

Potential Measures for Cities

General:

- Rating of the quality of life in your community
(Community survey: *excellent, good, fair, poor*)
- When you consider the property taxes you pay and the quality of city services you receive, would you rate the general value of city services as excellent, good, fair, or poor?
(Community survey)

Police Services:

- Citizens' rating of the quality of Police services/protection
(Community survey: *excellent, good, fair, poor*)
- Citizens rating of safety in their neighborhood during the day (separate question could ask about safety at night)
(Community survey: *very safe, somewhat safe, neither safe nor unsafe, somewhat unsafe, very unsafe*)
- Part I and II crime rates

Output:

- Response Time
Time it takes on top priority calls (when the officer responds with lights and sirens) from dispatch to the first officer on scene.
- The number of sworn full-time equivalent officers per 1,000 population.
(Use payroll to determine the total hours worked by sworn police officers and divide that by 2080 the divide that by your population in thousands (i.e. 55,000 =55). Note: City of Woodbury has Police/Paramedics and Police/Firefighters. A percentage of time is assigned to police duties; this number is used in determining this measure.)

Staffing:

- Number of sworn officers per 1,000 population

Fire Services:

- Citizens' rating of the quality of fire protection services
(Community survey: *excellent, good, fair, poor*)

Output:

- Response Time
(Time it takes from dispatch to apparatus on scene for calls that are dispatched as a possible fire).

Streets:

- Citizens' rating of the quality of pavement repair and patching on streets
(Community survey: excellent, good, fair, poor)
- Citizens' rating of the road condition in their city:
(Community survey: good condition, mostly good condition, many bad spots)
- Citizens' rating the quality of snowplowing on city streets
(Community survey: excellent, good, fair, poor)

Output:

- Average time it takes to complete a snow event.
Use the average number of hours it takes to plow and sand the road system once. Take the number of hours each plow runs and average that out (i.e. one plow may run for 8 hrs and another for 7.5 hrs so it would average 7.75hrs).

Water:

- Citizens' rating of the dependability and quality of city water supply
(Community survey: excellent, good, fair, poor)

Output:

- Gallons of water pumped per day per capita.
Total gallons pumped divided by the population. (note: this is a new measure for Woodbury and we are looking at refining it to be the total gallons pumped on residential accounts divided by the total population served).

Recreation:

- Citizens' rating of the quality of city recreational programs
(Community survey: excellent, good, fair, poor)
- Citizens' rating of the quality of city recreational facilities
(Community survey: excellent, good, fair, poor)

Other potential service areas:

- Libraries
- Finance/Budget
- Utilities: (sanitary sewer, storm sewer)
- Environmental services
- Transportation services
- Emergency Medical Services

Examples of quality performance reporting and useful reports:

- City of Bellevue, WA: http://www.ci.bellevue.wa.us/citizen_outreach_performance.htm
- King County, WA: <http://www.kingcounty.gov/exec/strategy/PerformMgmt.aspx>
- City of Vancouver, WA: <http://www.cityofvancouver.us/performance.asp?menuid=10462&submenuid=17767>
- Washington County, MN: http://www.co.washington.mn.us/info_for_residents/about_washington_county/performance_measurement/
- City of Woodbury, MN: <http://www.ci.woodbury.mn.us/govt/capm.html>
- City of Minneapolis, MN: <http://www.ci.minneapolis.mn.us/results/>
- Miami-Dade County, FL: http://www.miamidade.gov/results/public_safety.asp

This is just a small list, there are a lot of other local governments accomplishing great things in the area of performance measurement/management.