

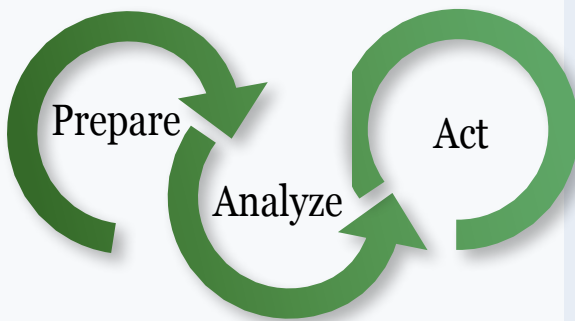
# Performance Scorecard

September 2019 • An annual report to citizens on performance of city services

## City of Woodbury Reports its Performance

Since the mid-1990s, the City of Woodbury has published an annual performance report that provides more than 300 pieces of data on the performance of city services and operations. This data is assembled into an annual report that is presented to the Council and posted on the city website for public review. The Performance Scorecard is a summary of the city's performance report and has been provided annually since 2011.

The purpose of the program is to provide the city with data for strategic planning, to provide the City Council with useful information to make decisions, to indicate areas of success or areas that are in need of improvement, and to provide accountability to the public by providing a more transparent government.



### Performance Reporting in Action

How do city leaders know if services provided are meeting expected goals? How do residents know if city services are meeting quality expectations and being provided effectively? By measuring for results through performance reporting, the city continually strives to answer these questions.

The City of Woodbury tracks, reports and analyzes its performance data to identify opportunities for improvement. Critical to this process is using metrics that yield actionable information as well as conducting a biennial community survey. Data-driven decision-making is how Woodbury stays focused on its value of exceeding expectations.

## 2018 Performance Highlights

**Commercial and residential growth** remained strong in 2018. For several key metrics, as detailed in the full report, the city had positive results in 2018 with many exceeding five-year averages. Many metrics measuring the increasing amount of city infrastructure such as miles of streets, water mains, ponds, etc. also further demonstrate the city's on-going growth and development.



Within the **Public Safety Department**, emergency medical services demand continued to grow in 2018 while paramedic/ambulance response exceeded its response-time goal. The fire service response goal metric was not met again in 2018 and is under review as part of an on-going public safety staffing study. Crime data metrics per 1,000 residents were at their lowest for a five-year period.

**The Public Works Department** has seen increasing satisfaction with street repair and patching, as detailed in the full report, with 55

percent rating the services as excellent or good in 2019, up from 40 percent for 2015. For the fourth year in a row, the department also met



its goal for completing routes in under eight hours for a full snow plowing event. This is notable given the number of events for the year and the amount of snow were both reported as the highest for the five-year period shown in the report.

The city continued to demonstrate a high commitment to its values in exceeding expectations and being professional, responsive leaders. Community survey results for 2019, included in the full report, showed survey respondents rating city staff and many services with high ratings. For example, police, fire and emergency medical services, as well as city parks, Eagle Valley Golf Course, HealthEast Sports Center and sanitary sewer services each received excellent or good ratings between 92 and 94 percent.

## Certificate of Excellence for Woodbury Performance Management

Since 2011, the City of Woodbury has annually received the Certificate of Excellence for performance measurement by the International City/County Management Association (ICMA). ICMA awards certificates each year to recognize programs that instill a culture of performance management, pursue comparative analysis and data-informed decision-making, and promote transparency. The Certificate of Excellence is the highest level of the award. For 2019, 27 cities in the U.S. received this award and Woodbury was the only city in Minnesota to earn the top accolade.



# Performance Scorecard

The intent of the following table is to provide the residents of Woodbury with some meaningful data on the performance of core city services. Three years of data history are provided with the city's target goal for the service, if applicable. If the city doesn't have an established goal for the service a five-year average is given.

Performance Category	2016	2017	2018	Target* (or 5-year avg.)
<b>City Management and Finances</b>				
Bond rating (Standard and Poor's)	AAA	AAA	AAA	AAA
Debt service expenditures as a % of total governmental fund expenditures	9.52%	9.96%	7.31%	11.8% (avg.)
Rate of employee turnover (excluding retirements, seasonals, paid-on-call)	3.8%	3.6%	4.7%	< 5%
<b>Community Development</b>				
Number of inspections (excluding electrical)	20,026	19,118	22,922	18,593 (avg.)
<b>Engineering</b>				
Rolling 5-year average Pavement Condition Index score for non-residential city streets	71.7	72.1	71.1	75.0
Rolling 5-year average Pavement Condition Index score for residential city streets	70.3	71.0	71.0	70.0
Percent of total system lane miles requiring maintenance	32%	21%	29%	< 26%
<b>Parks and Recreation</b>				
Overall recreation participation	74,650	80,674	84,909	82,602 (avg.)
Percent of available prime season ice hours rented at HSC	82%	83%	86%	80%
<b>Public Safety</b>				
Part I Crime Rate per 1,000 residents	20	21	19	20 (avg.)
Part II Crime Rate per 1,000 residents	34	37	26	32 (avg.)
Fire response: Percentage of time five firefighters on scene in less than nine minutes to emergency fire calls	82%	64%	57%	90%
Fire response: Sustained major fire response, percentage of time an additional six firefighters are on scene in less than 13 minutes	100%	90%	64%	90%
Paramedic/Ambulance: Percentage of time on scene in less than nine minutes	89%	93%	93%	90%
<b>Public Works</b>				
Snow plowing: Percent of full snow and ice clearing events completed within eight hours	100%	100%	94%	80%
Number of full snow and ice cleaning events	8	9	17	10 (avg.)
Number of trees planted/trees removed	466/355	358/237	294/548	619/362 (avg.)
<b>Public Works - Utilities</b>				
Potable Water: Residential per capita served water usage (gallons per day)	78	80	80	75
Safe drinking water standards met	Yes	Yes	Yes	Yes
Sanitary Sewer: Number of sewer blockages	0	1	2	2 (avg.)

\*Target/goal is indicated when available. If a target/goal is not used for tracking the measure, the five-year average is indicated.

**The complete 2018 Performance Report was presented to the City Council at its July 24 workshop meeting and is available on the city's website**

## We want to hear from you

Did you like this report? Do you have any suggestions for improvement or additional information you'd like to see? If so, please contact Angela Gorall, assistant city administrator, at [angela.gorall@woodburymn.gov](mailto:angela.gorall@woodburymn.gov) or at 651-714-3573.

**For more information, visit [woodburymn.gov/performance](http://woodburymn.gov/performance).**