

FY 2024-25 Biennial Budget Performance Measures

City Manager's Office

Performance Objective	FY 24-25 Target	FY24 Actual	FY25 Actual
Percent of Council's priority work plan commitments completed on time	80%	60%	78%
Achieve a positive percentage increase in community satisfaction survey*	5%	N/A	N/A
Overall city employee engagement increase*	5%	N/A	N/A
Number of trees planted**	600	992	N/A

*Surveys were not conducted during this two-year performance period.

**Performance metric met in year one.

Legislative

Performance Objective	FY 24-25 Target	FY24 Actual	FY25 Actual
Percent of time Council meeting minutes are docketed for City Council approval within three weeks of the meeting date	85%	100%	100%
Percent of time docket information is uploaded on Wednesday the week prior to the Monday Council meeting	100%	N/A	N/A
Percent of time updates to status changes to boards and commissions are made and posted within 48 hours of notification	100%	100%	83%
Number of City Council and Policy Committee meetings attended by City Attorney	40	40	40

Finance

Performance Objective	FY 24-25 Target	FY24 Actual	FY25 Actual
Achieve a minimum of 1.5% market yield rate of return	1.5%	5.16%	5.86%
Meet statutory state submission deadline with no audit findings	Achieve	Partially Achieved	Achieved
Percent of business licenses issued within 14 days	98%	98%	98%

Human Resources

Performance Objective	FY 24-25 Target	FY24 Actual	FY25 Actual
Perform a comprehensive classification study of over 125 classifications by FY 24-25	100%	80%	100%
Decrease vacancy rate	>11%	17%	0%
Percent of employee participation in annual engagement survey	85%	43%	60%
Percent of vacant positions to budgeted positions (i.e. vacancy rate)	N/A	N/A	N/A
Percent of employee participation in annual engagement survey by FY 24-25	85%	43%	60%

Information Technology

Performance Objective	FY 24-25 Target	FY24 Actual	FY25 Actual
Overall customer satisfaction with service requests and incident response	95%	94%	99%
Percentage of software application systems supported Citywide	90%	75%	75%

Library

Performance Objective	FY 24-25 Target	FY24 Actual	FY25 Actual
Increase library card holders from 29% to 31% of San Leandro's population	31%	30.9%	34.8%
Increase Library Visits to 244,000 by end of FY2024 and 263,520 by end of FY2025	263,520	290,014	324,720
Increase total circulation of physical and electronic items by 10% annually	460,226 / 10%	433,779 / 14%	486,089 / 12.1%
Increase attendance to program ratio by 5% annually	58.45% / 5%	62.5% / 14.2%	49.8% / - 12.7%

Recreation and Parks

Performance Objective	FY 24-25 Target	FY24 Actual	FY25 Actual
Increase the number of recreation program registrations from 14,000 to 16,800 by FY 24-25	16,800	8,360	11,076
Increase number of facility rental hours from 38,000 to 41,800 by FY 24-25	41,800	20,568	20,985
Increase number of programs offered from 1,500 to 2,000 by FY 24-25	2,000	1,026	1,413

Human Services

Performance Objective	FY 24-25 Target	FY24 Actual	FY25 Actual
Support the operations of cooling/warming centers	25 per night	38 guests per night	18 guests per night
Provide emergency services to assist at risk/homeless	95 annually	454 individuals	669 individuals
Provide mobile outreach and case management for individuals at risk	30 per week	347 individuals	265 individuals

Public Works

Performance Objective	FY 24-25 Target	FY24 Actual	FY25 Actual
Respond to 80% of Reported Graffiti Incidents within five (5) business days	80%	87%	99%
Respond to 75% of Reported Illegal Dumping Incidents within seven (7) calendar days	75%	99%	96%
Inspect/clean all storm inlets annually	80%	100%	100%
Inspect 311 sidewalk repairs	90%	89%	100%
Review Encroachment permits and respond to 70% request	70%	94%	95.4%
Review and comment on 80% of Grading, Building, and Planning permit applications within 4 weeks of each submittal	80%	93.1%	95.3%

Community Development

Performance Objective	FY 24-25 Target	FY24 Actual	FY25 Actual
Community Preservation cases closed without issuance of citations	75%	92%	90%
Complete Building Division Plan Checks within ten (10) days	75%	72%	77%
Process planning applications within three or fewer cycles	80%	92%	88%

Police

Performance Objective	FY 24-25 Target	FY 24 Actual	FY25 Actual
Decrease PD Sworn Vacancies	18	21 positions filled	21 positions filled
Reduce Property Crime Cases by 5%	4185	4502	N/A
Implement Cordico Shield Law by 1/01/2024	Achieve	Achieve	N/A

Fire

Performance Objective	FY 24-25 Target	FY24 Actual	FY25 Actual
Fire Code Administration will meet the requested time frame for completed plan checks	1,000	679	642
Provide Community Emergency Response Team (CERT) training four times per year	4	3	2
Provide Personal Emergency Preparedness (PEP) training four times per year	4	4	4
Emergency responses (first-due unit) will be under five (5:00) minutes 90% of the time	90%	92%	92%