



Financial & Operational Trends – November, 2018

Net gain in construction value from Building Permit Reports:

| | Current year: | One year ago: | Two years ago: |
|----------------------|----------------|----------------|----------------|
| April 1 - October 31 | \$12.8 million | \$15.7 million | \$13.8 million |

Fire & Rescue Call Data:

| Month | October, 2018 | 2017 | 2016 | 2015 |
|---|------------------------------|--------------------|----------------------|-------------------------|
| Total number of emergencies | 415 | 504 | 349 | 362 |
| Percent fire calls | 25% | 51 | 26% | 32% |
| Percent calls downtown area* | 68% | 66 | 69% | 65% |
| Busiest time period by hour | 11AM, 12PM, 5PM | 10AM | 11 PM , 11 AM , 6 PM | 11AM & noon |
| Percent of all calls 11pm to 7am | 18% | 26 | 23% | 18% |
| Number of critical care patients | 29 | 32 | 12 | 15 |
| Number multiple/back-to-back | 171 | 271 | 169 | 153 |
| Percent of multiple calls EMS | 76% | 48 | 67% | 67% |
| % of emergency responses within 6 min. response time (year-to-date) | 78% | 82 | 86% | 84% |
| Dates w/more than 20 incidents | 10/6, 10/10, 10/13, 10/27 | Oct. 30 - 70 calls | Oct. 17 - 18 calls | October 9 - 20 calls |
| # of times working 3 or more calls | 17 | 57 | 12 | 21 |
| Total calls year to date | 4,246 | 4159 | 3866 | 3603 |

*Downtown area covers N.Main St. to Elm St.; Union to Mechanic, and to the By-Pass

Public Assistance Data:

| City Relief | | | | |
|------------------------------|----------|----------|----------|----------|
| Fiscal Year | 2019 | 2018 | 2017 | 2016 |
| Jul | \$6,068 | \$6,454 | \$5,590 | \$4,316 |
| Aug | \$5,603 | \$6,700 | \$5,057 | \$6,760 |
| Sept | \$5,008 | \$1,624 | \$2,310 | \$4,765 |
| Oct | \$8,406 | \$3,664 | \$3,250 | \$4,385 |
| Nov | | \$7,816 | \$3,250 | \$5,273 |
| Dec | | \$6,516 | \$4,606 | \$6,425 |
| Jan | | \$6,050 | \$4,239 | \$6,191 |
| Feb | | \$5,063 | \$2,693 | \$4,188 |
| Mar | | \$5,232 | \$3,184 | \$5,162 |
| Apr | | \$8,395 | \$3,487 | \$3,196 |
| May | | \$6,262 | \$4,351 | \$4,970 |
| Jun | | \$2,793 | \$4,485 | \$4,183 |
| Gross Relief | \$25,085 | \$66,569 | \$46,502 | \$59,814 |
| Reimbursements/Liens/refunds | \$153 | \$ 691 | \$ 5,206 | \$5,015 |
| 01-477-499-0000 | | | | |
| Net Cost of Welfare | \$24,932 | \$65,878 | \$41,296 | \$54,799 |

Laconia Police Department – Monthly Activity Highlights:

| ACTIVITY | (October) THIS MONTH | CORRESPONDING MONTH LAST YEAR | TOTAL THIS YEAR TO DATE | TOTAL LAST YEAR TO DATE | % +/- |
|---------------------------------|-------------------------|----------------------------------|----------------------------|----------------------------|--------|
| Calls for service | 1,481 | 1,784 | 18,104 | 19,563 | -7.46 |
| Criminal offenses investigated | 304 | 294 | 3,370 | 3,045 | 10.67 |
| Criminal off. cleared by arrest | 171 | 315 | 2,092 | 2,012 | 3.98 |
| Total # of physical arrests | 110 | 120 | 1,256 | 1,181 | 6.35 |
| M/V – Stops | 197 | 285 | 3,724 | 4,673 | -20.31 |
| M/V – Summonses | 18 | 28 | 335 | 345 | -2.90 |
| M/V – Written warnings | 177 | 250 | 3,347 | 4,175 | -19.83 |
| Accidents – Fatal | 0 | 0 | 2 | 3 | -33.33 |
| Accidents – Total | 42 | 45 | 512 | 541 | -5.36 |
| Accidents w/injury | 7 | 5 | 139 | 112 | 24.11 |
| Parking tags issued | 2 | 6 | 1,958 | 996 | 96.59 |
| DWI | 1 | 4 | 46 | 49 | -6.12 |
| Intoxication | 17 | 22 | 332 | 299 | 11.04 |

| TYPE OF INCIDENT | # OF CALLS |
|--------------------------------|------------|
| October, 2018: | |
| Domestic disturbance | 41 |
| All other disturbances | 126 |
| Suicidal subjects | 7 |
| Attempted suicide | 0 |
| Suicide | 0 |
| Violation of restraining order | 13 |
| Barricaded subject | 0 |

| | # OF VOLUNTEER HOURS |
|------------------------------|-------------------------|
| Volunteer Hours (LPD) | 8 |
| Volunteer Hours (VSU) | 19.75 |
| Victims Served | 9 |

