	1,200,000
Number of inbound calls to receptionist	-	-	-	-
Number of outbound calls to receptionist	-	-	-	-
Percent of developers/customers rating service as good or excellent	-	-		-

Department Objective: Implement the City's development plans.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Downtown revitalization plan implemented (%)	40%	75%	85%	90%
Land use element of the General Plan implemented (%)	-	-	20%	25%

Maintain a Sustainable Budget

Encourage a highly motivated and well-trained municipal workforce.

Department Objective: Encourage ongoing training among planning staff.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Training hours per FTE.	15	20	25.7	20

Benchmark Data

Benchmark: Percent of City Built Out (percent of estimated population at build out) and Total Land Area (sq. miles)

City	Population	Land Area (Square Miles)	Density per Square Mile	Built Out (%)
Bountiful	42,552	14.00	3,064.14	90%
Draper	44,103	30.10	1,465.22	68%
Lehi	51,173	52.00	1,860.84	34%
Murray	48,263	12.30	3,923.82	96%
Orem	90,749	18.24	4,975.00	90%
Sandy	89,344	23.16	3,857.69	95%
South Jordan	55,934	22.26	2,512.76	70%
Spanish Fork	36,277	15.57	2,329.93	92%
West Jordan	108,383	32.00	3,386.97	1%
Average	62,975	24.40	3,041.82	71%



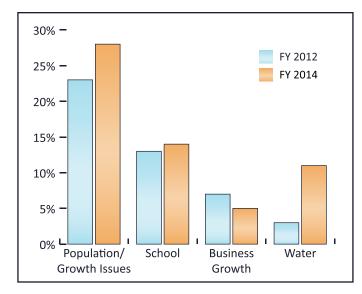
Citizen Satisfaction Survey

Question: "Aside from roads, what would you consider to be the most important issue facing Lehi

City today?"

This question was open-ended and solicited a wide range of responses. The top responses are closely related to the Planning Department and are summarized in the chart to the right.

For the two most recent surveys, residents have indicated that population and growth related issues are the most important issues facing Lehi today.





Police Department

THE POLICE DEPARTMENT COORDINATES THE EFFORTS OF PATROL, INVESTIGATIONS, CODE ENFORCEMENT, AND ANIMAL CONTROL TO SERVE AND PROTECT ALL PEOPLE AND PROPERTY WITHIN LEHI CITY. THE POLICE DEPARTMENT MAINTAINS A SAFE A SECURE COMMUNITY THROUGH FOSTERING PUBLIC TRUST AND PROACTIVELY ENFORCING THE LAW.

Performance Measures

Provide Quality City Services

Provide excellent public safety services.

Department Objective: Ensure community safety through proactive crime prevention and law enforcement.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Investigations				
Internet Stings (#)	-	-	0	2
Hotel Stings (#)	-	-	0	2
Detective-initiated Cases (%)	-	-	35%	35%
Patrol				
Proactive Community Policing Hours	-	-	132	150
Sobriety Check Points	-	-	2	2
Alcohol compliance checks resulting in citations.(%)	-	-	4.2%	5%
Community Relations Activities	-	-	22	25
Crime Prevention Presentations	-	-	84	85

Department Objective: Deliver professional and thorough enforcement of the law.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Arrest Warrants Cleared	-	-	68	70
Search Warrants Cleared	-	-	54	60
Investigations				
Percent of total assigned cases that are investigated.	-	-	83%	90%
Cases not investigated due to lack of resources.	-	-	17%	10%
Average number of case supplements per case.	-	-	2.11	3
Assigned cases resolved. (%)	-	-	35.31%	40%
Patrol				
Vehicle Pursuits	-	-	3	2
Officer injuries or assault per 1,000 calls.	-	-	0.22	0.20
Arrests involving the use of force. (%)	-	-	0%	0%
Officer hours worked on Inter-agency Task Force.	-	-	759	750





Department Objective: Provide quality support for resident complaints and victims of crime.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Citizen Complaints Sustained	-	-	14	10
Stolen property that has been recovered. (%)	-	-	8.59%	10%
Victim Advocate Group				
Victims served by the Victim Assistance Program.	-	-	347	350
Follow-up on victim call within 7 days. (%)	-	-	100%	100%

Department Objective: Enforce animal control regulations to ensure safety of animals and residents.

