Comparative Performance Measures

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Building Inspections:

The number of inspections completed per full-time equivalent building inspector.
Take the total number of inspections and divide it by the total number of FTE's (Use payroll total hours worked and divide by 2080).

Police:

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 the 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.)

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.

Fire:

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

City Wide:

Citizen rating of the quality of life in the community (percentage rating excellent or good on a community survey).
Percentage of people who rated the quality of life that felt it was excellent of good.

Street Department:

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).

Human Resources:

Average number of days from a position vacancy to candidate acceptance.
Take the total number of days on all recruitments (the days are calculated from a person leaving to a person accepting the position) divide the days by the number of recruitments.

Rate of turnover.
The number of people that left the city divided by the total number of positions (exclude interns and seasonal).

Finance:
        Average processing days for accounts payable vendor checks.
        The average number of days, of a sample set, that it takes from invoice date to check date.

Water:
        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:
        Percentage of activities fees to expenditures.
        The amount of fees collected for recreation programs divided by the fees incurred to provide the programs.