Property Tax Collection:

| | July Warrant Amt. | Dec. Warrant Amt. | Collected thru | | Percentage Collected |
|------|-------------------|-------------------|-----------------|------------|----------------------|
| 2012 | \$18,830,369 | \$19,687,790 | \$18,243,739.39 | 10/31/2012 | 96.88% |
| 2013 | \$19,134,704 | \$20,235,081 | \$18,630,492.83 | 10/31/2013 | 97.36% |
| 2014 | \$19,558,097 | \$20,640,342 | \$18,943,211.15 | 10/31/2014 | 96.86% |
| 2015 | \$20,036,102 | \$21,298,380 | \$19,363,528.52 | 10/31/2015 | 96.64% |
| 2016 | \$20,785,170 | \$21,260,229 | \$20,304,863.50 | 10/31/2016 | 97.69% |
| 2017 | \$21,075,701 | \$21,895,151 | \$20,697,988.94 | 10/31/2017 | 98.21% |
| 2018 | \$21,442,154 | | \$21,471,454.76 | 10/31/2018 | 100.14% |

Motor Vehicle Registration:

| Report as of Date: FISCAL YEAR | Through 10/31/18 BUDGET | Year to date Revenue | Municipal Transportation Revenue | Total Motor Vehicle Revenue | % of Budget |
|-----------------------------------|----------------------------|-------------------------|-------------------------------------|--------------------------------|-------------|
| 2014 | \$2,050,000.00 | \$714,532.00 | | \$714,532.00 | 35% |
| 2015 | \$2,175,000.00 | \$792,995.00 | | \$792,995.00 | 36% |
| 2016 | \$2,325,000.00 | \$812,199.00 | | \$812,199.00 | 35% |
| 2017 | \$2,500,000.00 | \$808,121.00 | | \$808,121.00 | 32% |
| 2018 | \$2,674,000.00 | \$869,075.00 | \$30,945.00 | \$900,020.00 | 34% |
| 2019 | \$2,875,000.00 | \$942,570.00 | \$31,380.00 | \$973,950.00 | 34% |