Department objective. Emolec diminal control regulations to ensure surety or diminals and residents.					
Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)	
Animal Control Section					
Animal Licenses Issued	-	-	306	300	
Total Animal Control Cases	-	-	1,760	1,500	
Cases resulting in a citation. (%)	-	-	5%	10%	

Promote Community Involvement

Inspire pride and ownership in neighborhoods, businesses, and gathering places.

Department Objective: Enforce the housing code and ensure safety and livability standards are met.

Performance Measure	FY2012	FY2013	FY2014	
Code Enforcement Section				
Housing Units Proactively Inspected	-	-	166	175
Code compliance cases resolved. (%)	-	-	91%	95%
Multiple housing complaint cases resolved. (%)	-	-	82%	90%
Rate of voluntary compliance to the code.	-	-	95%	95%

Maintain a Sustainable Budget

Ensure the responsible Use of resources.

Department Objective: Efficiently respond to and investigate calls and cases.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Investigations				
Time on a call out/crime scene. (Avg)	-	-	-	
Case evidence audited per year.	-	-	100%	100%
Patrol				
Shifts per month covered by reserve officers. (Avg)	-	-	7.58	8
Time from officer notified to on scene. (Avg)	-	-	11:40	10:00
Arrests attributed to K-9 dogs.	-	-	52	60
Code Enforcement				
Days from inspection to compliance/closure. (Avg)	-	-	30	30

Benchmark Data

Benchmark: Officers and Department Expenditures

City	# of Officers	# of Officers per 1,000 Pop.	Police Case Reports/Officer	Expense per Capita
Bountiful	36	0.84	758	\$143
Draper	40	0.91	251	\$98
Lehi	43	0.82	359	\$101
Murray	74	1.53	329	\$213
Orem	74	0.82	707	\$122*
Sandy	111	1.24	106	\$128
South Jordan	50	0.89	289	\$97
Spanish Fork	28	0.77	551	\$103
West Jordan	104	0.96	174	\$150
Average	62	1.00	392	\$128

^{*}Orem City's FY2013 budget had a combined Public Safety expense report. Expense per capita estimated for comparison purposes.

Benchmark: Crime Rate Comparison

City	Total (est.) Crime Index	Crimes per 1,000 Pop.	Priority 1 Response (in Seconds)	All Other Response (in Seconds)
Bountiful	976	23	248	-
Draper	903	20	302	405
Lehi	756	17	655	869
Murray	2,519	52	390	603
Orem	2,224	25	228	268
Sandy	3,069	34	138	314
South Jordan	1,266	21	65	657
Spanish Fork	503	14	313	423
West Jordan	3,170	29	290	815
Average	1,710	28	292	544







Citizen Satisfaction Survey

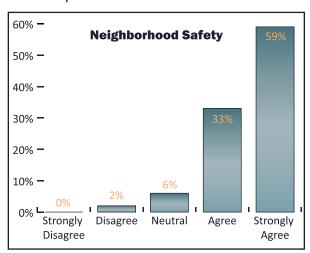
Respondents rated their satisfaction level with the following Police Department services:

Citizen Satisfaction Survey	FY2008	FY2010	FY2012	FY2014
Mean Score: 1=Very Dissatisfied; 5=Very Satisfied				
Police Crime Prevention	4.12	4.17	4.14	4.16
Police Traffic Enforcement	3.89	3.93	3.99	4.06

In addition, participants were asked questions regarding their overall feeling of safety in Lehi and in their neighborhoods. The charts below summarize their responses.

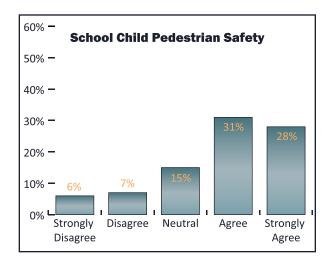
Question: "Indicate whether you agree or disagree with the following statement - I feel safe living in Lehi and my neighborhood."

The majority of residents strongly agree that Lehi and their neighborhoods are safe, with a mean score of 4.50. There is no statistically significant change from respondents in FY 2012.



Question: "Indicate whether you agree or disagree with the following statement - I feel safe having my children walk to school."

The majority of residents agree that their children are safe when they walk to school, with a mean score of 3.79. Approximately 13 percent of respondents do not feel safe having their children walk to school. There is no statistically significant change from respondents in FY 2012.



