

Performance Measures - City of Chanhasen

Category	#	Measure	2022 Result	2023 Result	Notes
General	1	Rating of the overall quality of services provided by the City (survey data, provide year completed and total responses)			The City is considering whether to conduct a survey in the future
	2	Percent change in the taxable property market value	16.7%	3.9%	From County Tax Capacity worksheets
	3	Citizens' rating of the overall appearance of the City (survey data, provide year completed and total responses)			The City is considering whether to conduct a survey in the future
	4	Nuisance code enforcement cases per 1,000 population			
	5	Number of library visits per 1,000 population			
	6	Bond rating	AAA - Standard & Poors	AAA - Standard & Poors	
	7	Citizens' rating of the quality of recreational programs and facilities (survey data, provided year completed and total responses)			The City is considering whether to conduct a survey in the future
	8	Accuracy of post-election audit (% of ballots counted accurately)			
Police Services	9	Part I and II Crime Rates	2.80%	2.00%	
	10	Part I and II Crime Clearance Rates	53%	47%	
	11	Citizens' rating of safety in their community (survey data, provide year completed and total responses)			The City is considering whether to conduct a survey in the future
	12	Average police response time	5.72	5.49	Average time it takes to respond to top priority calls from dispatch to officer on scene
Fire & EMS Services	13	Insurance industry rating of fire services	4/4Y	4/4Y	2020 FRS from ISO. Scheduled again in 2025 with expectations of 3 or lower
	14	Citizens' rating of the quality of fire protection services - ISO Rating (survey data, provide year completed and total response)			The City is considering whether to conduct a survey in the future
	15	Average fire response time	8:40	9:56	Average time it takes from dispatch to apparatus on scene for calls that are dispatched as a possible fire
	16	Fire calls per 1,000 population	1.44	1.54	Number of calls/population X 1,000 = calls per 1,000 population
	17	Number of fires with loss resulting in investigation	15	17	
	18	EMS calls per 1,000 population	28.73	33.61	Number of calls/population X 1,000 = calls per 1,000 population
	19	EMS average response time	7:08	6:29	Average time it takes from dispatch for arrival of EMS
Streets	20	Average City street pavement condition rating (PCI)	73.1	74.7	This is directly reported by Cartegraph, updated daily
	21	Citizens' rating of the road conditions in the City (survey data, provide year completed and total response)			The City is considering whether to conduct a survey in the future
	22	Expenditures for road rehabilitation per paved lane mile rehabilitated (City only roads)	\$ 754,352	\$ 745,696	Total cost for rehabilitation / lane miles rehabilitated-does not include sealcoating expenses
	23	Percentage of all City lane miles rehabilitated (City only roads)	4.30%	4.50%	Lanes miles rehabilitated in year / total number of lane miles
	24	Average hours to complete road system during snow event	8.1	6.1	
	25	Citizens' rating of the quality of snowplowing on City streets (survey data, provide year completed and total response)			The City is considering whether to conduct a survey in the future
Water	26	Citizens' rating of the quality of fire protection services (survey data, provide year completed and total response)			The City is considering whether to conduct a survey in the future
	27	Operating cost per 1,000,000 gallons of water pumped/produced	\$ 5,593	\$ 4,666	Actual operating expense for water utility / (total gallons pumped / 1,000,000) = cost per million - Includes depreciation
Sanitary Sewer	28	Citizens' rating of the dependability and quality of sanitary sewer service (survey data, provide year completed and total response)			The City is considering whether to conduct a survey in the future
	29	Number of blockages on City system per 100 connections	0.012	None	(Number of blockages / number of connections) X 100 = blockages for 100 connections