OVERTIME BY DEPARTMENT

| | FY19 Budget | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | 2019 YTD TOTALS | 2018 YTD TOTALS | TOTAL 2018 EXP |
|-------------------------------|-------------------------|---------|--------|--------|----------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|-----------------|----------------|
| ASSESSING | | | | | | | | | | | | | | | | |
| 01-411-105-0000 | Overtime | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 30 |
| | TOTALS | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 30 |
| CITY CLERK | | | | | | | | | | | | | | | | |
| 01-415-105-0000 | Overtime | 250 | 56 | 107 | 247 | 14 | - | - | - | - | - | - | - | 424 | 87 | 1,307 |
| | TOTALS | 169.7% | 56 | 107 | 247 | 14 | - | - | - | - | - | - | - | 424 | 87 | 1,307 |
| CODE | | | | | | | | | | | | | | | | |
| 01-407-105-0000 | Overtime | - | - | 8 | 32 | 24 | - | - | - | - | - | - | - | 64 | 40 | 278 |
| | TOTALS | - | - | 8 | 32 | 24 | - | - | - | - | - | - | - | 64 | 40 | 278 |
| FINANCE | | | | | | | | | | | | | | | | |
| 01-403-105-0000 | Overtime | 500 | 25 | 8 | 8 | - | - | - | - | - | - | - | - | 41 | 6 | 461 |
| | TOTALS | 8.2% | 25 | 8 | 8 | - | - | - | - | - | - | - | - | 41 | 6 | 461 |
| WELFARE | | | | | | | | | | | | | | | | |
| 01-477-105-0000 | Overtime | - | - | 17 | 9 | 51 | - | - | - | - | - | - | - | 77 | 93 | 256 |
| | TOTALS | - | - | 17 | 9 | 51 | - | - | - | - | - | - | - | 77 | 93 | 256 |
| FIRE | | | | | | | | | | | | | | | | |
| 01-445-106-0000 | Sick Hurt Coverage | 45,000 | 1,635 | 3,278 | 1,682 | 1,869 | - | - | - | - | - | - | - | 8,465 | 3,140 | 55,324 |
| 01-445-106-0001 | Personal Time Coverage | 45,000 | 1,655 | 7,833 | 3,392 | 3,463 | - | - | - | - | - | - | - | 16,344 | 5,947 | 46,027 |
| 01-445-108-0000 | Vacation Coverage | 105,000 | 6,189 | 14,291 | 11,908 | 9,473 | - | - | - | - | - | - | - | 41,861 | 17,852 | 118,540 |
| | Subtotal | | 9,479 | 25,402 | 16,982 | 14,806 | - | - | - | - | - | - | - | 66,669 | 26,939 | 219,891 |
| 01-445-105-0000 | Extra Duty Coverage | 60,000 | 2,391 | 12,977 | 10,844 | 3,130 | - | - | - | - | - | - | - | 29,342 | 5,774 | 62,821 |
| 01-445-107-0000 | Holiday Pay | 120,000 | 10,623 | - | 10,751 | 10,037 | - | - | - | - | - | - | - | 31,411 | 11,462 | 118,541 |
| | SUBTOTAL | 375,000 | 13,014 | 12,977 | 21,595 | 13,167 | - | - | - | - | - | - | - | 60,753 | 17,236 | 181,362 |
| | TOTALS | 34.0% | 22,493 | 38,379 | 38,578 | 27,973 | - | - | - | - | - | - | - | 127,422 | 44,175 | 401,253 |
| EMS - AMBULANCE | | | | | | | | | | | | | | | | |
| 91-445-106-0000 | Sick Hurt Coverage | 10,000 | (546) | 1,303 | - | - | - | - | - | - | - | - | - | 757 | 3,605 | 18,278 |
| 91-445-106-0001 | Personal Time Coverage | 10,000 | 426 | 843 | - | 438 | - | - | - | - | - | - | - | 1,707 | 451 | 16,874 |
| 91-445-108-0000 | Vacation Coverage | 26,000 | 1,093 | 1,165 | - | - | - | - | - | - | - | - | - | 2,258 | 6,226 | 30,549 |
| | Subtotal | | 973 | 3,311 | - | 438 | - | - | - | - | - | - | - | 4,722 | 10,282 | 65,701 |
| 91-445-105-0000 | Extra Duty Coverage | 35,000 | 706 | 3,028 | - | 9,900 | - | - | - | - | - | - | - | 13,634 | 4,280 | 102,552 |
| 91-445-107-0000 | Holiday Pay | 17,000 | 1,746 | (532) | - | 539 | - | - | - | - | - | - | - | 1,753 | 2,575 | 17,044 |
| | SUBTOTAL | | - | - | - | 10,439 | - | - | - | - | - | - | - | 15,387 | 6,855 | 119,596 |
| | TOTALS | | 973 | 3,311 | - | 10,877 | - | - | - | - | - | - | - | 20,109 | 17,137 | 185,297 |
| LICENSE | | | | | | | | | | | | | | | | |
| 01-404-105-0000 | Overtime | 500 | - | - | - | - | - | - | - | - | - | - | - | - | - | 73 |
| | TOTALS | 0.0% | - | - | - | - | - | - | - | - | - | - | - | - | - | 73 |
| PLANNING | | | | | | | | | | | | | | | | |
| 01-405-105-0000 | Overtime | 2,000 | 240 | 281 | 144 | 243 | - | - | - | - | - | - | - | 907 | 369 | 3,061 |
| | TOTALS | 45.4% | 240 | 281 | 144 | 243 | - | - | - | - | - | - | - | 907 | 369 | 3,061 |
| POLICE | | | | | | | | | | | | | | | | |
| 01-437-101-0050 | Overtime | 125,000 | 15,595 | 18,952 | (12,738) | 22,360 | - | - | - | - | - | - | - | 44,168 | 37,405 | 136,780 |
| | TOTALS | 35.3% | 15,595 | 18,952 | (12,738) | 22,360 | - | - | - | - | - | - | - | 44,168 | 37,405 | 136,780 |
| PARKS & RECREATION | | | | | | | | | | | | | | | | |
| 01-479-105-0000 | Overtime | 7,000 | 1,380 | 1,007 | 925 | 909 | - | - | - | - | - | - | - | 4,221 | 1,245 | 8,430 |
| | TOTALS | 60.3% | 1,380 | 1,007 | 925 | 909 | - | - | - | - | - | - | - | 4,221 | 1,245 | 8,430 |
| PUBLIC WORKS | | | | | | | | | | | | | | | | |
| 01-500-105-0006 | Office | 83,000 | 380 | 798 | 798 | 521 | - | - | - | - | - | - | - | 2,498 | 1,093 | 9,391 |
| 01-500-105-0007 | Road Maintenance | | 727 | 1,384 | 452 | 2,980 | - | - | - | - | - | - | - | 5,544 | 1,674 | 16,266 |
| 01-502-105-0001 | Winter Maintenance | | - | - | - | - | - | - | - | - | - | - | - | - | - | 22,146 |
| 01-502-105-0003 | Plowing | | - | - | - | - | - | - | - | - | - | - | - | - | - | 74,604 |
| 01-502-105-0005 | Sanding/Salting | | - | - | - | - | - | - | - | - | - | - | - | - | - | 21 |
| 01-505-105-0000 | City Engineering | | - | 37 | 18 | 66 | - | - | - | - | - | - | - | 121 | - | 853 |
| 01-507-105-0000 | Drain Maintenance | | - | - | 14 | - | - | - | - | - | - | - | - | 14 | 14 | 311 |
| 01-510-105-0000 | Parking/Traffic Control | | 745 | 752 | - | - | - | - | - | - | - | - | - | 1,497 | 180 | 197 |
| 01-513-105-0000 | Signs | | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 01-514-105-0000 | Parking Garage | | - | - | - | - | - | - | - | - | - | - | - | - | - | 17 |
| | TOTALS | 11.7% | 1,852 | 2,971 | 1,283 | 3,567 | - | - | - | - | - | - | - | 9,673 | 999 | 123,806 |
| SOLID WASTE | | | | | | | | | | | | | | | | |
| 01-493-105-0000 | Overtime | 10,000 | 846 | 3,060 | 231 | 517 | - | - | - | - | - | - | - | 4,654 | 1,320 | 11,037 |
| | TOTALS | 46.5% | 846 | 3,060 | 231 | 517 | - | - | - | - | - | - | - | 4,654 | 1,320 | 11,037 |
| SANITARY SEWER | | | | | | | | | | | | | | | | |
| 90-409-105-0000 | WRBP | 28,000 | 1,632 | 652 | 265 | 395 | - | - | - | - | - | - | - | 2,944 | 1,868 | 10,321 |
| 90-421-105-0000 | Sewer Maintenance | | - | 9 | 18 | 727 | - | - | - | - | - | - | - | 753 | 111 | 1,735 |
| | TOTALS | 13.2% | 1,632 | 661 | 282 | 1,122 | - | - | - | - | - | - | - | 3,697 | 1,979 | 12,056 |