Power

THE LEHI POWER DEPARTMENT AIMS TO PROVIDE RELIABLE ELECTRICAL SERVICE TO CUSTOMERS AT COMPETITIVE RATES. OPERATIONS INCLUDE PLANNING AND ENGINEERING, CONSTRUCTION AND MAINTENANCE OF OVERHEAD AND UNDERGROUND LINES, METERING, AND CONSTRUCTION AND MAINTENANCE OF POWER SUBSTATIONS.

Performance Measures

Provide Quality City Services

Build a well-planned and reliable infrastructure.

Department Objective: Maintain a functional and reliable power infrastructure.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Power Line per FTE (in miles)	12.3	12.6	13.0	13.0
Street Lights Audited per Year (%)	-	-	10%	10%
Street lights found non-operational per audit (%).	-	1	15.0%	10%
SAIFI* (Average number of interruptions per customer)	0.496	0.312	0.039	0.050
SAIDI* (Average outage duration per customer, in minutes)	36.19	20.98	6.56	7.00
CAIDI* (Average restoration time, in minutes)	72.94	67.14	167.738	120.00

st SAIFI, SAIDI, and CAIDI are reliability index scores.

Maintain a Sustainable Budget

Ensure the responsible use of resources.

Department Objective: Accurately account for inventory and work procedures.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Inventory Internal Audits	-	ı	1	4
Inventory Correctly Recorded in Warehouse Software (%)	-	-	34%	75%
Number of days to complete a street light work order (Avg).	-	1	11.75	7

Department Objective: Improve energy efficiency.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Megawatt Hours billed to used (%)	97.0%	95.5%	95.8%	97.0%
Megawatt Hours Used per Household	-	-	10,173.82	-
Energy Savings from Home Energy Savings Program			173.53 mwh	200 mwh

Citizen Satisfaction Survey

Respondents were asked to indicate their level of satisfaction with the following Power Department services:

Citizen Satisfaction Survey	FY2008	FY2010	FY2012	FY2014
Mean Score: 1=Very Dissatisfied; 5=Very Satisfied				
Lehi City Power	4.01	-	4.13	4.25
Street Lighting	3.24	3.41	3.53	3.42







Public Works

THE PUBLIC WORKS DEPARTMENTS STRIVES TO SUPPORT A HIGH QUALITY OF LIFE FOR LEHI RESIDENTS BY PROVIDING QUALITY PUBLIC SERVICES, INCLUDING WATER, PARKS, STREETS, AND FLEET. THE DEPARTMENT MAINTAINS FACILITIES, PROPERTY, AND EQUIPMENT WHILE PROVIDING AN AESTHETICALLY PLEASING AND SAFE COMMUNITY.

Performance Measures

Provide Quality City Services

Build a well-planned and reliable infrastructure.

Department Objective: Provide excellent maintenance of the City's water system.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Water Division-Culinary Water Section				
Service Connections per FTE	1,446	1,520	3,605	3,750
Total Residential Culinary Connections	-	-	11,419	12,500
Water Division-Pressurized Irrigation Section				
Gallons Used per 1,000 Capita (in millions)	-	-	2,885.49	-
Service Connections per FTE	-	-	4,806	5,000
Water Division-Storm Drain Section				
Storm Drains Cleaned (%)	10%	75%	17%	20%
SWPP Permits Issued	-	-	44	44
Active SWPP Permits	-	-	85	90
Water Division-Waste Water Section				
Sewer Mains Cleaned (%)	70%	67%	74%	75%
Sewer Backups/Year	0	0	0	0
Service Connections per FTE	-	-	4,812	5,000

Provide Quality City Services

Maintain our valuable facilities.

Department Objective: Ensure that City parks, open space, buildings, and roads are maintained at the highest levels of quality and efficiency.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Parks Division				
Building Grounds Hours/Week	-	-	1.03	1.50
Large Open Space Hours/Week	-	-	29.5	30.0
Sports Fields Hours/Week	-	-	27	30
Building Square Footage per FTE	-	-	32,500	32,500
Cemetery Acres Maintained per FTE	16.22	16.22	17.00	17.00
Grave Cites Maintained per FTE	-	9,592	9,678	9,700
Streets Division				
Lane Miles Maintained per FTE	32.6	32.9	28.14	30
Streets Swept per Year (# of times)	-	-	8	8
Road Maintenance Completed In-House (%)	-	-	70%	70%

Maintain a Sustainable Budget

Ensure the responsible use of resources.

