

Woodbury Performance Scorecard

September 2022 • An annual report to residents on performance of city services

2021 performance highlights

The city's online Performance Measurement Dashboard is currently providing a total of eight years of data for most measures. Newer or substantially revised measures may have fewer years of reporting.



The **Public Works Department** has continued its high achievement for goals set for snow and ice control in 2021. For the seventh year in a row, the department met its goal for completing routes in under eight hours for a full snow plowing event.

The total **number of acres** in the city's park system has continued to grow, reaching 3,540 acres in 2021. However, the ratio of acres to the number of acres finished and mowed has remained consistently at 15% since 2019.

Many **recreation** programs experienced a considerable rebound from the declines in 2020 due to the pandemic. The number of participants in Parks and Recreation revenue and non-revenue programs increased significantly in 2021.



Within the **Public Safety Department**, the Emergency Medical and Fire Services Division (EMS Fire) saw another year of improvement in fire response (for five firefighters on-scene in less than nine minutes), increasing from 52% to 68% after several years of decline. However, this is still below the 90% goal. Meantime, the percentage of time on-scene for

City of Woodbury reports its performance



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.

In Woodbury, the city not only tracks and reports performance data, it analyzes the data to then act. Critical to the city's 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.

Visit woodburymn.gov/Performance to view the 2021 Performance Measures Summary Report and to access the city's online Performance Measurement Dashboard.

an EMS response in less than nine minutes was reported at 91% for 2021, exceeding the 90% goal. The measure overall has had very high consistency over the past eight years.

EMS Fire calls by type for 2021 continue to be primarily for medicals at 4,882, which is 77% of total calls. Medical calls have increased by 72% since 2014.



After a record-breaking year in 2020, **Eagle Valley Golf Course** set a new high in total rounds played in 2021. It also established records for average rounds played per day and operating income. A number of measures reported for the golf course reached their highest level for the eight-year reporting period.

The residential per capita served **water usage** increased from 79 to 88 gallons per day from 2020 to 2021. Less precipitation and drought conditions in 2021 are considered major factors for the increase. The total number of gallons pumped in 2021 (2,943 in

millions) was the highest for the eight-year reporting period.

Commercial and residential growth continued strongly in 2021. The city added 579,474 square feet of new commercial buildings in 2021, the highest reported for the eight-year reporting period. Particularly notable is that of the total square footage, 96% was for a non-retail use. The percentage of new commercial square footage for a non-retail use has reached more than 90% for the past three years. Non-retail uses expands and diversifies the city's property tax base, and enhances Woodbury's overall economic competitiveness.

Debt as a percentage of taxable market value was reported at 0.5% in 2021, the lowest reported for the eight-year reporting period. In addition, the amount of debt service paid by the property tax levy in relation to the total property tax levy was also the lowest reported for the period at 7.3% in 2021.

As detailed in the online dashboard, the city earned positive results for several additional key metrics in 2021. Many metrics measuring the increasing amount of city infrastructure such as miles of street, water mains, ponds, etc., also further demonstrate the city's ongoing growth and development.

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	2019	2020	2021	Target* (or 5-year avg.)
City Management and Finances				
Bond rating (Standard and Poor's)	AAA	AAA	AAA	AAA
Debt service paid by property tax levy as a % of total property tax levy	9.0%	7.8%	7.3%	8.27% (avg.)
Rate of employee turnover (excluding retirements, seasonals, paid-on-call)	4.4%	3.2%	5%	< 5%
Community Development				
Number of inspections (excluding electrical)	22,970	22,239	26,124	22,675 (avg.)
Number of code enforcement cases	903	540	620	730 (avg.)
Engineering				
Average Pavement Condition Index score for non-residential city streets	63.1	61.4	58.8	75.0
Average Pavement Condition Index score for residential city streets	73.5	70.9	69.9	70.0
Percent of total system lane miles requiring maintenance	28.9%	31.9%	32.3%	< 26%
Parks and Recreation				
Overall recreation participation	82,941	11,058	71,299	66,176 (avg.)
Number of total rounds played at Eagle Valley Golf Course	34,923	39,730	44,679	30,000
Public Safety				
Police calls for service	40,833	36,949	40,299	35,833 (avg.)
Fire response: Percentage of time five firefighters on scene in less than nine minutes to emergency fire calls	39%	52%	68%	90%
Fire response: Sustained major fire response, percentage of time an additional six firefighters are on scene in less than 13 minutes	47%	64%	60%	90%
Paramedic/ambulance: Percentage of time on scene in less than nine minutes	86%	92%	91%	90%
Public Works				
Snow plowing: Percent of full snow and ice clearing events completed within eight hours	100%	100%	88%	80%
Number of full snow and ice cleaning events	22	10	8	13 (avg.)
Number of trees planted/trees removed	353/282	449/555	712/533	433/431 (avg.)
Public Works - Utilities				
Potable water: Residential per capita served water usage (gallons per day)	71	79	88	75
Safe drinking water standards met	Yes	Yes	Yes	Yes
Sanitary sewer: Number of sewer blockages	1	0	2	1 (avg.)

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

2021 performance reporting, including the online Performance Measurement Dashboard, was presented to the City Council at its July 20 workshop meeting and is available on the city's website at woodburymn.gov/Performance.

We want to hear from you

Do you have any suggestions for improvement or additional information you'd like to see? If so, contact Assistant City Administrator Angela Gorall at angela.gorall@woodburymn.gov or at 651-714-3573.

For more information, visit: woodburymn.gov/Performance