Parks & Recreation Facility Use Requests:

| | 2018-19 | 2017-18 | 2016-17 | 2015-16 | 2014-15 | 2013-14 | 2012-13 | 2011-12 | 2010-11 |
|--------------|-----------|-----------|-----------|-----------|------------|-----------|-----------|------------|-----------|
| July | 24 | 18 | 4 | 3 | 15 | 2 | 2 | 13 | 2 |
| August | 10 | 15 | 11 | 18 | 4 | 4 | 3 | 0 | 3 |
| September | 4 | 3 | 5 | 4 | 5 | 3 | 1 | 3 | 5 |
| October | 6 | 4 | 7 | 5 | 2 | 4 | 2 | 3 | 1 |
| November | | 4 | 2 | 6 | 6 | 5 | 4 | 1 | 4 |
| December | | 0 | 0 | 4 | 7 | 4 | 12 | 1 | 10 |
| January | | 6 | 5 | 9 | 10 | 0 | 3 | 7 | 2 |
| February | | 6 | 8 | 13 | 6 | 10 | 12 | 22 | 16 |
| March | | 11 | 12 | 9 | 12 | 19 | 10 | 5 | 10 |
| April | | 8 | 13 | 8 | 16 | 12 | 11 | 10 | 6 |
| May | | 12 | 2 | 8 | 10 | 9 | 7 | 13 | 6 |
| June | | 3 | 6 | 11 | 10 | 18 | 14 | 23 | 10 |
| Total | 44 | 90 | 75 | 98 | 103 | 90 | 81 | 101 | 75 |