Department Objective: Maintain the City's streets at the lowest cost to taxpayers as is reasonable.

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Streets Division				
Actual FY Expenditures on Crack Seals	-	-	\$75,000	\$75,000
Actual FY Expenditures on Slurry Seals	-	-	\$102,000	\$100,000
Actual FY Expenditures on Reconstruction	-	-	\$120,000	\$120,000

Department Objective: Focus on preventative maintenance (PM) over corrective maintenance (CM).

Performance Measure	FY2012	FY2013	FY2014	FY2015 (Planned)
Fleet Division				
PM:CM Ratio of Work Orders	1.3:1	1.5:1	1.5:1	1.5:1



Benchmark Data

Benchmark: Parks Acreage

City	Developed Acres	Undeveloped Acres	Total Acres	Developed Acres per 1,000 Residents
Bountiful	131	7	138	3
Draper	170	34	204	4
Lehi	268	14	282	5
Murray	328	39	277	5
Orem	350	223	573	4
Sandy	314	930	1,244	4
South Jordan	420	250	670	8
Spanish Fork	205	295	500	6
West Jordan	383	477	860	4
Average	285	252	528	4.8

Benchmark: Water Division Usage

City	Total Culinary Connections	Culinary Gallons Used per Connection	Total PI Connections	PI Gallons Used per Connection	Cost per Capita
Bountiful	10,849	142,988	-	-	\$78.05
Draper	3,778	298	-	-	\$94.91
Lehi	14,419	80,881	14,419	284,381	94.34
Murray	9,997	278,546	-	-	\$66.10
Orem	22,160	324,501	-	-	\$106.87
Sandy	25,123	297,641	-	-	\$255.26
South Jordan	18,727	206,400	3,485	501,796	\$298.32
Spanish Fork	9,773	93,265	8,363	206,149	\$201.29
West Jordan	22,307	312,385	350	428,571	\$131.43
Average	15,237	192,989	6,654	355,224	\$147.40

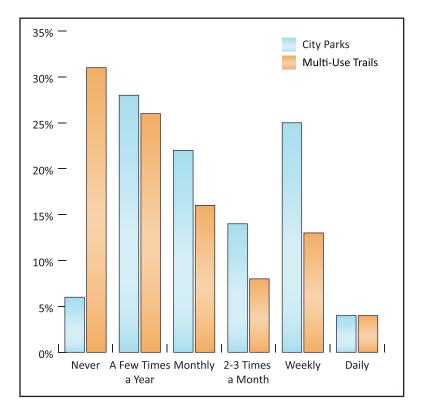
Citizen Satisfaction Survey

Respondents were asked to indicate their level of satisfaction with the following Public Works Department services:

Citizen Satisfaction Survey	FY2008	FY2010	FY2012	FY2014
Mean Score: 1=Very Dissatisfied; 5=Very Satisfied				
Snow Removal	3.21	3.21	3.57	3.38
Secondary Water	4.28	4.38	4.27	4.00
Beautification/Landscaping on Roadways	2.75	2.90	3.53	3.82
Surface Maintenance on City Streets	2.75	2.90	3.32	3.63
Lehi City Cemetery	4.18	4.26	4.28	4.41
Parks Maintenance	3.75	3.93	-	4.13

Question: "How frequently have you used the following services (city parks and multi-use trails) in the last 12 months."

The chart below shows the frequency of use for city parks and multi-use trails. About 65 percent of residents use city parks at least once a month, with 4 percent using city parks daily. About 41 percent of residents use multi-use trails at least once a month, with 4 percent using them daily.



Question: "Would you like to see Lehi's parks upgraded with new or additional playground equipment, new or remodeled pavilions and/or other park improvements?"

In both FY 2012 and FY 2014, 64 percent of residents indicated that they would like to see park upgrades.

Question: "Would you support a tax increase of \$2/month to pay for park improvements?"

Only residents who said they would like to see park upgrades were asked about a tax increase. Of those who said yes to upgrades, 75 percent (or 52 percent of all residents surveyed) said they would support a tax increase. That is a 9 percent increase from FY 2012.