Pending Grievances Summary:

| Date of Grievance | Union | Subject | Status | Cost through 10/31/18 |
|-------------------|--------|---|---|-----------------------|
| 3/27/17 | FIRE | Union claims that City has calculated their leave time incorrectly | <ul style="list-style-type: none"> ▪ 4/20/17 - Hearing held with the City Manager ▪ 5/16/17 - Second meeting scheduled for further discussion ▪ 5/26/17 Grievance denied by City Manager ▪ 6/27/17 Arbitration requested by Union | \$287.50 |
| 12/29/17 | FIRE | Union is requesting reimbursement of a FF overdraft fee due to City Payroll Error | <ul style="list-style-type: none"> ▪ 1/25/18 Hearing held with the City Manager ▪ 2/5/18 Grievance denied by the City Manager | \$0.00 |
| 3/28/18 | AFSCME | Union has filed a grievance that Employee termination was without just cause | <ul style="list-style-type: none"> ▪ 3/26/18 Employee's employment terminated for just cause ▪ 4/6/18 - Grievance denied by City Manager ▪ 4/18/18 - Arbitration filed by Union ▪ 12/17/18 - Arbitration hearing scheduled | \$300.00 |

Impact Fee Revenues:

| | Total Revenue as of 6/30/2018 | Revenue Year-to-Date | Transfer Out FY19 Year-to-date | Total Revenue as of 10/31/18 |
|------------------------------------|-------------------------------|----------------------|--------------------------------|------------------------------|
| School | \$63,004.19 | \$1,339.19 | \$-0- | \$64,343.38 |
| Police | \$11,848.94 | \$93.35 | (\$11,875.62) | \$66.67 |
| Fire | \$ 11,968.20 | \$204.45 | \$-0- | \$12,172.65 |
| Parks | \$7,881.46 | \$344.37 | (\$7,000.00) | \$1,225.83 |
| Roads | \$11,513.67 | \$269.80 | \$-0- | \$11,783.47 |
| Library | \$ 2,744.50 | \$185.91 | \$-0- | \$2,930.41 |
| Total Impact Fees Collected | \$108,960.96 | \$2,437.07 | (\$18,875.62) | \$92,522.41 |

Expendable Trust Balances:

| | Balance as of 10/31/18 |
|--|------------------------|
| Non-Capital Reserve Account | \$188,241.18 |
| Accrued Leave Reserve Account | \$251,451.10 |
| Winter Maintenance Reserve Account | \$80,628.02 |
| Health Insurance Stabilization Account | \$171,037.45 |
| Motorcycle Week Account | \$52,256.72 |
| Fire Stabilization Account | \$-0- |

Tax Increment Financing Balances:

| | Balance as of 10/31/18 |
|----------|------------------------|
| Downtown | \$1,625,203.00 |
| Lakeport | \$21,502.00 |
| Weirs | \$5,529.00 |

Boat Taxes:

| Report as of Date: | Through 10/31/18 | | |
|--------------------|------------------|----------------------|-------------|
| FISCAL YEAR | BUDGET | Year to date Revenue | % of Budget |
| 2014 | \$85,000 | \$14,811.00 | 17.4% |
| 2015 | \$90,000 | \$14,135.00 | 15.7% |
| 2016 | \$90,000 | \$13,597.00 | 15.1% |
| 2017 | \$85,000 | \$10,960.00 | 12.9% |
| 2018 | \$85,000 | \$16,753.00 | 19.7% |
| 2019 | \$85,000 | \$16,191.00 | 19.0% |

EMS Billing History:

| Laconia Fire Department EMS Billing Report | | | | | | | | | |
|--|-----------------|-----------------|--------------|--------------|------------|------------|--------------|-----------------------------|--------------|
| Month | # of Trips 2017 | # of Trips 2018 | Gross Charge | Net Charge | % Billable | Write Offs | Payments | % of Payments to Net Charge | Balance Due |
| Jul | 332 | 298 | \$246,980.00 | \$128,034.00 | 52% | \$1,894.00 | \$66,212.00 | 52% | \$58,830.00 |
| Aug | 332 | 295 | \$248,112.00 | \$136,450.00 | 55% | \$3,200.00 | \$62,491.00 | 46% | \$70,246.00 |
| Sep | 265 | 257 | \$233,233.00 | \$128,054.00 | 55% | \$1,800.00 | \$46,917.00 | 37% | \$78,597.00 |
| Oct | 303 | 308 | \$265,691.00 | \$155,862.00 | 59% | \$2,200.00 | \$24,292.00 | 16% | \$129,369.00 |
| Nov | | | | | | | | | |
| Dec | | | | | | | | | |
| Jan | | | | | | | | | |
| Feb | | | | | | | | | |
| Mar | | | | | | | | | |
| Apr | | | | | | | | | |
| May | | | | | | | | | |
| June | | | | | | | | | |
| Totals | | 1158 | \$994,016.00 | \$548,400.00 | 55% | \$9,094.00 | \$199,912.00 | 36% | \$337,042.00 |

